

BACKGROUND

Cultural diversity has been well-known as an encounter for healthcare providers in many countries, stressing the importance of good communication between patients and healthcare employees. Culturally competent care is vital to day-to-day intervention, and we should attempt to deliver optimum care notwithstanding personal dissimilarities. Communication and culture are closely intertwined. Communication is how culture is transmitted and preserved. Culture influences how feelings are expressed and what verbal and non-verbal skills are appropriate.

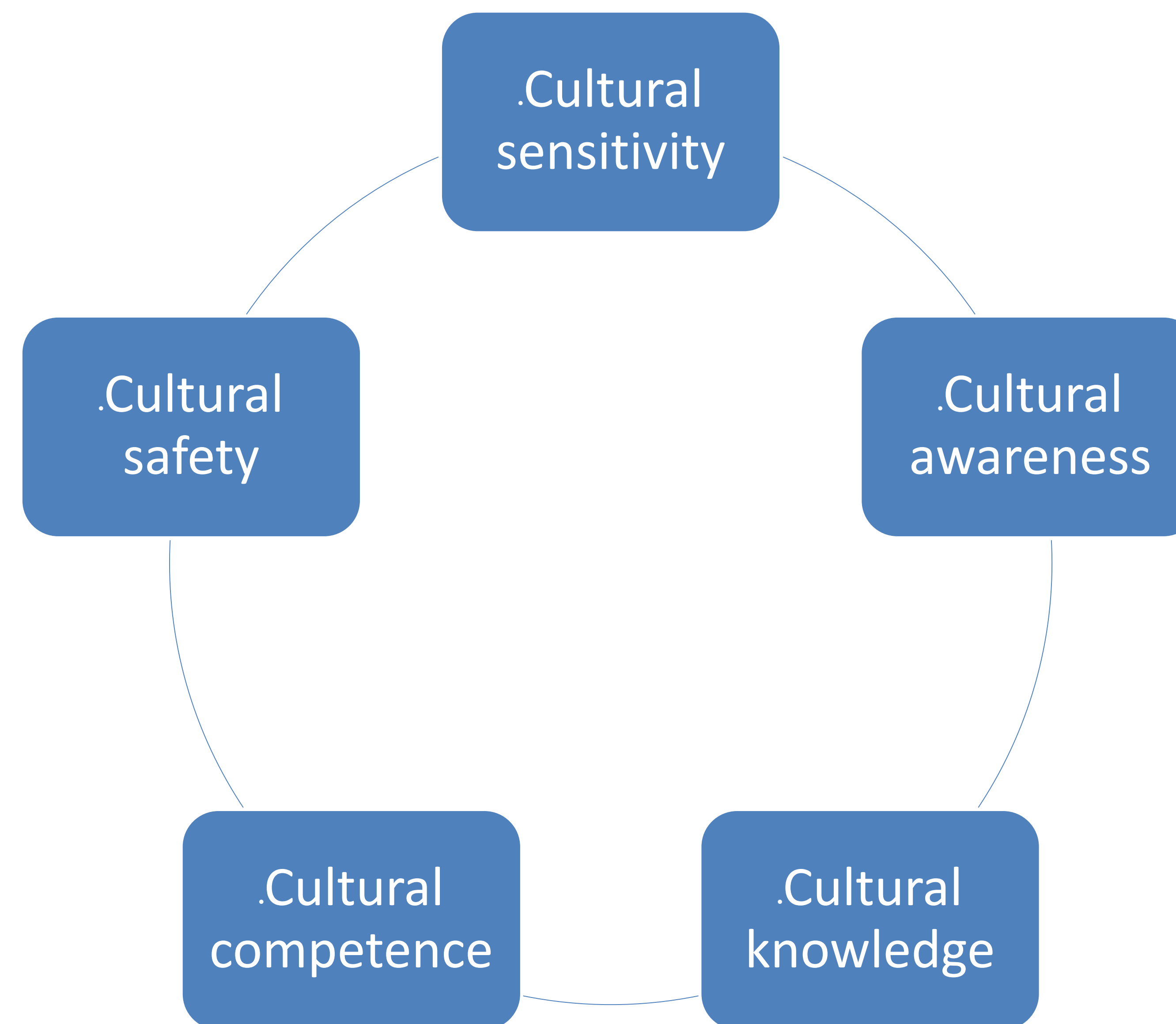
PURPOSE

As a result of global migration, multicultural healthcare professionals care for patients in Nevada in increasingly diverse cultural and linguistic settings. An employee's ability to manage cultural diversity is a part of individual ability that deserves special attention.

METHODS

Communication is essential in overall care; therefore, this poster describes important concepts underpinning appropriate intercultural care. It guides effective intercultural communication by discussing cultural knowledge, attitudes and feelings, and communication skills.

Core concepts underpinning intercultural care



» **Cultural awareness** – being attentive to the possible cultural disparities in patient evaluation and care management.

» **Cultural sensitivity** – a personal rapport among the patient and healthcare provider, an even collaboration that should 'encompass trust, acknowledgment, esteem, enabling, and compromising.'

» **Cultural knowledge** – having communication and consideration of diverse cultures, which empowers the healthcare practitioners to be vigilant to cultural disparities, such as diet, religion, and health beliefs.

» **Cultural competence** – necessitates the healthcare practitioners to be culturally understanding, mindful, well-informed, and trained in delivering proper care for the individual patient.

» **Cultural safety** – concerned with a patient's knowledge of healthcare assistance and related healthcare practitioners are 'the efficient healthcare practitioners... of an individual or family from another culture and is unwavering by that person or family

RESULTS

Through this initiative, the rehabilitation department at the University Medical Center of Southern Nevada provided an education entitled **Patient-Centered Communication: Basic Skills**.

Exploring and understanding the patient's illness experience and respecting the patient's beliefs and expectations are at the core of patient-centered communication using the five concepts of intercultural care.

CONCLUSIONS

This educational program should be a continuous learning process for the organization and integrated into the cultural diversity and effective communication skills training for all healthcare practitioners at UMC and across the Nevada hospital.

We should improve the level of employee knowledge sharing. Knowledge sharing is interaction and learning, and while knowledge sharing reflects an individual's behavior, it also forms an organizational climate.

REFERENCES

References available upon request

