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.





Image from: https://ph.images.search.yahoo.com/search/images;_ylt=Awr1SiVM5RhlkOA2QHCzRwx.;_ylu=Y29sbwNzZzN?p=cultural+competence&fr2=piv-web&type=E210PH714G0&fr=mcafee#id=1&iurl=https%3A%2F%2F3.bb.blogspot.com%sWWN0BSxBq8%2FWeYraNZc3zl%2FAAAAAAAAB88%2FOoC6rlxusD0wv16ht7CQY90FhGiQmG6jqCEwYBhgL%2Fs1600%2Fs1

Problem and Background

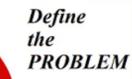


Site: A skilled nursing home offering a short-term rehabilitation center located in Las Vegas, Nevada.

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

☐ no existing training programs in place concerning cultural competence among nurses.

☐ In a month, two or three complaints are received





Challenges to Culturally Competent Care



Minority Population



Decreased patient satisfaction level





Cultural competency



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.



National Guidelines



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**



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



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

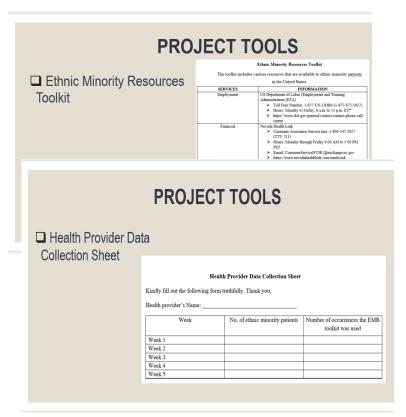


Image from: https://www.tripadvisor.com/Tourism-g45963-Las_Vegas_Nevada-Vacations.html#/media/45963/'708062504':p/?focusedIndex=0

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.







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	р
	M	SD	M	SD	
Test	87.70	2.37	95.96	4.49	2.00
Scores					
NT 27					

N = 27

^{*.} The p-value is statistically significant at the (<0.05) level.

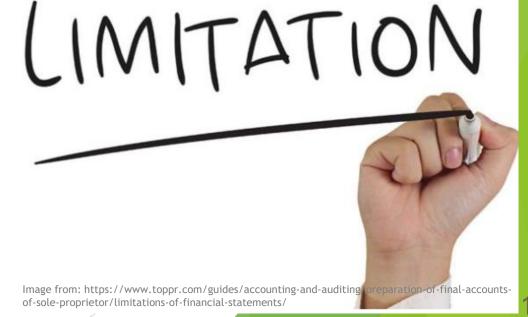
Results

Table 3
Training Scores Paired Test Results

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

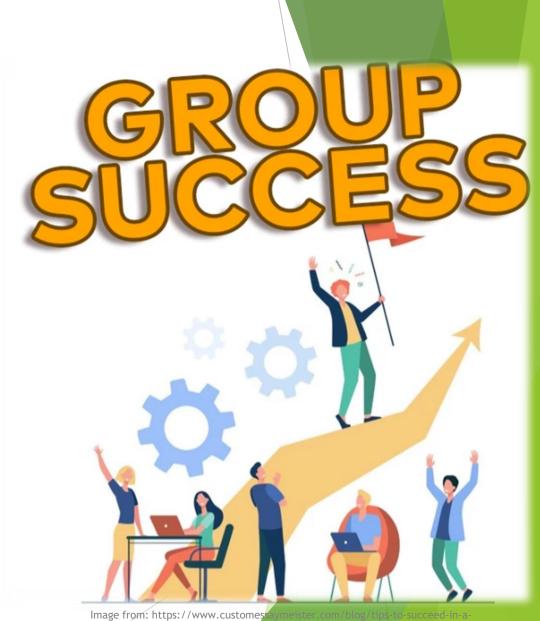


- Project Design
- Data Collection
- Data Analysis



Conclusions

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



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.



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Thank you!