Communication, Cultural Competence and Patient / Family Centered Care
Objectives

To understand:

• Effective communication

• Cultural Competence

• Patient and Family Centered Care

and why they are important
Why Focus on Communication and Cultural Competence?

• Variety of patient populations experience, decreased safety, poorer health outcomes and lower quality care based on race, ethnicity, language, disability and sexual orientation.

• Essential to quality care and patient safety

• Ensure compliance with laws that support the issues of effective communication and cultural competence

• Required to meet the specific and unique needs of our patient populations
What is Effective Communication?

• Patients and providers exchange information, enabling patients to participate actively in their care from admission through discharge

• Ensuring responsibilities of both patients and providers are understood

• Two-way process

• Patients comprehend accurate, timely, complete and unambiguous messages from providers enabling them to participate in their care.
What is Cultural Competence?

Ability of health care providers and organizations to understand and respond effectively to the cultural and language needs of the patient

Requires organizations and providers to:

• Value diversity
• Assess themselves
• Manage the dynamics of difference
• Acquire and institutionalize cultural knowledge
• Adapt to diversity and the cultural contexts of individuals and communities
What is Patient & Family Centered Care?

• Innovative approach to plan, deliver, and evaluate health care grounded in mutually beneficial partnerships among providers, patients and families.

• Applies to patients of all ages

• Practiced in any health care setting
Diversity in the U.S.

• Nearly 1 in 9 residents is foreign-born

• 19.6% of the total populations speaks a language other than English at home

• U.S. Census Bureau Projections for 2050
  • Hispanic populations expected to grow from 35.6 million to 102.6 million – 188% increase
  • Asian population projected to increase 213% from 10.7 million to 33.4 million
Discrimination Based on “Limited English Proficient” Status

• Denial of services of opportunity to participate in services
• Delay in delivery of services
• Less effective services

Services that do not meet the standard of care:

“Hospitals are required to provide language assistance services to the deaf and hard of hearing patients at no cost – includes physician offices owned by the hospital as well as programs sponsored by the hospital.”
2010 Revisions to American Disabilities Act of 1990

Public Entities:

• May not require an individual with a disability to bring another person to interpret

• May not rely on someone accompanying the individual to interpret

• May not rely on a minor child to interpret.

• May not rely on untrained translators.
You have completed your review of the Annual Cultural Diversity Presentation! You now need to complete the Cultural Diversity Training Exam to demonstrate competency on the material that you just covered. In order to successfully pass, you must receive a score of 80% or greater.