Cultural competence in the healthcare setting impacts patient outcomes every day in the United States. Cultural competence and the understanding that all patients should not be treated the same, is an essential tool for the healthcare provider. It is a needed skill in our diverse society.

The reality is that our population is changing. Differences in culture can include race/ethnicity, age, gender, sexual orientation, and socioeconomic status.

Cultural Competence involves having an understanding of culturally different patient groups and a respect for such groups that ideally result in health care that is tailored to accommodate cultural differences in health-related values and beliefs.

Cultural competence is described as a continuum in health care ranging on a spectrum from providers who are culturally incompetent and create poor outcomes for patients to providers that are extremely proficient and provide patient centered and culturally competent care.

Cultural Sensitivity - health care that effectively responds to attitudes, feelings, and circumstances of people that share identifying characteristics such as: race, religion, language, socioeconomic status. This includes the knowledge that patients with similar cultural backgrounds will not hold the same attitudes and beliefs and should be assessed individually.

Patient-Centered Healthcare - patients, rather than providers and researchers, are the true experts on what they need, and how they can influence caring for patients. Ask and discuss cultural bias as a part of planning of care.

Strategies to perform any physical examination:

- Healthcare disparities and inequalities found in Cardiac Disease, Infant Mortality, Asthma, and Diabetes.

- Inconsistent use of diagnostic tests across different cultures.

- Ignoring differences is NOT the same as RESPECTING them!

- Office staff and organizational policies must also be culturally competent.

Where are YOU?

**A DIRECT relationship was found between patient engagement and outcomes.**

**Healthcare disparities and inequalities found in Cardiac Disease, Infant Mortality, Asthma, and Diabetes.**

**Inconsistent use of diagnostic tests across different cultures.**

**Ignoring differences is NOT the same as RESPECTING them!**

**Office staff and organizational policies must also be culturally competent.**

**Strategies**

- Ask yourself how you are feeling about your patient's situation. Are you aware how your attitude can affect him/her?

- Ask permission to perform any physical examination. EXPLAIN what you will do BEFORE you do it.

- Take action by acting in a manner that shows your patient you have their undivided attention. Allow/make other support persons in the exam room. SET at eye level with the patient whenever possible. Be prepared to REPEAT information in a language and means that they understand.

**Communication**

- Professional behavior includes respect and kindness - ALWAYS!

- What are your CONCERNS about communication in music?

**Differences**

- The patient with BREAST CANCER has young children:

- Is the patient with ARTHRITIS a professional musician?

- Does the woman with Breast Cancer have young children?

- What are her specific needs?

- What are her specific needs?

- What about Spiritual NEEDS?

**References**


- https://www.postersession.com

- Croghan, M. J., Wall, W., & Sanchez, J. (2013, August). The provider: MORE understanding that is going on in patient's mind.


**Effective health communication is an important aspect of clinical skill. To improve individual health and build healthy communities, health care providers need to recognize and address the impact of language, culture, health literacy of diverse consumers and communities.**

Effective health communication is necessary for patients to providers that are patient centered and culturally competent care.

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