

The Effectiveness Of Culturally-focused Interventions In Increasing Satisfaction Of Hospitalized Adult Asian Patients

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INTRODUCTION

Patient satisfaction is a driving force for health care organizations to enhance patient services. The Asian population in the United States is increasing at a significant rate. It is important to understand the needs of this population, to implement culturally-focused services that will lead to increased Asian inpatient satisfaction.



OBJECTIVES

The objective of the systematic review is to identify the best available evidence on the effectiveness of culturally-focused interventions in increasing satisfaction of hospitalized adult Asian patients

SATISFACTION SURVEYS

- HCAHPS-Hospital Consumer Assessment of Healthcare Providers and Systems.
- CCATH-the Cultural Competency Assessment Tool of Hospital

PICO

P: Hospitalized Adult Asian Patients
I: Culturally-focused
C: Usual care
O: Increased Patient Satisfaction

SEARCH STRATEGY

The databases search included: Medline, CINAHL, PsycINFO, Cochrane, ERIC, Scopus Web of Science, and Embase. Non-indexed databases and grey literature were searched.

METHODS

PRISMA FLOW DIAGRAM

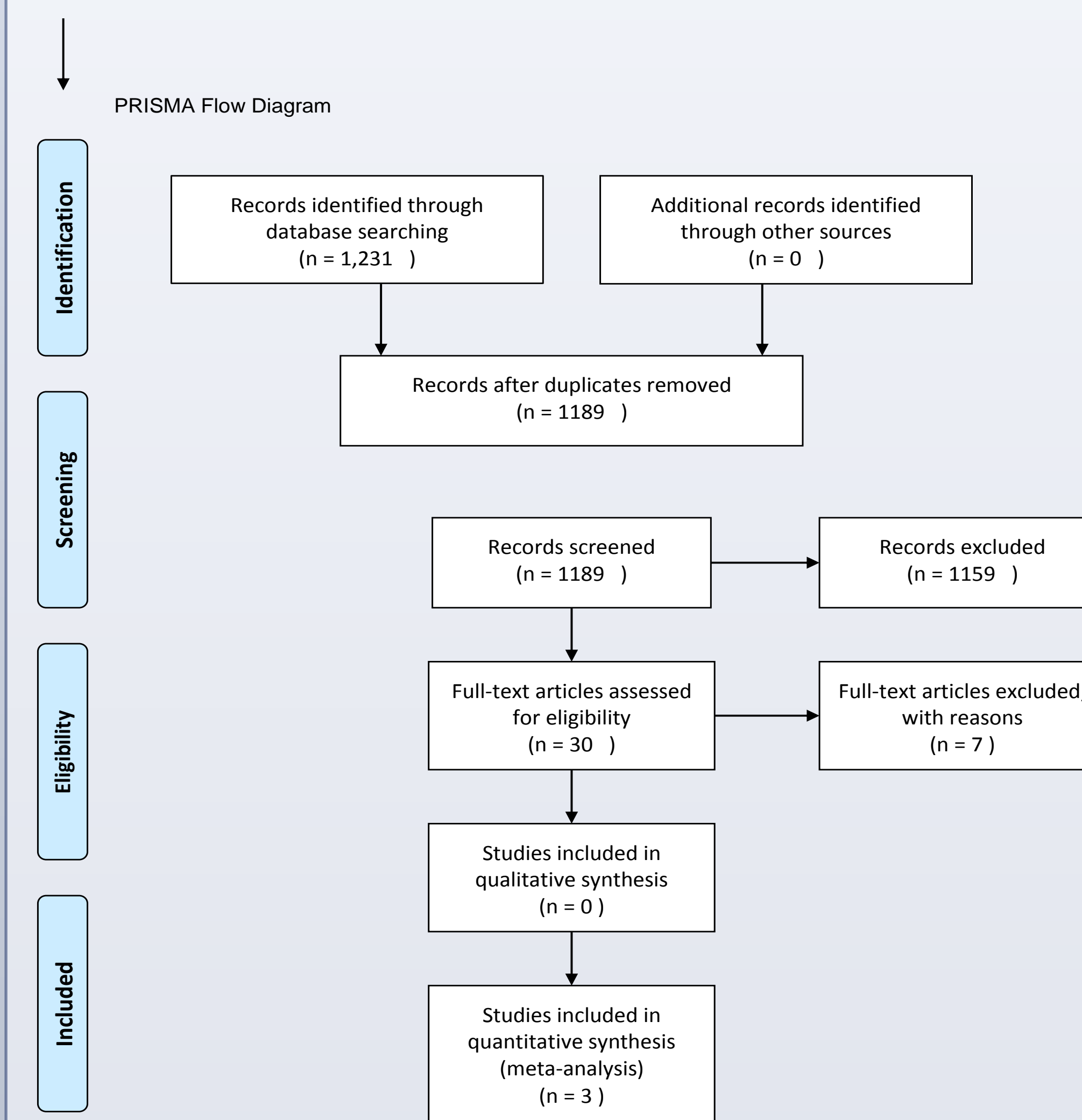


Figure 1: Flow chart of identification of studies for inclusion

Critical appraisal

Studies were independently appraised by two reviewers using Joanna Briggs Institute (JBI) instruments. The included studies have met 60% of criteria.

Data extraction

Data from quantitative studies were extracted by two independent reviewers using the standardized data extraction tool from JBI-MASARI.

Data synthesis

Data were extracted using a standardized critical appraisal and data extraction instruments from the JBI



RESULTS

- Ng et al. (2007)¹ (Descriptive study)
- Lee et al. (2012)² (Descriptive/cross-sectional study)
- Weech-Maldonado et al. (2012)³ (Descriptive study) a 2ndary analysis of national HCAHPS and state-wide CCATH data

Table 1: Culturally Focused Interventions Reported Outcomes

Ng et al.	Lee et al.	Weech-Maldonado et al.
Satisfaction with physicians	Satisfaction with MD communication	MD communication
Satisfaction with nurses	Satisfaction with RN communication	Nurse communication
Informed about treatments or procedures	Staff responsiveness	Staff responsiveness
Received Chinese meals	Pain well controlled	Pain control
	Staff explained medications	Medication communication
	Discharge instructions	Discharge information
	Cleanliness of room Quietness of room at night	Room clean & quiet
	Overall rating of the hospital	Overall hospital stay
	Likelihood to recommend	Hospital recommendation

CONCLUSIONS



Results suggest culturally competent communication with patients by physicians and registered nurses, quietness of the room, information about treatments and procedures, and cultural foods are associated with increased satisfaction among hospitalized adult Asian patients (JBI level 3 & 4).

IMPLICATIONS FOR PRACTICE

Satisfaction with hospital stay among adult Asian inpatient may be improved through use of culturally focused interventions.

REFERENCES

Included studies:

- Ng J, Popova S, Yau M, Sulman J. Do culturally sensitive services for Chinese in-patients make a difference? Social work in health care. 2007;44(3):129-43. PubMed PMID: 17548271. Epub 2007/06/06. eng. Retrieved from www.scopus.com
- Lee J, Li R, Tong VS. Lutheran HealthCare's Chinese Initiative [Internet] [Cited 2014 September 01]. Paper presented at the 38th Annual Conference of the Trans-cultural Nursing Society in Orlando, Florida; 2012, October 19.
- Weech-Maldonado R, Elliott MN, Pradhan R, Schiller C, Hall A, Hays RD. Can hospital cultural competency reduce disparities in patient experiences with care? Med Care. 2012;50:S48. Retrieved from www.scopus.com

See handout for additional references