

Influence of Cultural Competence Training on Pediatric Health Care: Providers' Awareness, Knowledge & Skills Assessment

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Summary: Cultural competence care is indicative of how cross-cultural care optimizes overall organizational quality of health care. We assessed the effect of cultural competence training (CCT) on awareness of cultural differences between patients/families and providers' knowledge & skills in providing quality care across diverse patients/families cultures. CCT increases knowledge of quality care, respect for patients/families, decreases bias, and enhances providers' preparedness to deliver care to culturally and linguistically diverse populations (limited English proficiency, racial/ethnic minorities).

Participants

- 69 Health care providers mainly nurses & physicians!!!
- Study site: Nemours DE valley, Greater Philadelphia



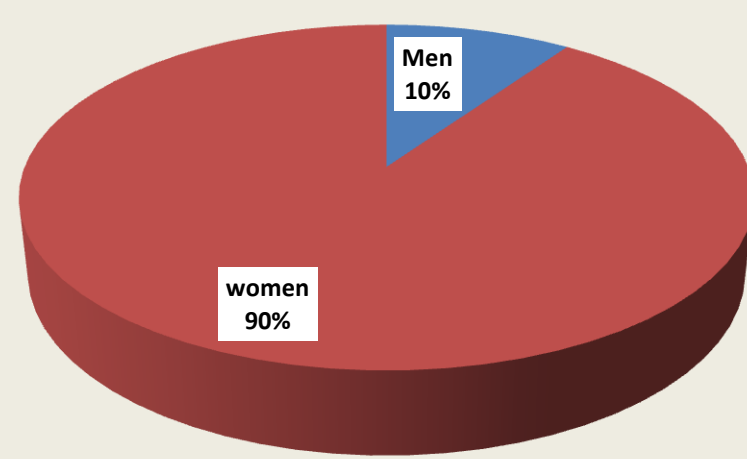
Intervention



➤ **Design:** Prospective correlated ecologic

- 180 minutes session on Cultural Competence training
- Pre and post intervention assessment
- Statistical measure – Wilcoxon Sign Rank Test

Study Characteristics



➤ **Gender:** men, (8.7%), women, (81.2%),

➤ **Race/Ethnicity:** non-specified (10.1%); Non-Hispanic Black (10.1%), Hispanic/Latino (8.7%), Non-Hispanic White (71%).

➤ **Age group:** 46-55 years (29%) and 26-35 years (27.5%)

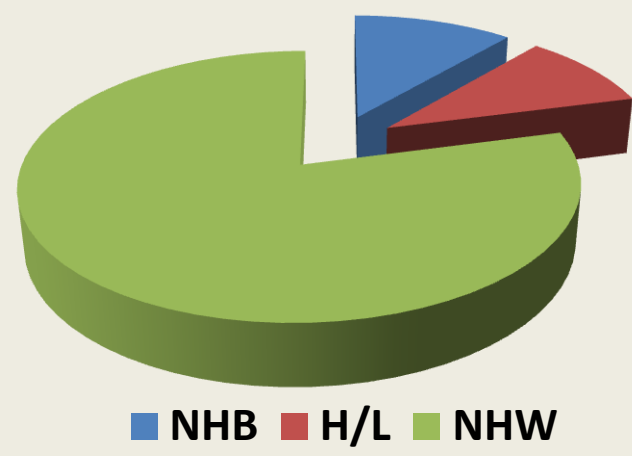
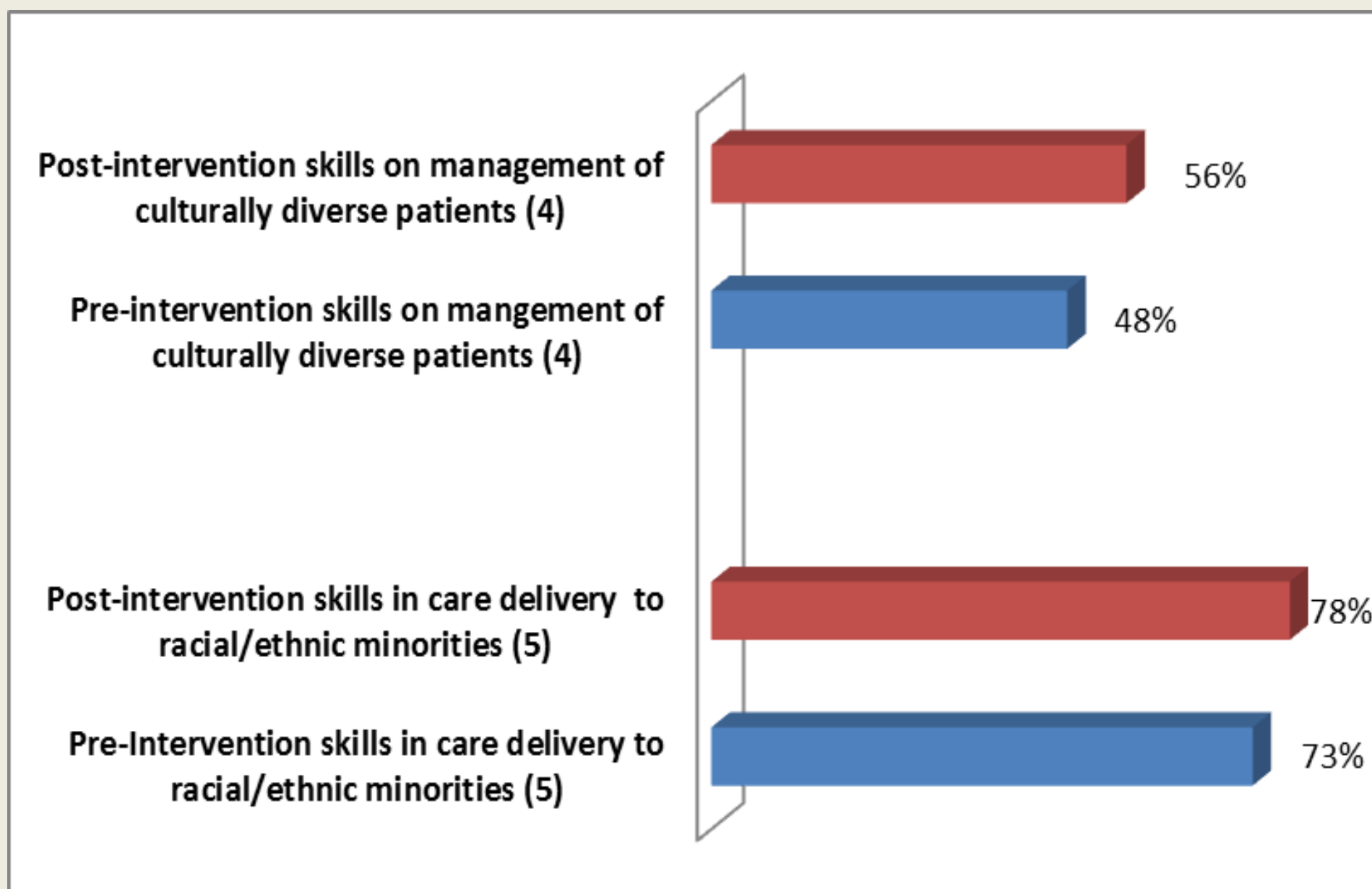
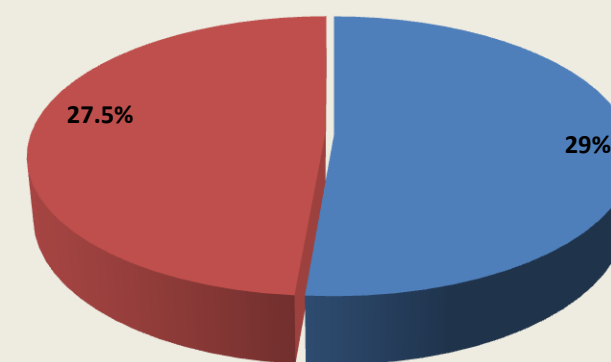


Figure 2. Changes in providers' preparedness in managing culturally diverse patients and racial/ethnic minorities



■ 46-55 yrs ■ 26-35 yrs



Results

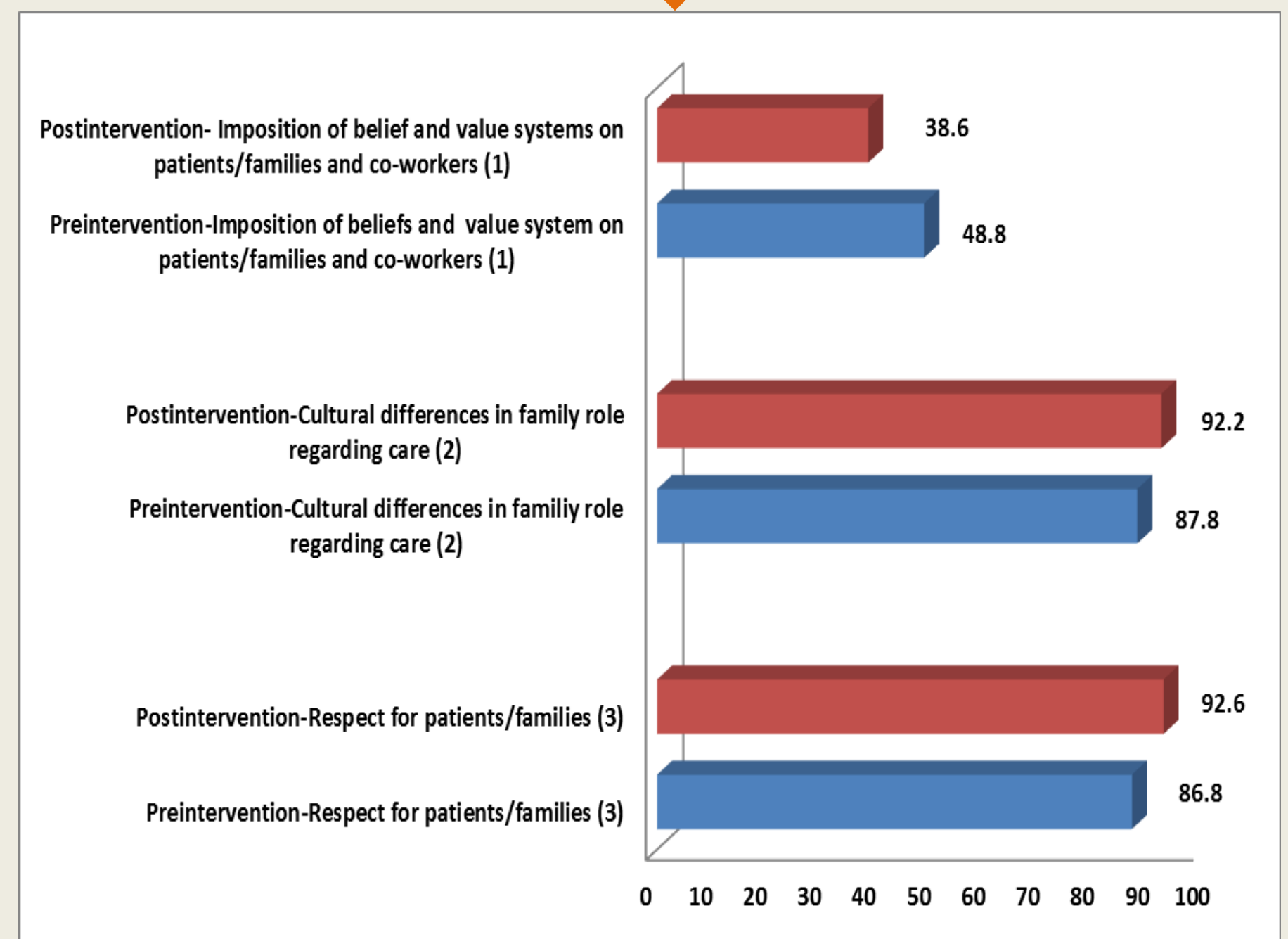


Figure 1. Modification in providers' respect for patients/families, cultural differences in the role of families in care, and imposition of culture and system values on families/patients and co-workers

Conclusion



Figure 3. Changes in providers' knowledge on how culture, norms and beliefs can affect care

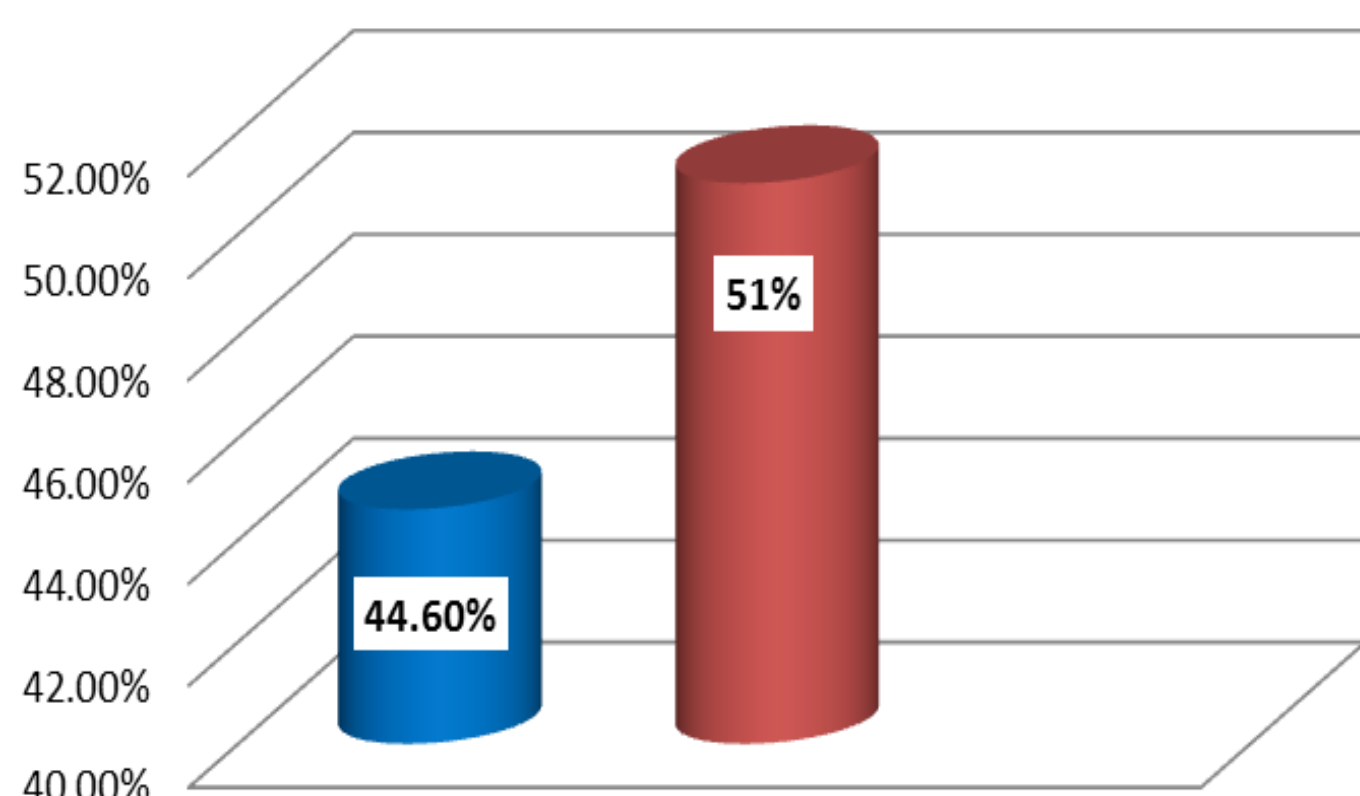


Figure 4. Percent change in imposition of beliefs and value systems on families/patients & co-workers (1), cultural differences in family role regarding care (2), Respect for families /patients (3), management of culturally diverse patients(4), and mangeme

