

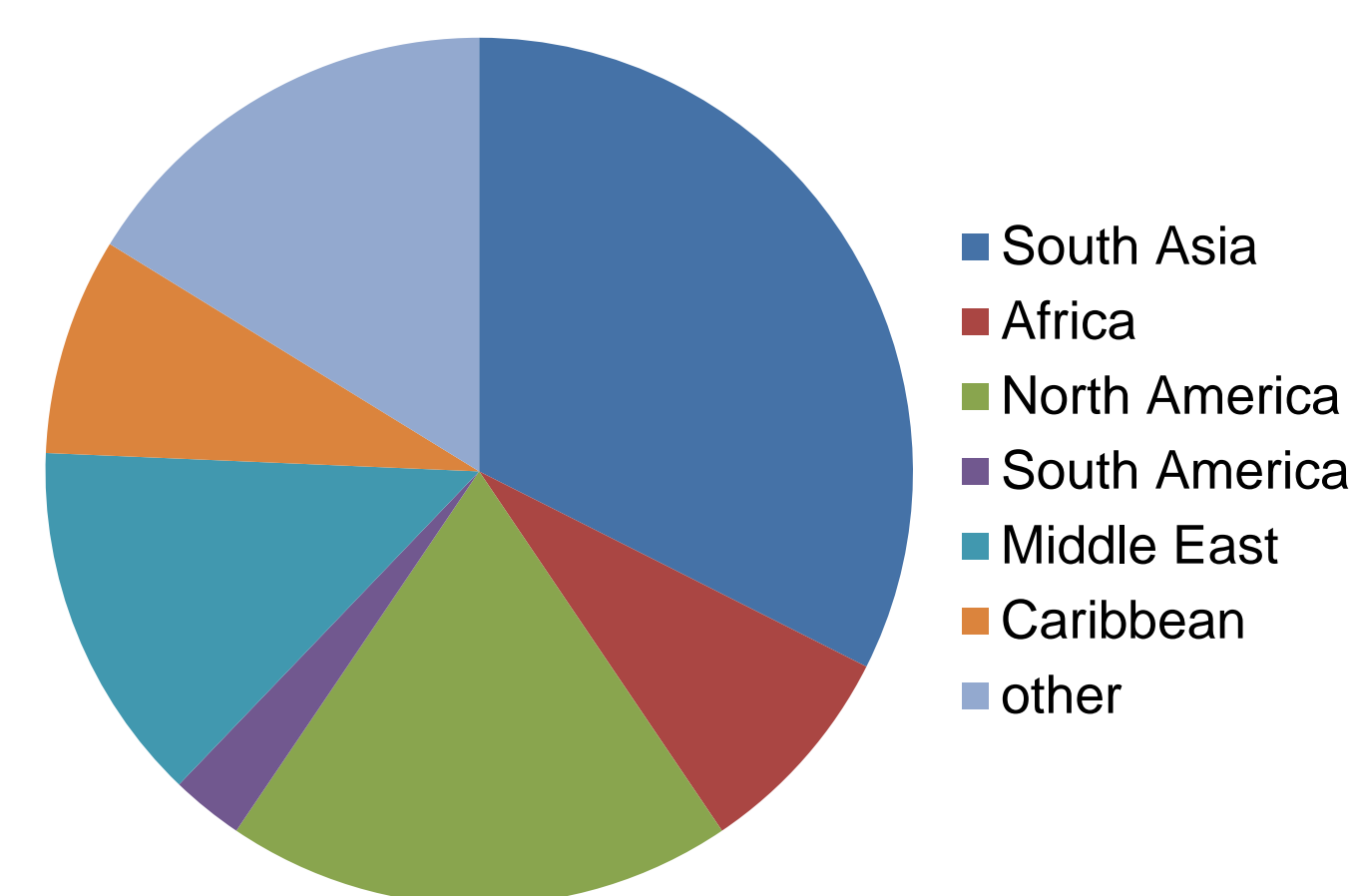
Introduction :

Healthcare professionals worldwide are working with increasingly diverse populations. The ability for doctors to deal with situations where there are cultural differences and potential conflict is imperative for effective communication, diagnosis, and treatment. Ineffective cross-cultural communication has been linked to negative clinical consequences, misunderstanding, patient non-compliance, unnecessary testing, delayed informed consent, and inferior quality of care. In this study, we aimed to determine medical resident self-assessed knowledge and confidence in dealing with multicultural patient populations.

Methodology:

A revised Clinical Cultural Competency Questionnaire (Like, 1991) was given to medical residents who had completed at least one rotation in the ICU. The questionnaire comprised of demographics and questions about: degree of knowledge about cultural issues, degree of skill regarding cultural differences, comfort level in dealing with cultural issues, attitudes regarding the importance of cultural issues, and education and training regarding cultural competence. All questions were scored on a 5-point scale (1=not at all; 2=a little; 3=somewhat; 4=quite a bit; 5=very).

Resident Place of Birth

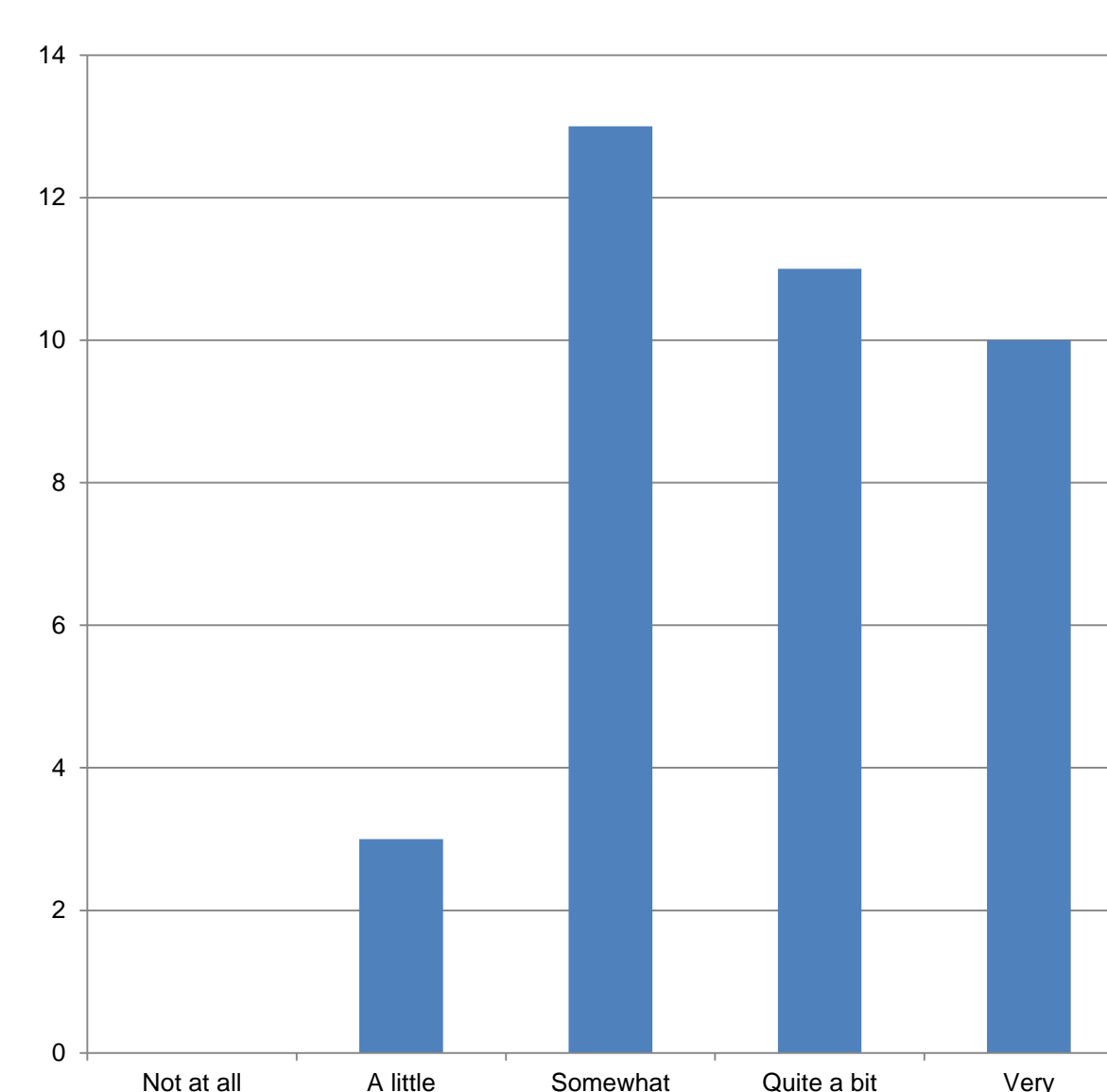


Results:

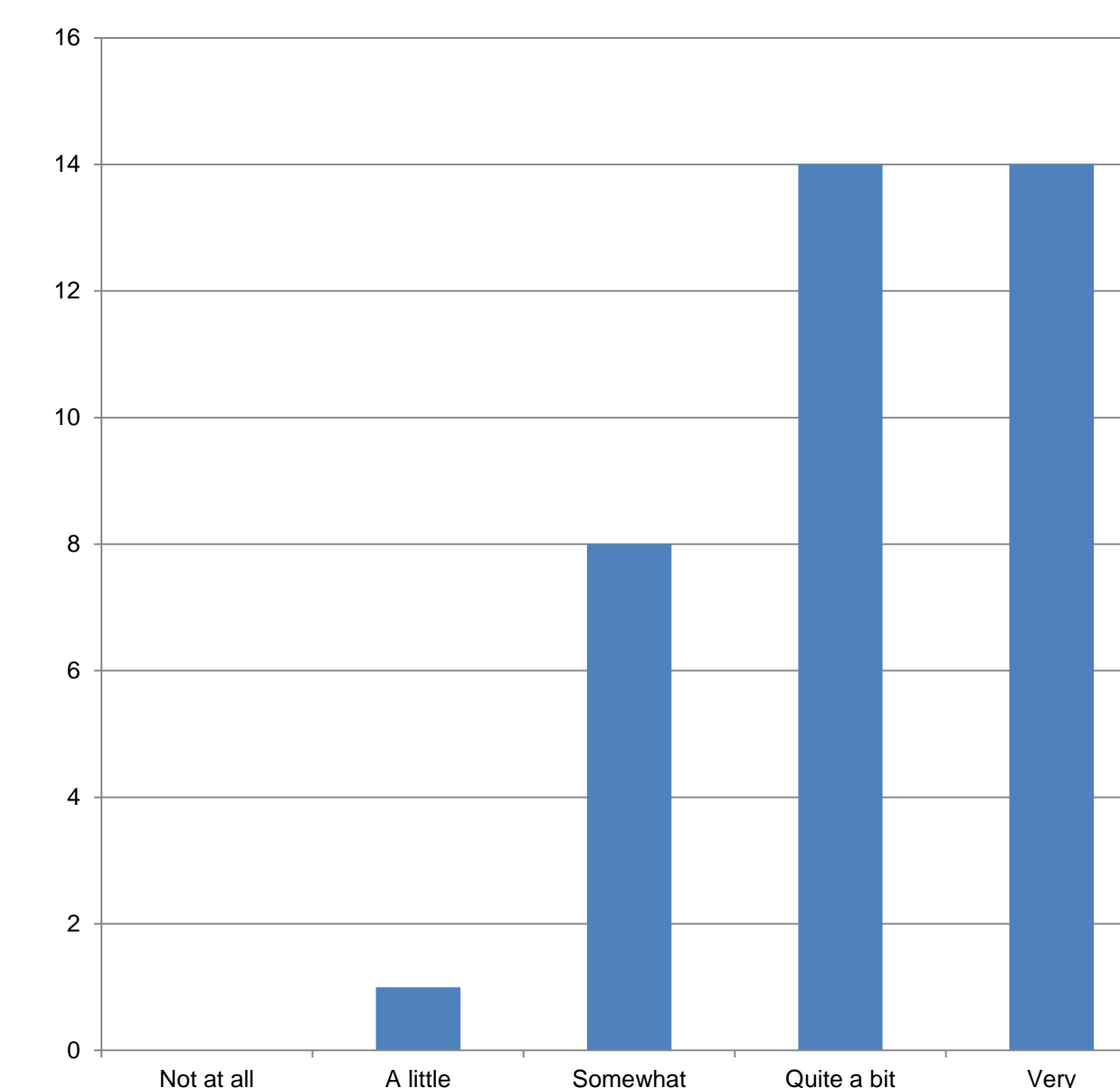
Thirty-seven residents from diverse backgrounds were surveyed in a hospital with a very diverse patient population. Results are presented in the graphs below. In addition, similar results were found to the following questions, where a significant proportion provided responses of not at all, a little, or somewhat:

- How attentive are you to non-verbal cues?
- How skilled are you at “breaking bad news” in a culturally sensitive manner?
- How skilled are you at identifying differences in cultural beliefs?
- How comfortable are you in identifying culturally different expressions of pain or distress?

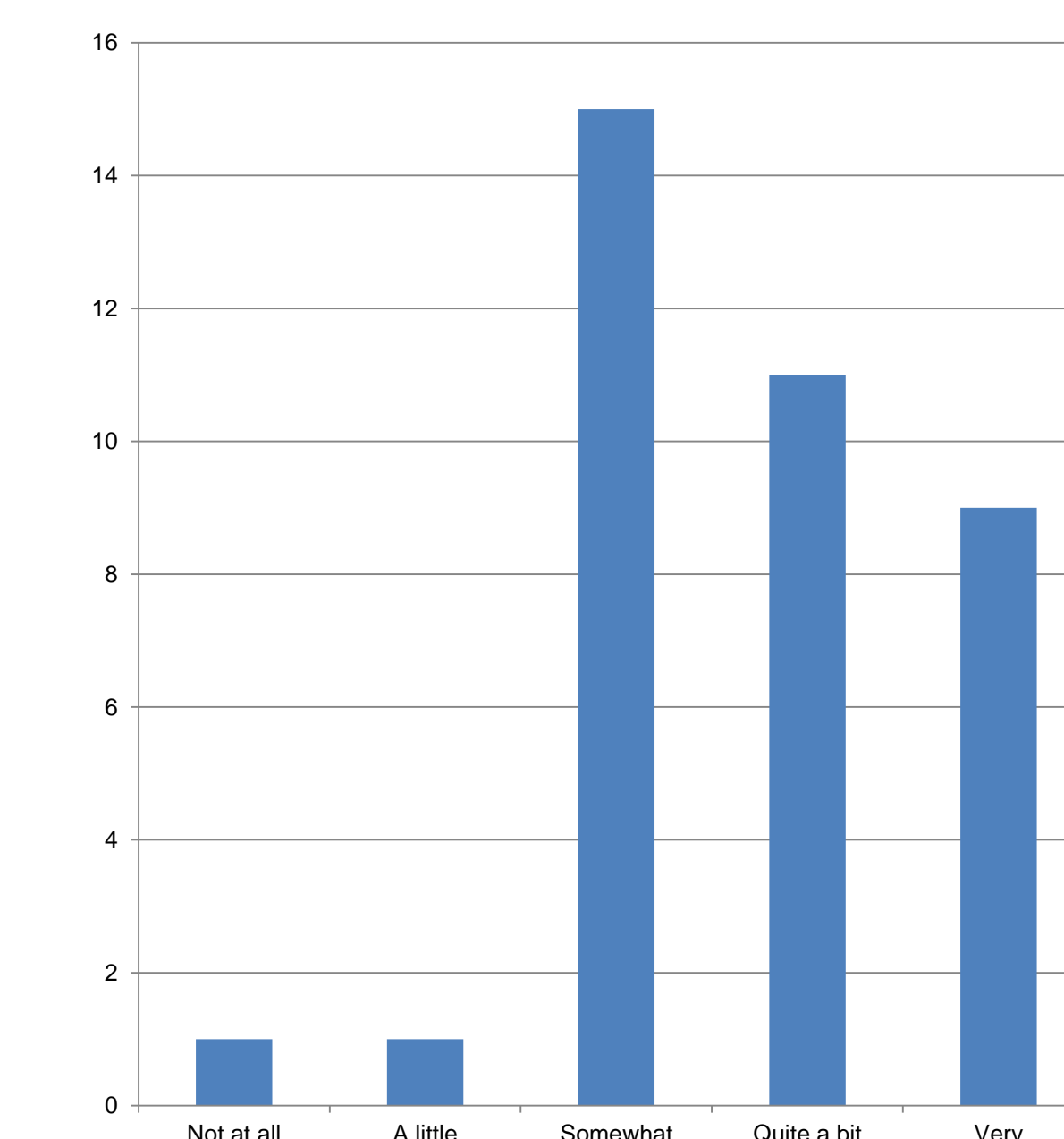
How comfortable are you in eliciting patient perspectives about health and illness?



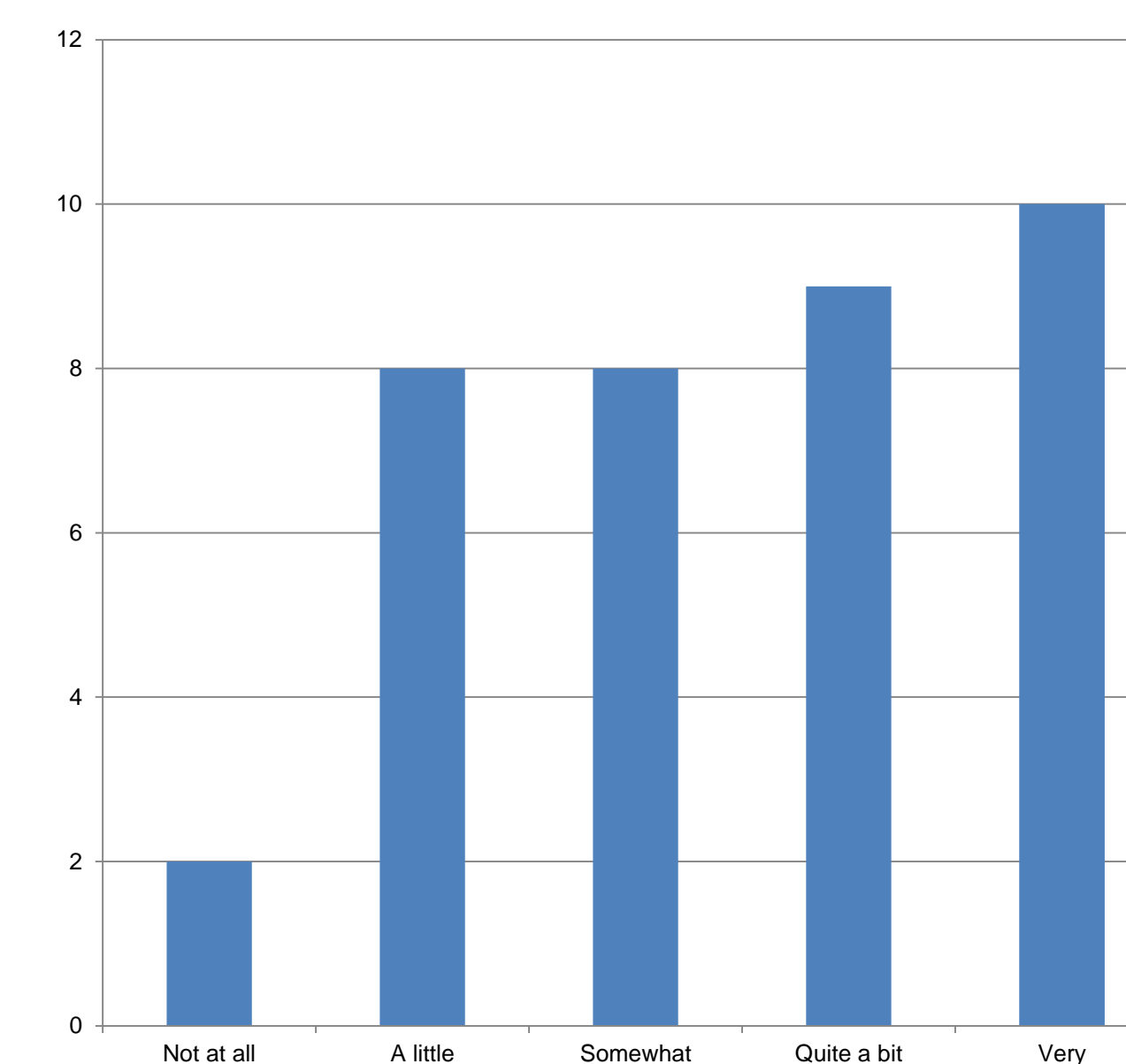
How skilled are you at caring for patients from culturally diverse backgrounds?



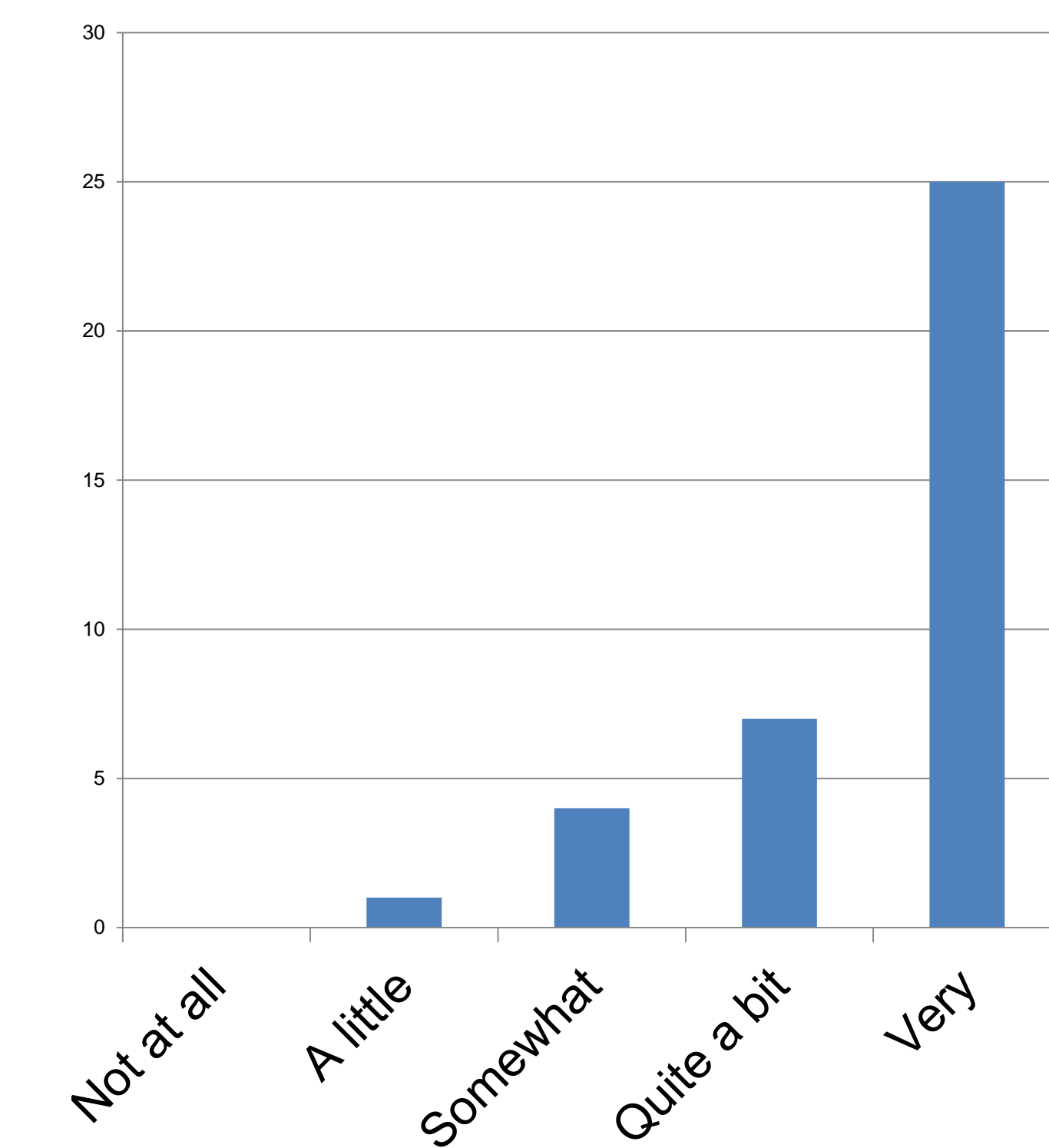
How comfortable are you in conducting a culturally sensitive physical exam?



How comfortable are you in providing culturally sensitive end of life care?



How important is it for HCPs to receive cultural training?



Discussion:

Our results indicate that residents feel as though cultural competence is very important for practicing medicine in the ICU in a hospital where there is a wide variety of cultures represented in the residents and the patients. In their opinions, formal education was lacking. Across most survey questions there was a large proportion of residents who felt somewhat uncomfortable, less knowledgeable, and less skilled in dealing with a culturally diverse patient population. In a high stakes environment such as the ICU, cultural competency training may aid in providing higher quality care with better outcomes.

References:

Robert Like, Center for Healthy Families and Cultural Diversity, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School. 2001.