

**Reflect & Connect™: The Impact of an
Evidence-Based Cultural Competence
Workshop for University Student Health
Centers Licensed Personnel**

DOCTORS OF NURSING PRACTICE CONFERENCE 2021

KORI LAPHAM, DNP,RN & KRISTA WHITE, PHD,RN

Project Aims

Primary aim:

Examine impact of an evidence-based, cultural competence (CC) workshop on CC scores of university student health centers licensed health care personnel (HCP).

Secondary aims:

- Compare demographic groups with CC scores
- Evaluate the workshop format
- Appraise facilitators barriers to implementation of the CC skills addressed in the workshop



Cultural Competence



**Journey... not a
destination**

Why CC matters?

Diverse Students/Patients Suffer.

- HCP attitudes toward patients can cause healthcare disparities ...
- Premature death, increased admittance and readmittance to hospital & clinics ...
- Non-adherent to medications or wellness instructions ...

(Hunt, 2014; National Center for Health Statistics, 2016; Office of Minority Health, 2015; National Center on Cultural Competence, 2017)

Changes in behavior ~ change outcomes!

Treating everyone the same leads to disparities...

Equality



Equity



Robert Wood Johnson Foundation (2017)



© 2017 Robert Wood Johnson Foundation.
May be reproduced with attribution.

CC Constructs

A awareness

S skill

K knowledge

E encounter

D desire

(Campinha-Bacote, 2002)

Unconscious Bias

Unconscious BIAS

WHAT IS IT? **FLAW** in thinking guided by past experiences and mental preconditioning

instinctively CATEGORIZING PEOPLE and THINGS WITHOUT BEING AWARE OF IT

DID YOU KNOW? there are more than **150** types of biases

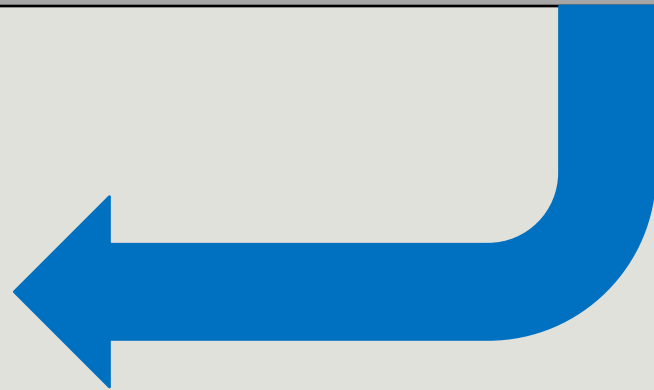
AND THEY IMPACT US, OUR WORK AND OUR RELATIONSHIPS

HOW TO DEAL WITH OUR BIASES?

- 1** KNOW THEM WELL. READ ABOUT THEM. RECOGNIZE THAT THEY EXIST. *be mindful IN YOUR WORDS and ACTIONS*
- 2** THINK CRITICALLY. ATTEND TO DATA and EVIDENCES. LOOK AT PROBLEMS AS A DIAMOND WITH MULTIPLE FACETS. *and not as a coin WITH ONLY TWO SIDES*
- 3** CHALLENGE ASSUMPTIONS AND TRADITIONS. TAKE A CONTRARY VIEW. *ask WHY AND WHY NOT? OFTEN. EMBRACE DIVERSITY*

PRACTICE EMPATHY

INSIGHTS FROM A WORKSHOP WITH SMITA THAROOD
TANMAY VORA @tanvora QAspire.com



<https://qaspire.com/2018/01/22/being-conscious-about-our-unconscious-biases/>

CC Assessment

C: communication

O: orientation

N: nutrition

F: family Relationships

H: health beliefs

E: education

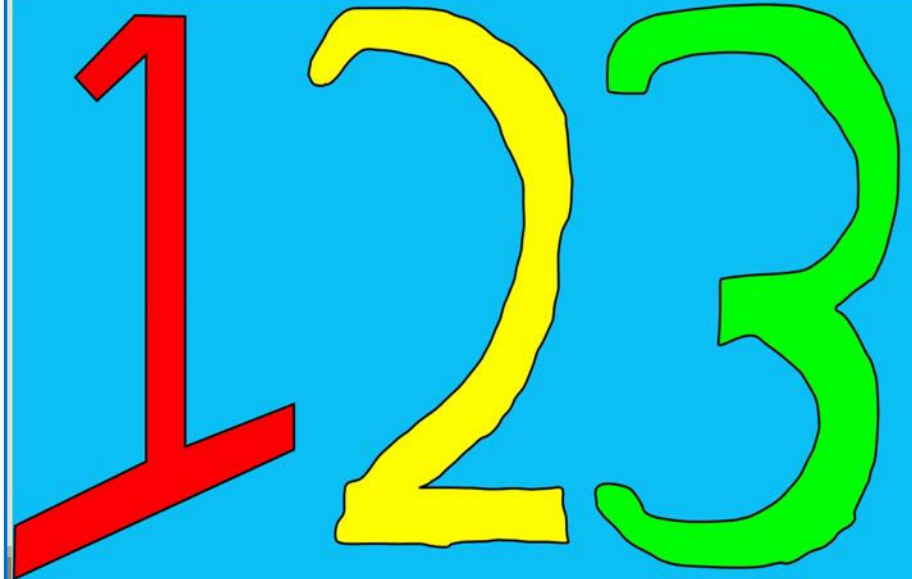
R: religion

Patient Understanding

Teach Back Method.



ASK Me Three (™)



Be the change you want to see in the world
(Gandhi)



Reflect

Accept

Connect.

Every Patient, Every Encounter.

CC Tool Box

Harvard Implicit Bias Test

<https://implicit.harvard.edu/implicit/takeatest.html>

Thinkculturalcompetence.org

<https://www.thinkculturalhealth.hhs.gov/>

National Center for CC Georgetown

<https://nccc.georgetown.edu/assessments/>

National Office Health Equity

<https://www.minorityhealth.hhs.gov/>

References

American College Health Association (2011). Cultural Competence Statement. Retrieved from:] [Cultural Competency Statement - American College Health Association](#)

Camphina-Bacote, J. (2007). **The Process of Cultural Competence in the Delivery of Healthcare Services: The Journey continues.** 5th ed. Transcultural C.A.R.E. Associates.

Hunt, J., Eisenburg, D., Lu, M., Gathright, M., (2014). Racial/Ethnic disparities in mental health care utilization among U.S. college students: Applying the institute of medicine definition of health care disparities. *Academy Psychiatry*, 39:520-526. doi: 10.1007/s40596-014-0148-1.

Institute of Medicine. (1999). *Unequal treatment: Confronting racial and ethnic disparities in healthcare*. Retrieved from: <http://www.nationalacademies.org/hmd/Reports/2002/Unequal-Treatment-Confronting-Racial-and-Ethnic-Disparities-in-Health-Care.aspx>

Institute of Medicine (U.S.). Committee on Quality of Health Care in America. (2001). *Crossing the quality chasm: A new health system for the 21st century*. Washington, D.C.: National Academy Press.

National Center for Cultural Competence. Retrieved 10/12/17 from: <https://gucchd.georgetown.edu/cultural-competence.php>

National Center for Health Statistics (2013). *Division of Health Interview Statistics. 2012 National Health Interview Survey (NHIS) Public Use Data Release; NHIS Survey Description*. Hyattsville, (MD).

THANK YOU !

Contact Information:

Kori Lapham, DNP, RN: kblapham@gmail.com

Krista White, PhD, RN: krista.white@georgetown.edu