

# **Evidenced-Based Cultural Competency Training Program for Nurses Working in a Skilled Nursing Facility: Quality Improvement Initiative to Increase Patient Satisfaction**

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This project is in partial fulfillment of the degree requirements for the  
Doctor of Nursing Practice at Touro University Nevada

# Overview of the Project

AIM: to establish a training program for nurses working in a skilled nursing facility as a quality improvement initiative to increase their cultural competence.

## LEADERSHIP

CLINICAL LEADERSHIP IMPLICATIONS



Values-driven



Influential



Collaborative



Purposeful



Learnable



Image from: [https://ph.images.search.yahoo.com/search/images;\\_ylt=Awr1SiVM5RhkOA2QHCzRwx;\\_ylu=Y29sbwNzZzMEs1YwA2E1aG9uL2Y3a3Bodm-?p=cultural+competence&fr2=piv-web&type=E210PH714G0&fr=mcafee#id=1&iurl=https%3A%2F%2F3.bp.blogspot.com%2FsWWNOBSxBg8%2FWeYrqNzc3zI%2FAAAAAAAAAAB88%2FOoC6rlxusD0wv16ht7CQY90FhGiQmG6jgCEwYBhgL%2Fs1600%2Fshutterstock\\_30079813.jpg&from=click](https://ph.images.search.yahoo.com/search/images;_ylt=Awr1SiVM5RhkOA2QHCzRwx;_ylu=Y29sbwNzZzMEs1YwA2E1aG9uL2Y3a3Bodm-?p=cultural+competence&fr2=piv-web&type=E210PH714G0&fr=mcafee#id=1&iurl=https%3A%2F%2F3.bp.blogspot.com%2FsWWNOBSxBg8%2FWeYrqNzc3zI%2FAAAAAAAAAAB88%2FOoC6rlxusD0wv16ht7CQY90FhGiQmG6jgCEwYBhgL%2Fs1600%2Fshutterstock_30079813.jpg&from=click)

Image from: <https://www.xavier.edu/student-involvement/leadership/leadership-definition-and-model>

# Problem and Background



Image from: <https://www.vectorstock.com/royalty-free-vector/flat-rehabilitation-center-vector-24982934>

Site: A skilled nursing home offering a short-term rehabilitation center located in Las Vegas, Nevada.

- no existing training programs in place concerning cultural competence among nurses.
- In a month, two or three complaints are received



*Define  
the  
PROBLEM*

Image from: <https://kaizeninstituteindia.wordpress.com/2014/03/03/problem-solving-story/>

# Literature Review

## Challenges to Culturally Competent Care



Image from: [https://www.freepik.com/free-vector/group-various-people-with-different-ethnicity\\_16607961.htm#query=ethnic%20people&position=4&from\\_view=keyword&track=ais](https://www.freepik.com/free-vector/group-various-people-with-different-ethnicity_16607961.htm#query=ethnic%20people&position=4&from_view=keyword&track=ais)

Minority Population



Decreased patient satisfaction level



Health disparity



Image from: <https://www.bostonglobe.com/opinion/2019/08/01/what-level-disparity-health-care-are-willing-tolerate/YtOURY2Vt8s3EkgZU1CHMJ/story.html>



Cultural competency issues



Image from: [https://www.freepik.com/free-vector/illustration-young-people-talking-different-languages-set\\_6208367.htm#query=different%20cultures&position=2&from\\_view=keyword&track=ais](https://www.freepik.com/free-vector/illustration-young-people-talking-different-languages-set_6208367.htm#query=different%20cultures&position=2&from_view=keyword&track=ais)

# Literature Review

## The Impact of Cultural Competency Training on Nurses

- ❑ Nurses are one of the core members of the healthcare team.
- ❑ Cross-cultural training and education
- ❑ Knowledge of cultural diversity and nurses' cultural competence.



Image from: <https://www.kcl.ac.uk/news/survey-of-uk-nurses-and-midwives-highlights-their-concerns-about-health-training-and-workload-during-covid-19>

# Literature Review

## National Guidelines

“Cultural Competence”



Image from: <https://www.brookings.edu/articles/why-an-interdepartmental-coordination-group-should-be-part-of-the-cdcs-reforms-for-future-pandemics/>

# Literature Review

## National Guidelines

- National Center for Cultural Competence

To raise the healthcare programs' capacity to create, implement, and evaluate culturally and linguistically competent service delivery systems

**Culturally &  
Linguistically  
Appropriate  
Services**



Image from: <https://blog.diversitynursing.com/blog/improving-diversity-and-inclusion-in-healthcare-with-clas>

# Project Aims & Objectives

**Within 5-week timeframe of this DNP project, the objectives are:**

1. To create an evidenced-based cultural competence training program that will enable nurses to efficiently cater to patients with various multicultural backgrounds needing safe and quality patient care.
2. To administer an education seminar for the multi-disciplinary team to train nurses on the effective utilization of a cultural assessment checklist that will guide them in assessing and improving cultural competence in the skilled nursing facility.
3. To develop a Resources Toolkit which can be accessed online by nurses and patients/ families during patient-care interaction to improve patient satisfaction.
4. To improve rates of patient/family satisfaction by 20% within a 5-week implementation frame.



# Framework for QI or Evidence Based Project

This project employed the PDSA Cycle Model



Image from: <https://www.creativesafetysupply.com/glossary/pdca-cycle/>

# Methodology

- ❑ The project site is located in Las Vegas, Nevada.
- ❑ About 150 to 200 patients visit the project site per month. 50% of patients visiting the facility are Asians, followed by Caucasian, there are also Hispanic patients and other races.
- ❑ Direct population: Licensed nurses.
- ❑ Indirect population: Patients of multicultural backgrounds



Image from: [https://www.tripadvisor.com/Tourism-g45963-Las\\_Vegas\\_Nevada-Vacations.html#/media/45963/708062504](https://www.tripadvisor.com/Tourism-g45963-Las_Vegas_Nevada-Vacations.html#/media/45963/708062504);p/?focusedIndex=0

# Methodology

Project activities were carried out during working hours in 4 sessions for the 1st two weeks, one in the morning and another in the afternoon to accommodate all participants.

### PROJECT TOOLS

Pre and Post Test Questionnaire

*Kindly choose and circle the best answer to each question. Your answers will be kept in utmost confidence and will only be seen by the appropriate project leaders. Your participation is greatly appreciated. Thank you very much!*

- What is cultural competence?
  - The ability to communicate only with people from the same culture
  - The ability to effectively communicate, interact, and work with people from different cultures
  - The ability to understand and respect only the beliefs of different cultures
  - The ability to interact only with people who have similar beliefs and practices
- Who can benefit from cultural competence?
  - Only people who work in diverse environments
  - Only people who interact with people from different cultures occasionally
  - Everyone, regardless of their profession or background
  - Only people who work in certain professions or industries
- Why is cultural competence important?
  - It allows individuals to effectively communicate, interact, and work with people from different cultures
  - It improves patient trust in healthcare providers
  - It leads to better communication and understanding of patients' needs
  - It can make patients feel misunderstood, disrespected, or ignored by healthcare providers
  - It reduces the cost of healthcare services
- How can healthcare providers address cultural incompetence?
  - By ignoring cultural differences and treating everyone the same
  - By being unaware of the impact that cultural differences can have on communication and relationships
  - By understanding and respecting the beliefs, values, and practices of different cultures
  - By only interacting with people who have the same beliefs and values as you
- How does cultural incompetence affect patient satisfaction?
  - Increased patient trust in healthcare providers
  - Better communication and understanding of patients' needs
  - Lower communication and understanding of patients' needs
  - Higher healthcare costs

### PROJECT TOOLS

Ethnic Minority Resources Toolkit

**Ethnic Minority Resources Toolkit**

The toolkit includes various resources that are available to ethnic minority patients in the United States.

SERVICES	INFORMATION
Employment	US Department of Labor (Employment and Training Administration (ETA)) <ul style="list-style-type: none"> <li>Toll Free Number: 1-877-US-2JOBS (1-877-872-5637)</li> <li>Hours: Monday to Friday, 8 a.m. to 11 p.m. ET*</li> <li>https://www.dol.gov/general/contact/contact-phone-call-center</li> </ul>
Financial	Nevada Health Link <ul style="list-style-type: none"> <li>Customer Assistance Service line: 1-800-547-2927 (TTY: 711)</li> <li>Hours: Monday through Friday 9:00 AM to 5:00 PM PST</li> <li>Email: CustomerServiceNVHL@exchange.nv.gov</li> <li>https://www.nvadahealthlink.com/medicaid</li> </ul>

### PROJECT TOOLS

Patient Data Collection Sheet

**Patient Data Collection Sheet**

Name	Race	Ethnicity	Immigration Status (Do you identify yourself as an immigrant?)	If YES, what is your initial country of origin?	Do you need assistance with community resources? (Yes/No)

Please answer with YES or NO.

### PROJECT TOOLS

Chart Audit Tool

**Chart Audit Tool**

Chart Audit Tool	Rate Percentage (%)
The rate that EMRT was provided to ethnic minority patients	
The rate at which the health workers used the EMRT when patients visit the facility.	

### PROJECT TOOLS

Health Provider Data Collection Sheet

**Health Provider Data Collection Sheet**

Kindly fill out the following form truthfully. Thank you.

Health provider's Name: \_\_\_\_\_

Week	No. of ethnic minority patients	Number of occurrences the EMR toolkit was used
Week 1		
Week 2		
Week 3		
Week 4		
Week 5		

### PROJECT TOOLS

Patient Complaint Monitoring Sheet

**Patient Complaint Monitoring Sheet**

Week	Total Patient Complaints	Rate Percentage (%)
Week 1		
Week 2		
Week 3		
Week 4		
Week 5		

## IMPLEMENTATION TIMELINE



# Results

Table 1  
EMR Toolkit Utilization

Week	No. of patients seen	No. of times providers utilized the toolkit	The proportion of toolkit usage
Week 1	31	16	52%
Week 2	32	14	44%
Week 3	21	13	62%
Week 4	31	24	77%
	115	67	59%

Table 2  
Training Scores Paired Test Results

Variable	Pre-Test		Post-Test		p
	M	SD	M	SD	
Test Scores	87.70	2.37	95.96	4.49	2.00
N= 27					
*. The p-value is statistically significant at the (<0.05) level.					

# Results

Table 3  
Training Scores Paired Test Results

Week	Patient Complaint Rate (Before Project Intervention)	Patient Complaint Rate (After Project Intervention)
Week 1	37%	13%
Week 2	36%	9%
Week 3	12%	0%
Week 4	15%	10%
	25%	8%



Image from: <https://www.vectorstock.com/royalty-free-vector/flat-rehabilitation-center-vector-24982934>

## LIMITATION

- Project Design
- Data Collection
- Data Analysis



Image from: <https://www.toppr.com/guides/accounting-and-auditing/preparation-of-final-accounts-of-sole-proprietor/limitations-of-financial-statements/>

# Conclusions

- ❑ Improved providers' understanding of cultural competence, as demonstrated by higher post-training assessment scores.
- ❑ Reduced complaint rates among ethnic minority patients
- ❑ With potential for long-term sustainability.

# GROUP SUCCESS



Image from: <https://www.customesaymeister.com/blog/tips-to-succeed-in-a-group-project>

# Conclusions

To build on the project's success, several next steps can be considered. These include:

- Expanding the cultural competency training program.
- Evaluating the long-term impact of the training program.
- Sharing the best practices and insights.
- Continuous monitoring and assessment.
- Collaborating with regulatory authorities and healthcare.



Image from: <https://www.cpp.edu/projectsuccess/index.shtml>

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**Thank you!**

The background features abstract, overlapping geometric shapes in various shades of green, ranging from light lime to dark forest green. These shapes are primarily located on the right side of the frame, creating a modern, layered effect against the white background.