

The Facilitator's Guide

Why Culture Matters

*A Guide for Marketing Culturally
Competent Nursing Care: A
Cornerstone of Caring*



www.ThinkCulturalHealth.hhs.gov



Welcome!



Icebreaker



WWSDTOOR

Similarities and Differences Icebreaker



Truth and Lies Icebreaker



Few Opening Question

- *Has anyone encountered cultural health beliefs or practices you were unfamiliar with?*
- *Have you ever felt unprepared to care for a patient with a different culture or language from yourself?*

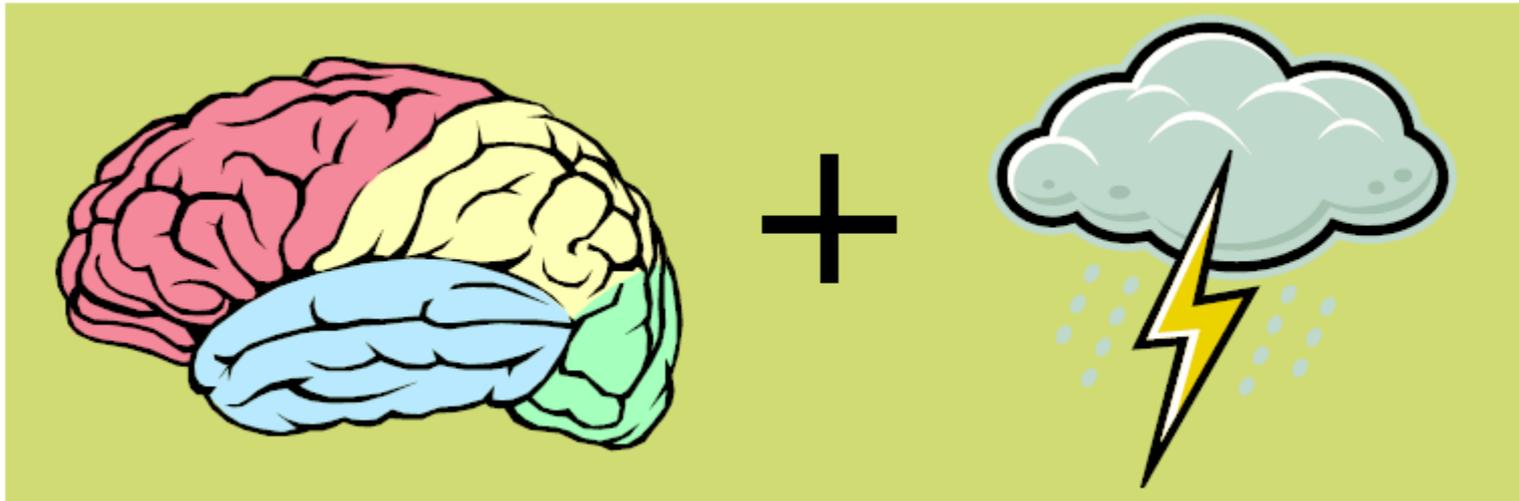
Session Overview

- *Cultural Competency Overview*
 - *What is cultural competency?*
 - *Health disparities*
 - *Increasing diversity of the U.S.*
 - *Benefits of cultural competency*

- *Training Program Overview*
 - *Registration*
 - *Features*
 - *Earning CNEs*
 - *Help and resources*

Brainstorm

What is cultural competence?



Existence of Health Disparities

Racial and ethnic disparities in health persist across all dimensions of health care. For example:

- *African-American adults are 50% more likely to die from a stroke than White adults*
- *Mexican Americans are more than twice as likely as Whites to have diabetes*
- *Suicide is more than twice as common in the Native American/Alaska Native community than among the overall population*

Growing Diversity

- *Nearly 1 in 5 Americans speaks a language other than English in the home*
- *12% of people in the U.S. are foreign born*
- *By 2050, the non-Hispanic White population will decline to 50.1% of the total US population*

✓ The U.S. is becoming more diverse



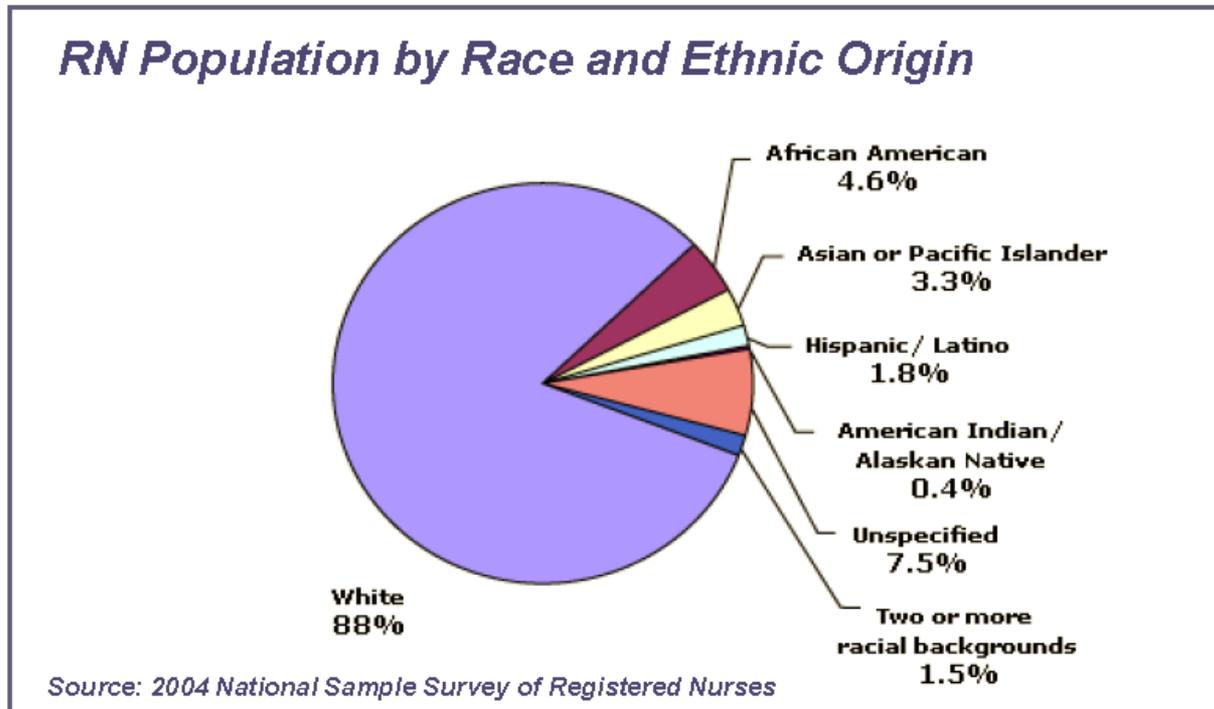
Sources: <http://www.census.gov/Press-Release/www/releases/archives/population/001720.html>; <http://www.census.gov/prod/2003pubs/c2kbr-29.pdf>; <http://www.census.gov/prod/2004pubs/p20-551.pdf>; www.census.gov/Press-Release/www/releases/language3.pdf

Cultural Competency Training Can Help Nurses

- *Give and receive more accurate information in patient interaction*
- *Meet informed consent requirements*
- *Provide more appropriate health education and awareness efforts*
- *Work with limited English proficiency patients to help them comply with treatment regimens they understand*
- *Understand the community served and learn more about their needs*

Nursing Workforce Diversity

- *The RN population remains far less diverse than the general population.*
 - *Approximately 12% of nurses are from a racial/ethnic minority background as compared to 33% of patients*



The Big Picture

Cultural and language differences may result in misunderstanding, lack of compliance, or other factors that can negatively influence clinical situations.

- *What are some situations in which cultural or language differences could impact the safety or effectiveness of care?*

Benefits of Cultural Competency

- *Reduce health disparities*
- *Improve patient care and satisfaction*
- *Decrease malpractice risks and insurance costs*
- *Experience operational efficiency*
- *Increase compliance with State and Federal regulations*
- *Increase compliance with Joint Commission accreditation standards*

Course Registration Process

 U.S. Department of Health & Human Services www.hhs.gov

Office of Minority Health minorityhealth.hhs.gov

THINK CULTURAL HEALTH *Advancing Health Equity at Every Point of Contact*

Register for Culturally Competent Nursing Care: A Cornerstone of Caring

If you have already registered for a Think Cultural Health program, you may use the same username and password to log in to this site. [Click here](#) to log in.

A field with an asterisk (*) before it is a required field.

*Email Address:

If you are using spam-filtering software, please be sure to allow emails from contact@thinkculturalhealth.hhs.gov.

*Username:

*Password:

[Click here for password guidelines](#)

[Click to Expand](#)

*Confirm Password:

*First Name:

Middle Initial:

*Last Name:

Curriculum Organization

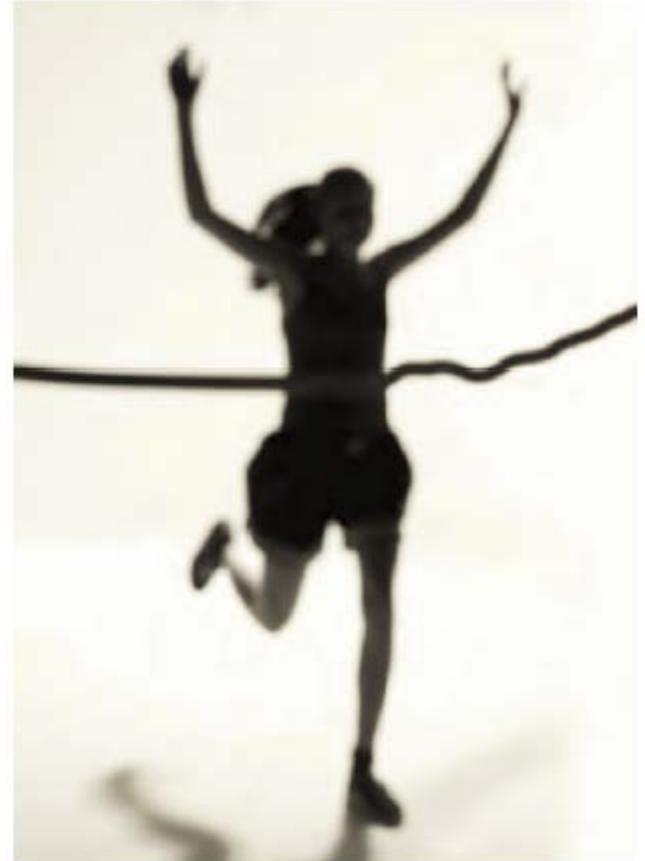
Course I: Delivering Culturally Competent Nursing Care

Course II: Using Language Access Services

Course III: Supporting and Advocating for Culturally Competent Health Care Organizations

Earning CNE Credits

- *3 CNEs per course (9 total credits available)*
- *Complete all material*
- *Pass posttests with 70% or above*
- *Complete course evaluation*
- *A printable certificate will automatically be generated*

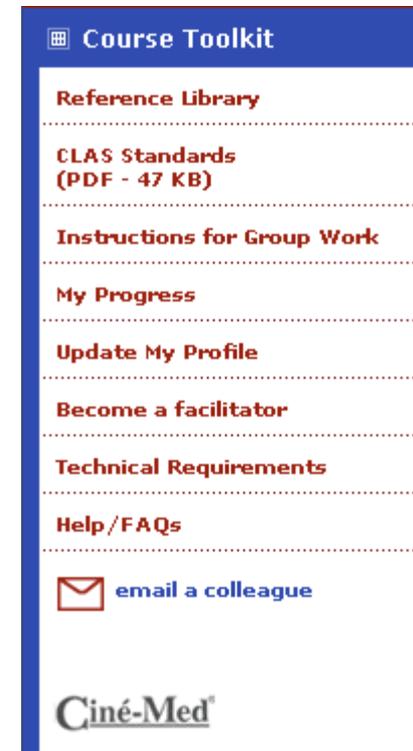


Program Features

- *Video-based case studies*
- *Never lose your place with automatic bookmarking*
- *Tracks your progress*
- *Continuously updated with new resources*
- *Reference Library*
- *Automatic grading and certificate issuance—no need to mail anything!*

Available Resources

- *Answers to FAQs are available through a link in the Course Toolkit*
- *Email support can be accessed through the Culturally Competent Nursing Care Web site*
 - *A technical support specialist will respond to your inquiry within 48 hours*



The image shows a vertical menu titled "Course Toolkit" with a grid icon. The menu items are: Reference Library, CLAS Standards (PDF - 47 KB), Instructions for Group Work, My Progress, Update My Profile, Become a facilitator, Technical Requirements, and Help/FAQs. At the bottom, there is a link "email a colleague" with an envelope icon and the Ciné-Med logo.

Course Toolkit	
Reference Library	
CLAS Standards (PDF - 47 KB)	
Instructions for Group Work	
My Progress	
Update My Profile	
Become a facilitator	
Technical Requirements	
Help/FAQs	
	email a colleague
Ciné-Med [®]	

Summary

- *Overview and rationale for cultural competency*
- *How to participate in Culturally Competent Nursing Care: A Cornerstone of Caring*
- *Where to go for help and resources*

