



Dental Hygienist Collaborative Practice Toolkit

New York State

Introduction

Legislation and Requirements

Management: Article 28 Collaborative Practice

Mobile Dental Facilities

Risk Management

Special Care Populations

Risk Assessment, School Readiness Certificate & Evidence Based
Oral Disease Preventive Strategies

Cultural Competency

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• Cultural Competence

CULTURAL COMPETENCE

“The culturally competent practitioner is aware of his or her cultural values and attitudes, resists stereotyping, and allows patients to communicate their views” (deBrouwer, 2013, p.12).

Numerous reports reveal that there are tremendous health disparities, due to genetic predisposition and cultural differences in behaviors, beliefs, and values. Health practitioners should develop and deliver quality services that are effective and responsive to the individual needs of patients. The ultimate goal is to eliminate disparities and provide quality health care that is unbiased, patient-centered, and safe. To meet this goal, cultural competence must be incorporated and reflected in all healthcare services.

This series of slides will present a thought provoking overview of cultural competence and suggested strategies to consider.

Cultural Competency: Dimensions of Understanding Differences

*Integration of cultural beliefs and practice
into the
Standards for Clinical Dental Hygiene Practice*

Newcomb and Sokolik (2012) suggests sensitivity to cultural differences can improve access to care concerns for individuals desiring health care services as well as support a patient-centered approach to receiving oral health care and subsequent positive health outcomes.

Consider the following 5 components of cultural competence (2012);

- Cultural awareness,
- Cultural knowledge,
- Cultural skill,
- Cultural encounters, and
- Cultural desires.

<http://www.dimensionsofdentalhygiene.com/ddhright.aspx?id=13230>



Demonstrating Cultural Competence in Patient Centered Care

- Recognize the personal uniqueness of the patient.
- Explore and respect the patients beliefs, values, preferences, and needs.
- Maintain awareness of one's own personal assumptions and biases.
- Provide patient information and education tailored to the patient's level of understanding.
- Cultivate good communication skills and use medical interpreters when necessary.
- Encourage patients to participate in the decision-making process.

Brusin, HJ. (2012). How Cultural Competency Can Help Reduce Health Disparities. *Radiologic Technology*, 84 (2), p.130.

Using Medical Interpreters

Health care providers must be familiar with legislative and regulatory mandates that guide the process of language access services (LAS). Being able to communicate with patients is critical to ensure that the patient receives safe treatment and care that is uncompromised, and of the highest quality possible.

Based on Title VI of the Civil Rights Act of 1964, all providers of health care facilities that receive federal funding are required to provide a medical interpreter to a patient with limited English proficiency (LEP). Practitioners should avoid the use of untrained interpreters as this could influence a negative impact on the quality of health care services, further contributing to an already existing disparity.

The U.S. Department of Health and Human Services Health Resources and Services Administration (HRSA) offers a curriculum that addresses cultural and linguistic competence education for healthcare professionals.

Effective Communication, Cultural Competence, and Patient-and Family-Centered Care During Assessment

- Identify and address patient communication needs during assessment.
- Begin the patient–provider relationship with an introduction.
- Support the patient’s ability to understand and act on health information.
- Identify and address patient mobility needs during assessment.
- Identify patient cultural, religious, or spiritual beliefs or practices that influence care
- Identify patient dietary needs or restrictions that affect care.
- Ask the patient to identify a support person.
- Communicate information about unique patient needs to the care team.

The Joint Commission: Advancing Effective Communication, Cultural Competence, and Patient and Family Centered Care: A Roadmap for Hospitals. Oakbrook Terrace, IL: The Joint Commission, 2010.

Any why is it important - Scholars, Pundits, and Health Care Providers

Explain:

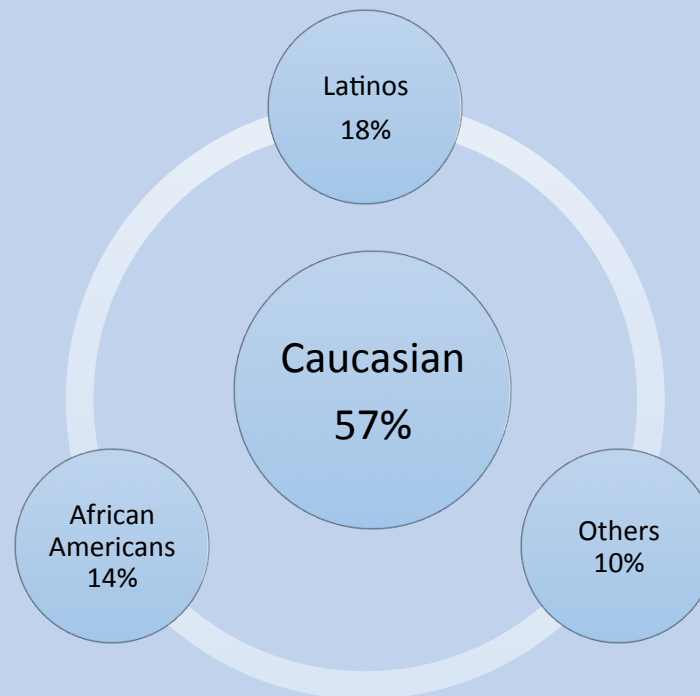
- Cultural competency is one of the main ingredients in closing the disparities gap in health care.
- It's the way patients and healthcare professionals can come together and talk about health concerns without cultural differences hindering the conversation, but enhancing it.
- Health care services that are respectful of and responsive to the health beliefs, practices and cultural and linguistic needs of diverse patients can help bring about positive health outcomes.

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=11>

<http://www.dimensionsofdentalhygiene.com/ddhright.aspx?id=13230>,

http://www.ilru.org/html/training/webcasts/handouts/2011/08-09-SILC-NET/html/web_data/file15.htm

New York State Changing Demographics – New Reality: Majority 57% - Minority 42% and continuing to outpace the majority.



<http://kff.org/other/state-indicator/distribution-by-raceethnicity/> Note: Population and demographic data are based on analysis of the Census Bureau's March 2012 and 2013 Current Population Surveys (CPS; Annual Social and Economic Supplements) and may differ from other population estimates published yearly by the Census Bureau. U.S. and state population data displayed on this site are restricted to the non-institutionalized, civilian (not active duty military) population; state data represent 2-year averages. Data may not sum to totals due to rounding. Population numbers are rounded to the nearest 100.

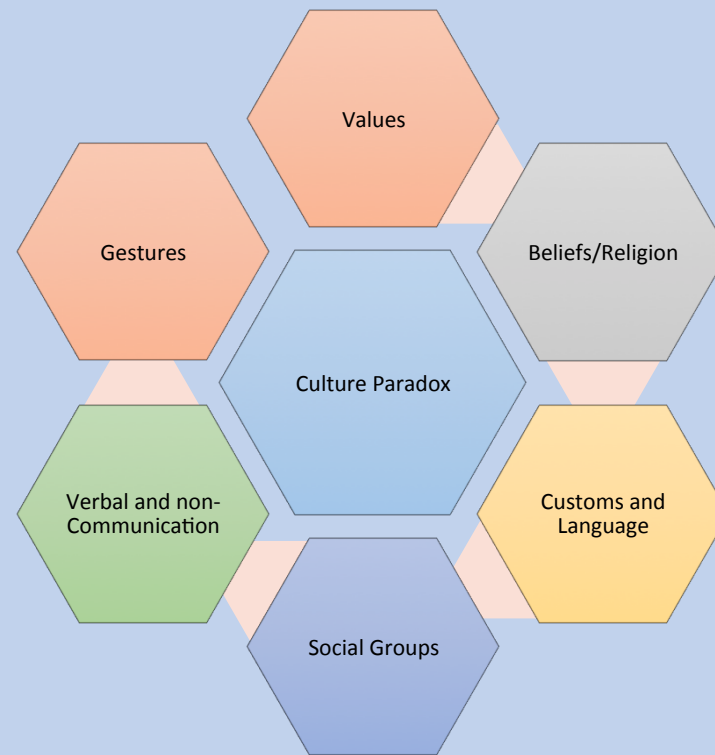
Five Elements of Cultural Competence: Promoting Understanding: Training and Education

- Acknowledge cultural differences – **welcome differences for improved communication through body language and tone of voice**
- Understand your own culture – **understanding your behavior from your primary influences or agents of socialization**
- Engage in self assessment - **training seminars and participation in cultural activities**
- Acquire cultural knowledge and skills – **education courses and initiate and/or serve on diversity committees**
- View behavior within a cultural context – **recognize differences may require different approaches**

Cross, Bazrone, Dennis and Isaccs,

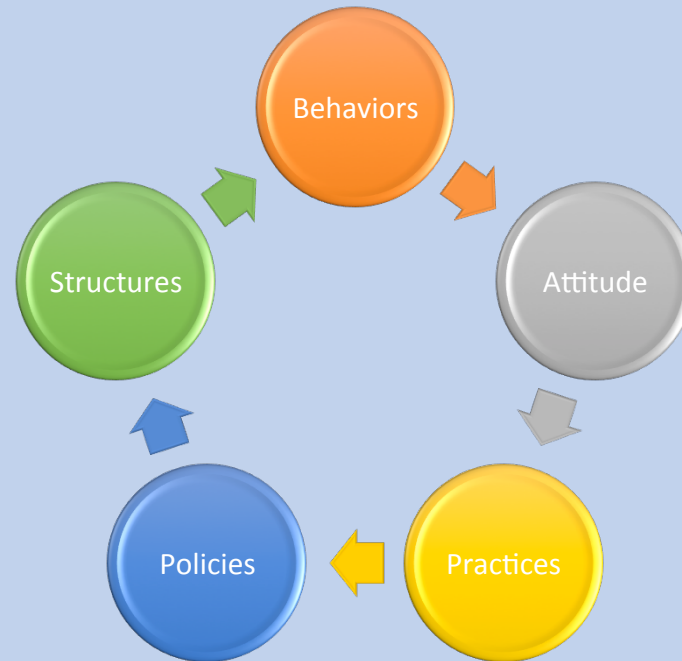
http://www.ilru.org/html/training/webcasts/handouts/2011/08-09-SILC-NET/html/web_data/file15.htm

Communication: Challenges and Concerns



Top down approach: Management sets the tone

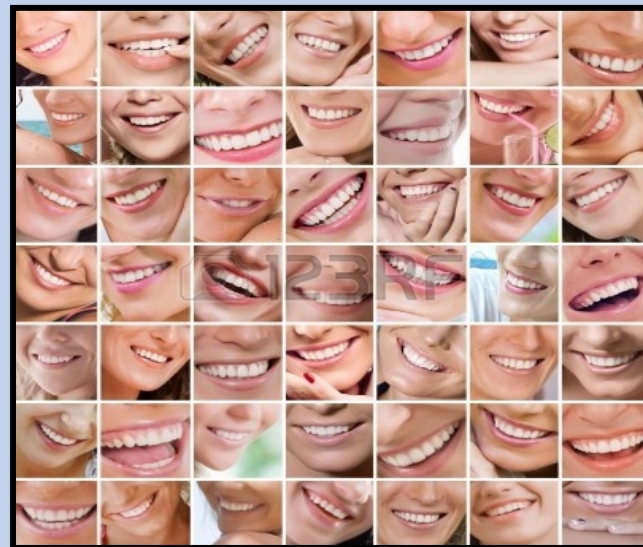
Culture competency applies to racial, ethnic, religious, political, professional, and other social groups. It is transmitted through **social** and **instiutional traditions** and norms to succeeding generations. Culture competency, while many aspects remain the same, it is also dynamic, constantly changing as well as new approaches to continued preparation. <http://www.ncccurrricula.info/culturalcompetence.html>



Golden Principles for Cultural Competency Success: Communication and Management Practices



Cultural Competency = Success and Something to Smile About!



<http://www.fotosearch.com/SPS004/1220r-590/>
www.123rf.com/photo_8562655_smile-theme-collage-composed-of-different-images.html

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Think Cultural Health: Advancing Health Equity at Every Point of Contact (2013). Retrieved from https://www.thinkculturalhealth.hhs.gov/CLAS/clas_standard7.asp

Urban Institute and Kaiser Commission on Medicaid and the Uninsured estimates based on the Census Bureau's March 2012 and 2013. Retrieved from <http://kff.org/other/state-indicator/distribution-by-raceethnicity/>

Cultural Competency

Content Area	Title of the website	URL	Description/Purpose (one sentence)
Cultural Competency		h tp://www.ilru.org/html/training/webcasts/handouts/ 2011/08-09-SILC-NET/html/web_data/file15.htm	
		http://kff.org/other/state-indicator/distribution-by- raceethnicity/	
		http://www.ncccurricula.info/culturalcompetence.html	