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Culturally Sensitive Communication in Health Care Setting

PICOT Question: How do patients with different cultures perceive the standard way of care by communication with health care professionals during their hospital stay?

Summary: Developing standards of care in today's world of medicine are always changing. It is important that health care professionals stay up to date on their education of different cultures so that they are able to provide proper care to individuals with different backgrounds. In this day, there are many people whose cultures determine the way they receive healthcare. "A lack of culturally competent care directly contributes to poor patient outcomes and health disparities." (Youngson, 2016). Educating the importance of culturally sensitive communication will promote "Various strategies and personal characteristics and attitudes for culturally competent communication." (Brown. 2016). In the study of the 'Greet-Invite-Discuss" the results were shown as "qualitatively, doctors demonstrated more partnership and culturally-sensitive communication, and patietns expressed more satisfaction, increased comprehension and self-management, or their chronic illnesses." (Claramita, 2020)

Conclusion: In conclusion, learning to effectively communicate with patients of different backgrounds will result in excellent patient care, safety, and will prevent nursing turn over. As nurses we walk into each patient room for the first time the same way until we learn about our patient such as their preferences and cultural needs which is more important now than ever because of the increased global migration. Brooks et al. (2018) found "Three major uses of culturally sensitive communication were identified, including understanding one's own culture, open and sensitive communication, and strategies to collaborate with the patient and family for optimal patient care". By using these resources and following evidence-based practice healthcare professionals are able to treat each patient respectively based off of their cultural practices and needs.

References:

Primary Article

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Secondary Article

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Bloomer, M. J., Brooks, L. B., Manias, E. M. (2018). Culturally sensitive communication in healthcare: A concept analysis. Collegian, 26 (3), 383-391. https://doi.org/10.1016/j.colegn.2018.09.007

Tertiary Article:

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