



Together, Negotiating the Path to Cultural Competence in End of Life Care



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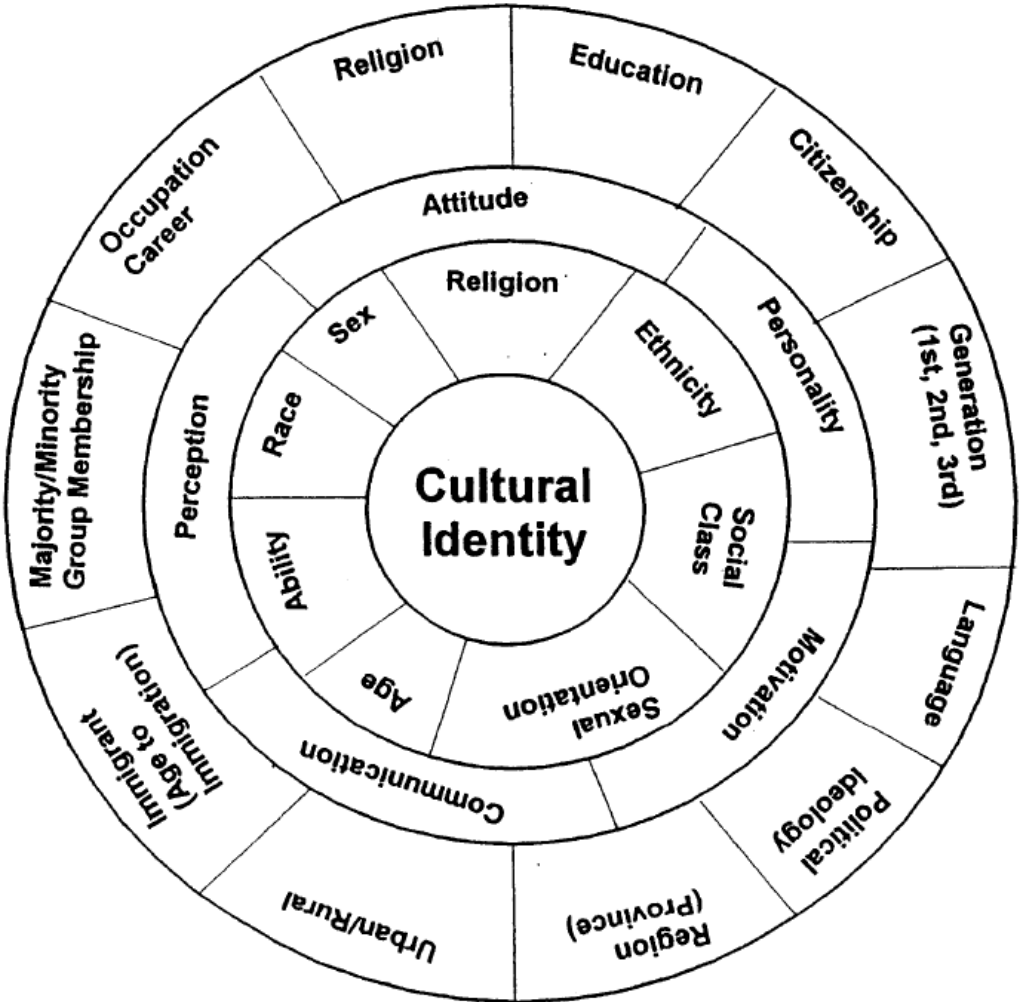
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**Factors contributing to an Individual's Cultural Identity
(STARTING FROM THE INNER CIRCLE)**



Source: Multicultural Change in Health Service Delivery Project - 1996
Adapted from Seeing Ourselves: Exploring Race, Ethnicity and Culture, Carl E. James.

KLEINMAN'S EXPLANATORY MODEL OF HEALTH BELIEFS

What illness is, why it occurs, and what measures can prevent or control it.

Culture determines:

1. Perception of health problems
2. Labelling of health problems
3. Meaning of health problems
4. Trajectory of health problems
5. Communicating about health problems
6. How we evaluate health care

Our deeper views of illness:

- What do you believe truly causes cancer?
- How best should it be treated?
- Do you believe in alternative therapies for cancer?

Our deeper views of illness:

- Do you ever use alternative forms of medicine or healing?

In practice:

- Patient-health care interactions between people of different backgrounds often represent differences in explanatory models of illness.
- These interactions often involve major, unidentified discrepancies in the perception of the problem, values and goals.

Questions to elicit a patient's explanatory model about sickness and health

- What do you think caused your illness?
- Why do you think it started when it did?
- What do you think your illness does to you?
- How does it work?
- How severe is your illness?
- Will it have a long or short course?
- What kind of treatment do you expect to receive?

Source: Kleinman, Arthur. Patients and Healers in the Context of Culture. (University of California Press) Berkley, L.A. 1980.

FRAMEWORK TO CULTURAL CARING

The “4 A’s”

1. Awareness
2. Attitude Reflection
3. Assessment
4. Action

Purpose:

- Assist health care professionals to work effectively with culturally diverse clients and their families
- Provide health care professionals with a process to increase self-awareness and reflectivity towards their own cultural background, values, and beliefs
- Provide health care professionals an opportunity to examine their personal biases, attitudes, and assumptions when working with other cultures and specific groups

AWARENESS

- Being aware of my own heritage and upbringing
- Being aware of my own values and beliefs about health, illness, medicine, treatments

Some questions to ask myself:

1. What is my cultural background?
2. How was I raised as a child?
3. What do I believe causes health?
4. What do I do to ensure good health?
5. What do I believe causes illness?
6. What do I do when I am sick?
7. Who do I turn to for help?

ATTITUDE REFLECTION

- Being open and honest about my own biases and prejudices
- Having the courage to explore and acknowledge biases and prejudices

Questions to ask myself:

1. What biases and prejudices do I have when it comes to dealing with health and family of people from other cultural backgrounds?
2. What preconceived notions do I have of certain cultures or specific groups?
3. Where do I think these preconceived notions come from?
4. What makes me feel uncomfortable when I work with certain cultures or specific groups?
5. Why do I feel uncomfortable?
6. Am I aware of my own biases, judgments, and stereotyping?

ASSESSMENT

- Feeling knowledgeable, comfortable, and confident in performing a cultural assessment
- Taking the time to perform an accurate assessment
- Being open to hearing different perspectives and ideas

Questions to ask myself:

1. Do I know how to perform a cultural assessment?
2. Can I take the time, given the workload, to do the assessment?
3. Can I accept and work with the client and family's views of values and beliefs about health and illness?

ACTION

- Negotiating an acceptable plan of care with the client and family based on a cultural assessment
- Supporting the client and family's decisions even though it may not have been the option that I, the health care professional, had preferred

Questions to ask myself:

1. What are the client's and family's goals?
2. Which of these goals are most important to the client and family?
3. What can I do to help the client and family to achieve their goals?
4. Am I constantly re-assessing the situation to ensure that the client and family are able to meet their changing goals and needs?
5. Are these goals and wishes truly the agenda of the client and family or is it really my own agenda?
6. Do I know my resources and am I willing to use these if I am having difficulty accepting a client/family's decision?

Source: "Working Effectively with Culturally Diverse Adult Clients: Awareness, Attitude Reflection, Assessment, and Action" by Ingrid See, 2001.

NOTES:
