

# Module 5 - Culture

## **Introduction:**

Respecting cultural influences while providing home-based services is about meeting the needs of the individual rather than molding the person into the type of care provided.

Misunderstandings caused by lack of cultural sensitivity and skills can lead to poor interactions with patients and their families. This module will speak to ways in which the home care aide can be culturally sensitive while providing quality, patient sensitive care.

## **Objective:**

At the end of the module, the nurse aide will be able to:

1. Explain what makes up a person's culture
2. Realize the importance of respecting a patient's culture
3. Provide care to a patient without inhibiting the patient's cultural values and beliefs

## **Instructional Resource Materials:**

- Power Point for Module 5 – Culture
- Handout/Case Scenarios
- Suggested Activity: Instructor – Research which cultures are most prevalent in your geographical location (e.g. African American, American Indian, Middle Eastern, Mexican, etc.). After you review Handout #1, this activity could be completed. Depending on the number of students, have students in either small groups or individually select a culture and research whether there are any specific health care beliefs, pain reactions, food practices, etc., that would be important to know. Have each student bring in a food item from that culture and discuss their findings.

## Module 5 - Culture

| Slides                        | Instructor's Script  | Notes |
|-------------------------------|--|-------|
| <b>Slide 1</b><br>Title slide | <b>Script:</b> <ul style="list-style-type: none"> <li>• Module 5 – Culture</li> </ul>  |       |
| <b>Slide 2</b>                | <b>Script:</b> <ul style="list-style-type: none"> <li>• At the end of the module, the nurse aide will be able to:               <ol style="list-style-type: none"> <li>1. Explain what makes up a person's culture</li> <li>2. Realize the importance of respecting a patient's culture</li> <li>3. Provide care to a patient without inhibiting the patient's cultural values and beliefs</li> </ol> </li> </ul>  |       |
| <b>Slide 3</b>                | <b>Script:</b> <ul style="list-style-type: none"> <li>• According to the U.S. Census Bureau, over the next four decades, the U.S. population is projected to grow by 79 million people, from about 326 million in 2017 to 404 million people by 2060. Over half of all Americans will be Black/African American, American Indian/Alaska Native, Asian, Hispanic/Latino, Native Hawaiian or other Pacific Islander and individuals of two or more races.</li> <li>• Living in such a diverse country, it should be expected that frequently as a home care aide, you will care for patients from a different culture than your own.</li> <li>• How you handle these interactions and how you approach cultures different than your own will have a significant impact on and will be important to the quality care of a patient.</li> </ul>   |       |
| <b>Slide 4</b>                | <b>Script:</b> <ul style="list-style-type: none"> <li>• It is important that we understand what aspects of culture and diversity to which we are referring. A person's culture is made up of values, beliefs, and customs that set them apart from a different group.</li> <li>• Everyone is part of a culture. The moment you are born you are introduced to a specific group of ideas, practices, and customs.</li> <li>• Factors such as religion, socioeconomic status, and lifestyle choices can also make up a culture.</li> <li>• There are factors related to culture that one cannot change. For example, a person cannot choose the race that he or she is. Ancestry and genetics give each person physical traits that may put one person closer to a certain cultural group than another. However, race remains an issue in many areas, including health care, employment, and social justice. Racism is defined as the belief that race is the key factor in determining human qualities and abilities and that one race is superior to another based on racial differences. This belief leads to unequal access to services, including health care. It also strains relationships among different people.</li> </ul> |       |
| <b>Slide 5</b>                | <b>Script:</b> <ul style="list-style-type: none"> <li>• It can be challenging for people from one culture to interact with another culture. Assimilation occurs when a person</li> </ul>   |       |

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|                | <p>moves to a new culture and must learn how things work and what behaviors are considered normal.</p> <ul style="list-style-type: none"> <li>• With assimilation, people adopt the behaviors and beliefs of the dominant culture.</li> <li>• Children tend to assimilate faster because they interact daily within the dominant culture in school settings.</li> <li>• Acculturation also occurs when a person or group moves to a new culture.</li> <li>• However, with acculturation, people learn what the norms are in the dominant culture, but do not necessarily adopt the behaviors on a consistent basis.</li> <li>• Sometimes acculturation means walking between two worlds.</li> </ul>   |       |
| <b>Slide 6</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• Within any culture there is a wide range of behaviors and beliefs. For example, there are millions of people throughout the world who ascribe to the Catholic faith, however these millions of people do not share every single idea and belief on every aspect of their lives and faith. There are always differences between individuals within the group. Age, personality, and education all affect the way an individual will express culture. Even members of the same family may have diverse cultural beliefs.</li> <li>• It is important as we work with our patients that we do not stereotype or generalize. This means that we should not assume anything about the patient based on what we think their culture may or may not be. Getting to know the patient will help avoid confusion, conflicts, misunderstandings, and hurt feelings.</li> </ul> |       |
| <b>Slide 7</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• <b>Handout #1 – Health Care Beliefs, Pain, and Food Practices</b></li> <li>• Pass out handout and review the chart with the class.</li> <li>• Ask the students if they know of any other culture's practices with health care, pain, or food.</li> </ul>   |       |
| <b>Slide 8</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• So, what does all of this have to do with home care?</li> <li>• Culture shapes the way people make meaning out of many things, including illness.</li> <li>• One's culture/background will affect how they talk about their illness or the illness of a loved one. Some cultures will talk openly, while others will try to avoid discussing the illness or possibility of death.</li> <li>• As a home care aide, it is important to be aware of your patient's response to discussions about their illness. If the patient seems to be avoiding the discussion, do not push the issue. He or she wants a family member to make the decisions instead. Do not ever assume your patients should</li> </ul>  |       |

## Module 5 - Culture

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|-----------------|--|-------|
|                 | <p>be ok with discussing their illness. Ask the nurse supervisor involved before you see the patient if there are any cultural beliefs you need to be aware of so that you can go into the home with a clear understanding of your role.</p>   |       |
| <b>Slide 9</b>  | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• One's culture will also affect the kinds of decisions they make related to their illness/care.</li> <li>• Will they be open to palliative care? Do they want aggressive treatment? How do they feel about pain management? Are there any customs or rituals related to end of life care or death that they will require? Who will make those decisions?</li> <li>• There is a lot to consider. Encourage your patient to be the guide and follow his or her lead.</li> </ul>  |       |
| <b>Slide 10</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• When following your patient as the guide, it is important to be aware that one of his or her family members may also be making decisions or taking the lead with the patient's care.</li> <li>• The home care aide should watch the interactions with family. Who is relaying information to you? Who requests changes in care or services? Is it clear who the formal decision maker is? If it is not the patient, is there documentation showing that the physician and nurse involved are aware of who to talk to? Should the home care aide share information with the patient? The home care aide should keep close communication with their supervisor on this issue.</li> </ul>  |       |
| <b>Slide 11</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• There are many other issues to consider as well.</li> <li>• Are there gender issues – for example, do women defer to men? Or is it considered improper to be cared for by a person of the other gender?</li> <li>• If your patient is a person 65 years and older, how is that older population viewed in your patient's culture – with respect? Or are they seen as a burden on society?</li> <li>• Experiences of war, poverty, immigration, and political unrest all have profound effects on shaping an individual.</li> <li>• Does the patient belong to a cultural group that has its own sense of community and resources?</li> <li>• Many times, home care aides will know this cultural information because home care aides work so closely with the patients. Do not assume that the nurses, supervisors, or other office staff know what you know. Share the information with them.</li> </ul> |       |
| <b>Slide 12</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• Diverse cultures have different rules for everyday interactions. For example, whether you should maintain eye</li> </ul>  |       |

## Module 5 - Culture

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|                 | <p>contact can depend on a patient's culture. In Asian and Hispanic cultures, avoiding eye contact demonstrates respect. In Middle Eastern culture, eye contact is avoided between men and women. Many Native American cultures believe that looking directly in someone's eyes could steal the person's soul or the person could steal your soul. Avoiding eye contact would be important to this culture.</p> <ul style="list-style-type: none"> <li>• Take care to correctly interpret the significance of eye contact.</li> </ul>   |       |
| <b>Slide 13</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• Touch is also an everyday interaction that can have profound meaning. In Middle Eastern cultures, touching between members of the opposite sex is to be avoided. This is also true in the orthodox Jewish religion. Asians may not like being touched and physical contact is infrequent in most Asian countries. Most Hispanics, however, will feel quite comfortable with hands-on care.</li> <li>• Although home care emphasizes the importance of touch, home care aides must realize that this practice was developed in the context of certain nursing cultures, including the United States, and may not be appropriate for all ethnic groups.</li> </ul>   |       |
| <b>Slide 14</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• Working with patients from diverse cultures may seem challenging; however, it can be a wonderful and educational experience. Here are some general approaches to improve your care and teamwork:             <ul style="list-style-type: none"> <li>○ Ask questions. Most people will appreciate knowing that you respect their beliefs, values, and cultures enough to ask.</li> <li>○ Seek opportunities to become more knowledgeable on issues of culture – for instance, conferences, reading, and in-services. Investigate resources in your own community – a nearby hospital has services and educational offerings. Look to resources among your coworkers.</li> <li>○ When you work with someone who has a different background than yours, do not stereotype the person. For example, do not assume that a Filipino is Roman Catholic and adheres to practices that are common to the Filipino culture. Instead, find out about that individual's beliefs.</li> <li>○ Develop an attitude of respect and tolerance. When you cultivate a general attitude of respect, it is easier to deal with differences in a specific situation.</li> <li>○ Just because you learn to honor other people's beliefs does not mean you have to ignore your own values. Think about your values and how they are reflected in your behavior. Sometimes we get into trouble because</li> </ul> </li> </ul> |       |

## Module 5 - Culture

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|                 | <p>we are not aware of what we believe and how that influences our interactions.</p> <ul style="list-style-type: none"> <li>○ Finally, always be willing to negotiate – work with others to ensure that everyone's values are acknowledged and respected.</li> </ul>  |       |
| <b>Slide 15</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• <b>Activity #1 – Case Studies</b></li> <li>• The class will be divided into small groups to work on cultural case studies.               <ol style="list-style-type: none"> <li>1. Divide the class and give each group a case study. Break into groups based on the case study number or some other predetermined process for grouping.</li> <li>2. Assign group roles of note taker and reporter.</li> <li>3. Have groups read through, discuss, and take notes on their case study and prepare to report to the larger group.</li> <li>4. Allow 10 minutes for small group discussion before the group reporter reports to the larger group.</li> </ol> </li> </ul> |       |
| <b>Slide 16</b> | <p><b>Script:</b></p> <ul style="list-style-type: none"> <li>• Addressing and respecting cultural differences will increase trust leading to better and more satisfactory care for patients and their families. We are better prepared to serve patients when we prepare ourselves to respect their hearts and their minds. Becoming culturally knowledgeable is an opportunity for our growth as individuals, as well as within our profession.</li> </ul>   |       |