Resources for Cross Cultural Interactions
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Delivering Culturally Competent Patient Education and Care to Tuberculosis Program Clients
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Resources for Cross Cultural Interactions

Caring for Persons with Tuberculosis

A significant proportion of patients are at greater risk for poor health outcomes.
Addressing TB Among Immigrants & Refugees

With the aim of:
- Reducing healthcare disparities;
- Improving the quality of care and access to care;
- Improving health outcomes.

Efforts have been made to:
- Update medical screening guidelines;
- Improve / update TB screening procedures among immigrant and refugee visa applicants;
- Develop a mechanism to track and manage Mexican TB patients who cross the US-Mexico border to ensure continuity of TB care.

Providing Healthcare for a Diverse Population

Guidelines, policies, procedures are a start.

Known barriers to treatment completion include:
- Language barriers;
- Patient anxiety and distress;
- Patients’ culturally derived beliefs;
- Provider behaviors.

Culturally derived beliefs and provider practices, in particular, are important determinants of the effectiveness of patient-provider interactions.
Adjusting to Life in a New Country... Diagnosed with a Highly Stigmatized Disease...

Patients are likely to:

Conduct themselves according to the social norms of their birth country.

Process what they being told and asked to do in the context of their culture.

- Acculturation Influences:
  - Understanding & interpretation of experiences
  - Health/medical decision-making
  - Age of Technology = Less pressure to assimilate
The Challenge to Healthcare Providers (1)

Build skills to educate & counsel clients in a culturally competent manner in order to:

Help patients and family members gain an accurate understanding of why tests are needed, the diagnosis & the treatment.

- Accommodate cultural attitudes & beliefs related to health & disease.
- Diminish dissonance that may arise when information appears contradictory or inconsistent with long-held attitudes, beliefs & practices.

The Challenge to Healthcare Providers (2)

Build skills to educate & counsel clients in a culturally competent manner in order to:

- Persuade patients and family members to adhere with medical recommendations & cooperate with TB control activities.
Insight to Your Patient’s Perspective  (1)

One method: “Kleinman Questions”

- Illness from the patient’s point of view
- Learn what the patient knows or does not know
- Identify and address misperceptions
- Identify what the patient values and problems caused by being sick

Insight to Your Patient’s Perspective  (2)

1. What do you think has caused the problem?
2. Why do you think it started when it did?
3. What do you think the sickness (illness) does?
4. What kind of treatment do you think you need?
5. What are the most important results you hope you receive from this treatment?
6. What are the chief problems this sickness (illness) has caused for you? (or how has this illness affected your life)
7. What do you fear most about this sickness (illness)? (or what worries you most)
Potential Answers: A Client Originally from Central America (1)

What do you think has caused the problem?
- Walking in the rain with fever.

Why do you think it started when it did?
- Two months ago I had a fever and got wet when I walked home from work.

What do you think the sickness does?
- It makes me cough and sweat and feel tired all the time - my body is not in balance now.

What kind of treatment do you think you need?
- My aunt gave me tea with eucalyptus, but this didn't work so she went to a herbero (herbalist) – but the herbs didn’t work – I need something to stop the cough.

Potential Answers: A Client Originally from Central America (2)

What are the most important results you hope you receive from this treatment?
- I need the cough to go away.

What are the chief problems this sickness has caused for you?
- I am tired all the time, it is hard for me to keep up at work; all I want is to rest and not cough.

What do you fear most about this sickness?
- If I cannot keep up at work I can lose my job and then what do I do for money?
  How do I feed my family?
Responding to Patient Answers (1)

What does this patient know or not know?
Or ... what misperceptions do you need to address when communicating with this patient?

- Basic information regarding cause, transmission, and treatment is needed.

Responding to Patient Answers (2)

**Red Flag:** Potential for defaulting from treatment is high

This client is focused on his/her cough, a symptom.

What would you tell the patient to make him/her understand they need to stay on treatment?

- How would you explain the threat of MDR?
- What else would you discuss in addition to MDR?
Responding to Patient Answers

- The client reported things he values: staying employed and providing for family.
- How might you motivate this client to remain adherent and complete treatment?
  * Initially, point out the need for treatment and cure is to regain health and strength, stay employed, and be able to provide for family.
  * Throughout treatment – inquire about the children and sporadically point out how the children will benefit from his completed treatment/cure.
  * What else might you do????

Developing Cultural Competence
An Ongoing & Continuing Process

- Cultural Encounter
  Engaging in cross-cultural interactions with patients from culturally diverse backgrounds
- Cultural Skill
  Capacity to make a cultural assessment to identify factors/beliefs that may influence a patient's behavior when ill
- Cultural Knowledge
  Process of obtaining a sound knowledge base about various worldviews.
- Cultural Awareness
  Become aware of, appreciative of, sensitive to the values, beliefs, practices, and problem-solving strategies used by people from different cultures

Adapted from Campinha-Bacote - 2002
SNTC Complete & Quick Reference Country Guides (1)

Complete Guides

* Country Background
* TB/HIV Epidemiology
* TB/HIV misperceptions, stigma, patient education
* Etiquette / Cultural Values
* Web Addresses – Translated Materials

SNTC Complete & Quick Reference Country Guides (2)

Quick Reference Version

* Official Languages
* Cultural Courtesies to Observe
  * Greetings, eye contact, touch
* Verbal and Non-Verbal Communication Patterns
* General Perceptions of Health and Illness
* Common Attitudes, Beliefs, and Practices Related to TB and HIV
Example: The Philippines Country Guide (1)

Nickname / Availability of TB Medication

The term “weak lungs” covers a range of respiratory ailments and is used by both the general public and physicians to avoid the stigma associated with TB.

Some members of the general public viewed “weak lungs” as less serious than TB and/or non-contagious.
Example: The Philippines Country Guide (2)

Nickname / Availability of TB Medication

However, the term “weak lungs” often led to self-treatment with Isoniazid and Rifampin – which had been available through pharmacies and marketed as a type of “vitamin” for the lungs and thought to “strengthen” the lungs if used for a short period of time.

Information Enables:
- Recognition of risk factors for MDR TB
- Further probing when obtaining history of prior therapy
- Heightened awareness in monitoring for treatment failure

Country Guides

Currently Available
1. Brazil
2. Burma/Myanmar
3. Cambodia
4. China
5. Colombia
6. Dominican Republic
7. Ecuador
8. El Salvador
9. Guatemala
10. Haiti
11. Honduras
12. India
13. Indonesia
14. Mexico
15. Peru
16. The Philippines
17. Somalia
18. South Korea
19. Vietnam
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Each guide is available as an individual PDF file

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  * http://sntc.medicine.ufl.edu/
* Click “Products / Resources” box on left-side of page
* Go directly to “Products” page
  * http://sntc.medicine.ufl.edu/Products.aspx

No cost for the PDF files.

Limitations (1)

Guides are intended to be a starting point only.

Prepare to answer client questions / address misperceptions.
* Medical History
* Diagnostic Procedures
* Contact Investigation Interviews
* Education and Counseling
Limitations (2)

Guides are intended to be a starting point only.

Help establish and maintain a rapport with your foreign-born clients.

Gain insights to behaviors and beliefs.
* Acculturation

Generally - Information not stratified, based on demographic differences of citizens within the country
Questions?