



Incorporating Cultural Awareness into Clinical Communication

Luz M. Garcini, PhD, MPH

Associate Professor

Rice University

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Friday, September 30th, 2022

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Disclosures

- Current Funding
 - National Heart, Lung and Blood Institute (NHLBI), K01HL150247
 - American Psychological Foundation
 - UTHSCSA Seed Grant Program
- Editorial Boards
 - Cultural Diversity and Ethnic Minority Psychology
- Other Board Membership
 - American Psychological Association (Division 38)
 - National Latinx Psychological Association



Learning Objectives



Objective 1

Develop practical skills for communicating with patients of diverse backgrounds.

Objective 2

Demonstrate at least 2 effective communication strategies presentations to community audiences.

Background & Significance



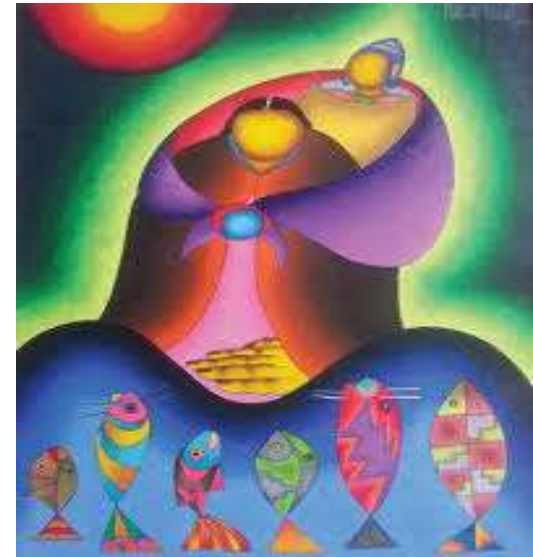
What is Happening? Current Context

- Widening of existing health disparities
- Widening of existing health inequities
- Compounding barriers to access
- Complexity of population



Why Care? A Call to Action

- High cost if delayed or no action is taken
- Moral issue pertaining to social justice
- Timely



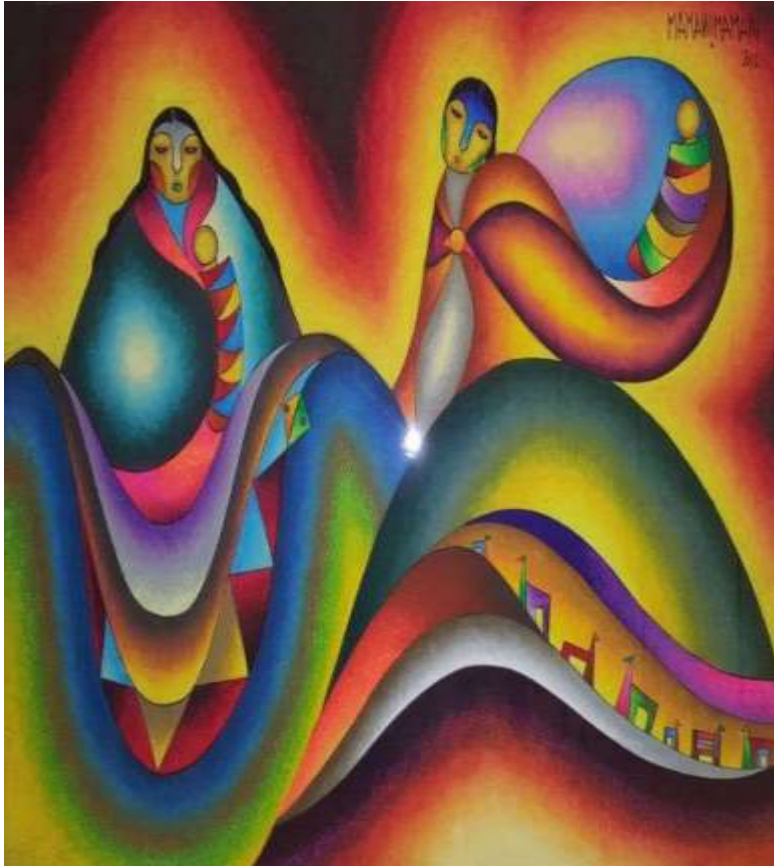
*"The future depends on what you do today."
Mahatma Gandhi*

Ethical Considerations: Competence



- Build knowledge base about target population
 - Culture
 - Context
- Consult and collaborate as needed
- Develop self-awareness
- Review patient's chart/history

Ethical Considerations: Having a Clear Goal



Empowering
vs
Imposing

Needs from the Field: Facilitating Communication with Patients



A Person-Centered Approach to Facilitating Communication

- Genuineness or authenticity
- Unconditional positive regard
- Empathy
- Being fully present verbally and non-verbally
- Add on: **Humility**



“The more I can keep a relationship free of judgment and evaluation, the more this will permit the other person to reach the point where he/she recognizes that the locus of evaluation, the center of responsibility, lies within him/herself.” Carl R. Rogers

Creating Safe Environments to Facilitate Communication: Non-Verbal Considerations



Use of body language

- Smile even if patients can't see it
- Convey attention with eye contact, but be gentle and aware
- Convey empathy and understanding through gestures and voice tone
- Exude confidence with humility

Creating Safe Environments to Facilitate Communication: Non-Verbal Considerations

Environmental Recommendations

- Be aware of cultural norms and values
- Minimize distraction and interruptions
- Maximize privacy
- Listen; provide space and silence as needed
- Door knob moments; do not rush
- Consider touch as needed



Creating Safe Environments to Facilitate Communication: Verbal Considerations

- Convey interest
- Even if not fluent, incorporate brief phrases in patient's language
- Speak slowly, clearly, and use simple language
- Use reflection statements and paraphrase for clarification
- Ask if patient may need or prefer an interpreter
- Validate using affirmation statements
- Admit when you don't know something
- Ask for permission to share, warn about discussion of topic
- Get patient's feedback about their comfort level throughout discussion



Creating Safe Environments to Facilitate Communication: Assessment Considerations



- Clarify or explain the purpose of assessment
- Patient's goals and expectations
- Barriers
 - Knowledge base; gaps in information
 - Beliefs, myths, concerns, or fears and their etiology
 - Past experiences, triggers
 - Contextual barriers
 - Patient navigation skills
- Facilitators
 - Values
 - Access to services, resources
 - Support system, trusted networks

Creating Safe Environments to Facilitate Communication: Intervention Considerations

- Motivate a collaborative discussion
- Counter misinformation
- Explore pros and cons
- Invite patients to ask questions
- Provide culturally sensitive materials
- Summarize information
- Use of the mirroring technique
- Keep an open door policy, but do not overpromise



Needs from the Field: Facilitating Communication with Communities



Overall Considerations

- If possible, co-present with community leader
- Acknowledge background and history
 - *Reparation approach*
- Acknowledge essential contribution of population
 - *Instrumentation approach*
- Appeal to audience's cultural values
- If possible, make talk interactive
- Use visuals that are culturally appealing
- Provide various appropriate resources
- Invite and answer questions
- Allow extra-time afterwards for informal discussion



Takeaways

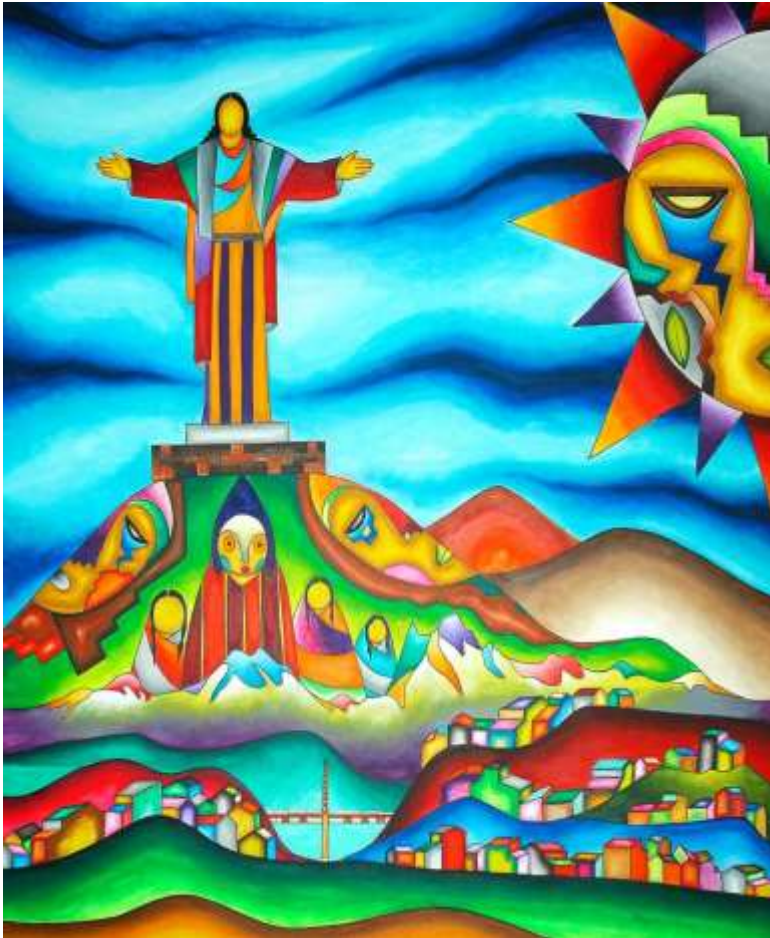
- Communication extends beyond language
- Look *inside* the box, but think *outside* of it
- Our patients need YOU



Selected References

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Questions



Luz M. Garcini, PhD., MPH

Img7@rice.edu

