

Cultural Sensitivity: Understanding of the Latino Birth Experience

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Service Excellence

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BACKGROUND

National Context

- Ethnic/racial population growth reshaping face of U.S.

Local Context - Oregon's Mid-Willamette Valley

- Latinos now 30% of population
- Birthing experiences need improvement:
 - *Respect for dignity*
 - *Management of pain*
 - *Involvement of family/friends*
 - *Post-discharge care*



METHODS

- *Design - Action Learning Project* to evaluate the usefulness of an educational intervention in promoting intercultural competence of nurses caring for Latina mothers
- *Setting* - 454-bed regional community hospital
- *Sample* - 100 nurses in Mother/Baby Unit



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INTERVENTION

Cultural Competence Training Program using Creative Arts Approach

- Infused dramatic birthing themes with Latino culture, Spanish language & original music to highlight standards for culturally competent care
 - *Cross cultural communication*
 - *Cross cultural practice*
 - *Critical reflections*



MEASURES

PATIENT	STAFF
<p data-bbox="193 553 1010 691">Interviews (Pre/Post) related to 4 aspects of care:</p> <ul data-bbox="176 708 972 1073" style="list-style-type: none">- Respect for human dignity- Pain management- Involvement of family/ friends- Post-discharge care	<p data-bbox="1100 553 1885 691">Intercultural Development Inventory (IDI)</p> <p data-bbox="1066 708 1829 841">Pre & post (4 months post- intervention)</p>
	<p data-bbox="1073 1109 1885 1247">Focus Groups (5 months post-intervention)</p>

RESULTS



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Intercultural Development Inventory

	PRE	POST
Perceived level of understanding of Latino culture rated as <i>'good'</i>	27%	57%
Perceived comfort in providing care to Latino population as <i>'good'</i>	34%	43%
Perceived effectiveness in providing care to Latino population as <i>'very good'</i>	16%	29%

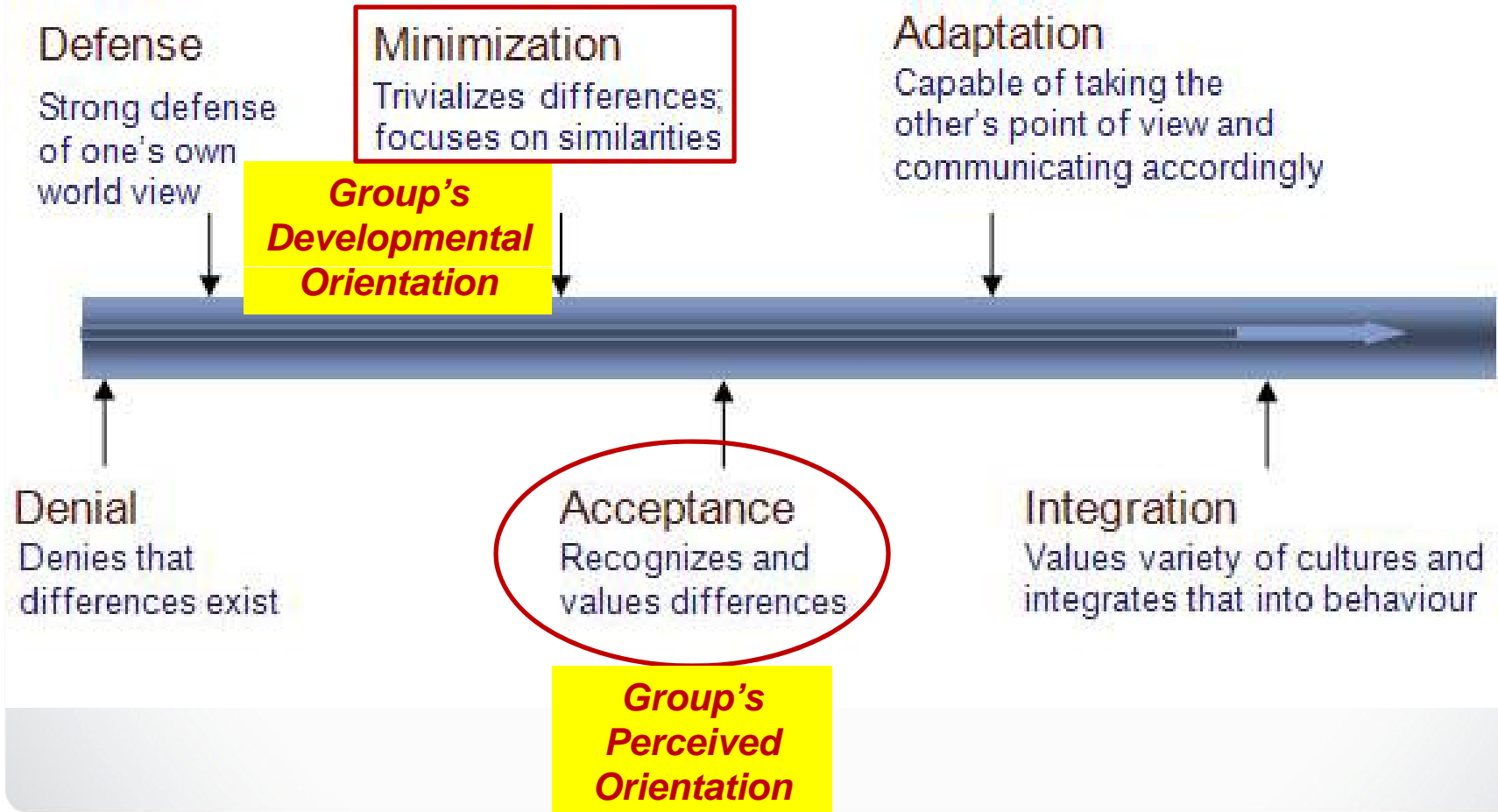
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Continuum of Intercultural Sensitivity

Milton Bennett - Developmental Model of Intercultural Sensitivity, 1993



Focus Group Themes

Awareness of perceptions, practices & cultural beliefs of Latino patients related to birthing process and infant care expanded tremendously

Recognized role of language in providing effective care



Patient Satisfaction *(Pre N=30; Post N=30)*

	Satisfiers	Dissatisfiers
<i>Respect for Human Dignity</i>	<ul style="list-style-type: none"> • Attentiveness • Respect for privacy & cultural preferences 	<ul style="list-style-type: none"> • Lack of explanations • Communication style (impatience, frustration)
<i>Management of Pain</i>	<ul style="list-style-type: none"> • Frequent pain assessment • Prompt medication 	<ul style="list-style-type: none"> • Lack of med teaching • Pain not managed
<i>Involvement of Family</i>	<ul style="list-style-type: none"> • Nurtured presence • Involved family in care 	<ul style="list-style-type: none"> • Family not involved
<i>Post-Discharge Care</i>	<ul style="list-style-type: none"> • Demonstration on care of baby • Informative class/ questions answered 	<ul style="list-style-type: none"> • Distracting environment with infants • Ineffective style of class presenter

NEXT STEPS

- Replicating cultural competence training for entire Family Birth Center (Antepartum, Labor & Delivery) and greater hospital community
- Developing additional training for other diverse ethnic communities such as the Russian, Pacific Islander, or African cultures
- By monthly “Lunch & Learns” were developed promoting staff participation in learning key Spanish phrases
- Development of tools for staff use

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