



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

23. Treating Patients the Way They Want to be Treated

Team Huddle Question: From what different cultures do our hospital's patients come? What practical things have you learned to better deal with those cultural differences?

If you have staff from other cultures on your team, ask them to share one to two things that would be helpful for healthcare workers to know about providing care to people from their culture.

Recommended Healthcare Culture Books:

Galanti GA. *Caring for Patients from Different Cultures*. 5th Ed. Philadelphia, PN: University of Pennsylvania Press; 2015.

For more great resources see: <http://gagalanti.com/>

- Galanti GA. The 4 C's of culture: a mnemonic for health care professionals. Cultural Diversity in Healthcare Web site. <http://gagalanti.com/articles/The4CsofCulture.pdf>. Accessed May 15, 2015.

Lipson JG, Dibble SL, eds. *Culture & Clinical Care*. San Francisco, CA: UCSF Nursing Press; 2005.

Lipson JG, Dibble SL, Minarik PA, eds. *Culture & Nursing Care, A Pocket Guide*. San Francisco, CA: UCSF Nursing Press; 1996.

Research:

Galanti GA. *Caring for Patients from Different Cultures*. 5th Ed. Philadelphia, PN: University of Pennsylvania Press; 2015. Patient story used with permission.

Divi C, Koss RG, Schmaltz SP, Loeb JM. Language proficiency and adverse events in U.S. hospitals: a pilot study. *International Journal of Quality Health Care*. 2007;19(2):60-67. doi:10.1093/intqhc/mzl069.

Dreachslin JL, Gilbert MJ, Malone B. *Diversity and Cultural Competence in Health Care: A Systems Approach*. San Francisco, CA: Jossey-Bass; 2012.

Cang-Wong C, Murphy SO, Adelman T. Nursing responses to transcultural encounters: what nurses draw on when faced with a patient from another culture. *The Permanente Journal*. 2009;13(3):31–37. <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2911805/>. Accessed May 15, 2015.

Campinha-Bacote J. Many faces: addressing diversity in health care. *Online Journal of Issues in Nursing*. 2003;8(1). <http://www.nursingworld.org/MainMenuCategories/ANAMarketplace/ANAPeriodicals/OJIN/T ableofContents/Volume82003/No1Jan2003/AddressingDiversityinHealthCare.aspxThank>. Published January 31, 2003. Accessed May 15, 2015.

Purnell LD. *Guide to Culturally Competent Health Care*. 3rd Ed. Philadelphia, PA: F.A. Davis Company; 2014.