Cultural Sensitivity: Understanding of the Latino Birth Experience

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BACKGROUND

National Context
• Ethnic/racial population growth reshaping face of U.S.

Local Context - Oregon’s Mid-Willamette Valley
• Latinos now 30% of population
• Birthing experiences need improvement:
  - Respect for dignity
  - Management of pain
  - Involvement of family/friends
  - Post-discharge care
METHODS

- **Design** - *Action Learning Project* to evaluate the usefulness of an educational intervention in promoting intercultural competence of nurses caring for Latina mothers

- **Setting** - 454-bed regional community hospital

- **Sample** - 100 nurses in Mother/Baby Unit
INTERVENTION

Cultural Competence Training Program using Creative Arts Approach

- Infused dramatic birthing themes with Latino culture, Spanish language & original music to highlight standards for culturally competent care
  - Cross cultural communication
  - Cross cultural practice
  - Critical reflections
## MEASURES

<table>
<thead>
<tr>
<th>PATIENT</th>
<th>STAFF</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Interviews (Pre/Post)</strong> related to 4 aspects of care:</td>
<td><strong>Intercultural Development Inventory (IDI)</strong></td>
</tr>
<tr>
<td>- Respect for human dignity</td>
<td>Pre &amp; post (4 months post-intervention)</td>
</tr>
<tr>
<td>- Pain management</td>
<td></td>
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<tr>
<td>- Involvement of family/friends</td>
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<tr>
<td>- Post-discharge care</td>
<td><strong>Focus Groups</strong> (5 months post-intervention)</td>
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RESULTS
## Intercultural Development Inventory

<table>
<thead>
<tr>
<th>Perception</th>
<th>PRE</th>
<th>POST</th>
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<tbody>
<tr>
<td>Perceived level of understanding of Latino culture rated as ‘good’</td>
<td>27%</td>
<td>57%</td>
</tr>
<tr>
<td>Perceived comfort in providing care to Latino population as ‘good’</td>
<td>34%</td>
<td>43%</td>
</tr>
<tr>
<td>Perceived effectiveness in providing care to Latino population as ‘very good’</td>
<td>16%</td>
<td>29%</td>
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</table>
Continuum of Intercultural Sensitivity
Milton Bennett - Developmental Model of Intercultural Sensitivity, 1993

Defense
Strong defense of one's own world view

Minimization
Trivializes differences; focuses on similarities

Adaptation
Capable of taking the other's point of view and communicating accordingly

Denial
Denies that differences exist

Acceptance
Recognizes and values differences

Integration
Values variety of cultures and integrates that into behavior

**Group’s Developmental Orientation**

**Group’s Perceived Orientation**
Awareness of perceptions, practices & cultural beliefs of Latino patients related to birthing process and infant care expanded tremendously

Recognized role of language in providing effective care
## Patient Satisfaction *(Pre N=30; Post N=30)*

<table>
<thead>
<tr>
<th></th>
<th>Satisfiers</th>
<th>Dissatisfiers</th>
</tr>
</thead>
</table>
| **Respect for Human Dignity** | • Attentiveness  
• Respect for privacy & cultural preferences                          | • Lack of explanations  
• Communication style (impatience, frustration)                                |
| **Management of Pain**  | • Frequent pain assessment  
• Prompt medication                                                                   | • Lack of med teaching  
• Pain not managed                                                               |
| **Involvement of Family** | • Nurtured presence  
• Involved family in care                                                           | • Family not involved                                                        |
| **Post-Discharge Care** | • Demonstration on care of baby  
• Informative class/questions answered                                               | • Distracting environment with infants  
• Ineffective style of class presenter                                           |
NEXT STEPS

• Replicating cultural competence training for entire Family Birth Center (Antepartum, Labor & Delivery) and greater hospital community

• Developing additional training for other diverse ethnic communities such as the Russian, Pacific Islander, or African cultures

• By monthly “Lunch & Learns” were developed promoting staff participation in learning key Spanish phrases

• Development of tools for staff use
BIBLIOGRAPHY


