

STRATEGIES TO IMPROVE CULTURAL AWARENESS AND SELF-EFFICACY IN A PRIMARY CARE PRACTICE

Abstract

The purpose of this Doctor of Nursing Practice (DNP) project was to develop, implement, and evaluate cultural awareness in a primary care medical clinic using the Culturally and Linguistically Appropriate Services (CLAS) training modules. Providers' cultural awareness may influence the success of treatment, compliance with health promotion behaviors, and barriers that interfere with desired health outcomes. The literature review identified two primary themes. First, a focus on the content of cultural competence training and second a focus on patients' health outcomes and satisfaction with care. Based on the literature review successful strategies include a combination of training and patient outcome elements at both the individual and organizational levels. The project was conducted within a primary care clinic serving female military veterans on the western slope of Colorado. A mixed methodology is used with quantitative and descriptive analysis. Qualitative data is used in addition to a self-assessment checklist because the N is too small for statistical significance. The descriptive analysis is used for the aggregate data using an office resource checklist. Instrumentation includes (a) The Promoting Cultural and Linguistic Competency Self-Assessment Checklist for Personnel Providing Primary Health Care Services (b) The Office Environment Checklist from the CLAS training modules. Participants completed the CLAS training modules and participated in two group discussions. Participants reported (a) improved understanding of communication models, language assistance, and linguistic competency (b) a desire for more training to increase knowledge about vulnerable populations served in the clinic (c) improved knowledge about cultural awareness and sensitivity (d) recognition that effective communication skills can lead eliminate barriers that interfere with desired outcomes (e) recognition of strategies to promote a more culturally competent clinic environment and expand culturally competent services with community partnerships. The project may benefit practitioners, staff, patients, and the organization by enhancing knowledge about cultural concepts, confidence in delivering culturally competent care, and patient engagement in their own health and patient satisfaction with care.