

Diversity Committee Challenge: Become more aware of and sensitive to cultural differences in healthcare and their impact on customer experience.



What I Know?



What I Know, I Don't Know

Directions: Match each Cultural Care Conflict to its corresponding Tradition/Ethnic Group by placing the letters in the spaces provided.

Cultural Care Conflicts: Clinical situation in which a provider may encounter a patient who does not adhere to suggested treatment due to their ethnic heritage.

Cultural Care Conflicts

Tradition/Ethnic Group

- | | | | |
|---|--|---|--|
| A | A person who is bleeding refuses surgery when they are forced to remove what appears to be a piece of jewelry. | — | Eating of pig and/or animal products and gelatin is prohibited unless specified as “kosher”. Jews and Muslims who follow the kosher diet may reject this food. |
| B | A person is admitted with welts and large red circles on their back. | — | Belief that bonding with the baby before a certain age makes the baby vulnerable to outside evil forces. May be from Middle Eastern countries. |
| C | A person who is being interviewed refuses to answer questions directly or to look the interviewer in the eye. | — | Coining or cupping is used to treat many infections, especially respiratory infections. May be of Asian or Eastern European heritages. |
| D | A new mother does not want to hold her baby following the delivery. | — | Amulet is believed to protect a person from external evils. May be of African, Hispanic, Asian, or European heritage. |
| E | A young patient refuses a blood transfusion and is supported by his/her family. | — | Recording of answers from an interview and/or direct eye contact is considered taboo. May be American Indian, African American, Muslim. |
| F | A patient who is 24-hours post-chest surgery does not request pain medication. | — | Use of blood is prohibited. May be Jehovah’s Witnesses. |
| G | An adult immunization clinic is held in a public building and the turnout for the program is minimal. | — | Rejects the use of Western medications. The person may elect to use traditional medications and seek the services of a traditional herbalist. May be of Hispanic or Asian American heritage. |
| H | A person on a liquid diet refuses to eat gelatin. | — | To complain of pain is taboo. May be of Chinese heritage. |
| I | A patient is given a supply of antibiotics in the emergency room to treat an infection and leaves the medication behind. | — | Belief that since they were not immunized as children, it is not necessary for adults, especially the elderly. Common across many heritages. |

Note: Please see the answers on the back



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Answers



What I Know, I Don't Know

Cultural Care Conflicts

- A A person who is bleeding refuses surgery when they are forced to remove what appears to be a piece of jewelry.
- B A person is admitted with welts and large red circles on their back.
- C A person who is being interviewed refuses to answer questions directly or to look the interviewer in the eye.
- D A new mother does not want to hold her baby following the delivery.
- E A young patient refuses a blood transfusion and is supported by his/her family.
- F A patient who is 24-hours post-chest surgery does not request pain medication.
- G An adult immunization clinic is held in a public building and the turnout for the program is minimal.
- H A person on a liquid diet refuses to eat gelatin.
- I A patient is given a supply of antibiotics in the emergency room to treat an infection and leaves the medication behind.

Tradition/Ethic Group

- H Eating of pig and/or animal products and gelatin is prohibited unless specified as "kosher". Jews and Muslims who follow the kosher diet may reject this food.
- D Belief that bonding with the baby before a certain age makes the baby vulnerable to outside evil forces. May be from Middle Eastern countries.
- B Coining or cupping is used to treat many infections, especially respiratory infections. May be of Asian or Eastern European heritages.
- A Amulet is believed to protect a person from external evils. May be of African, Hispanic, Asian, or European heritage.
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