

Communication and culture in a multi-ethnic health care setting

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"The doctor will see you now —
I can't promise that he'll talk
to you, but he'll see you."

A lot of studies show that there is a communication problem in the healthcare system and a lack of knowledge of cultural understanding

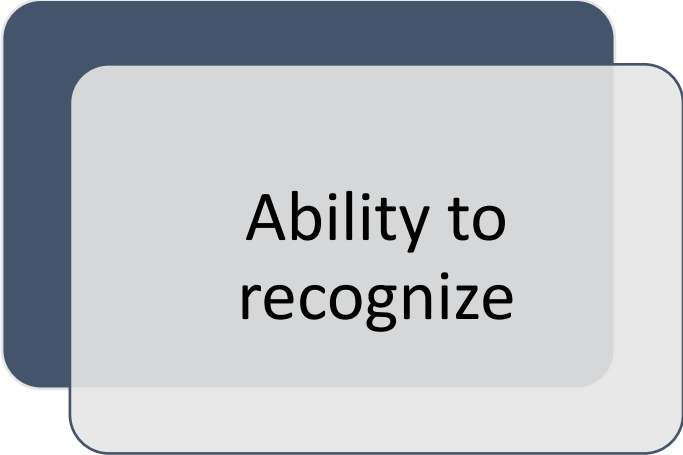
Zolnieriek KBH and DiMatteo MR. Physician communication and patient adherence to treatment: a meta-analysis. Medical care. 2009; 47: 826

Etniske minoriteters oplevelser i mødet med det danske sygehus - En kvalitativ undersøgelse af forældres oplevelser under deres barns indlæggelse på en børneafdeling” (Enheden for Brugerundersøgelser 2007).

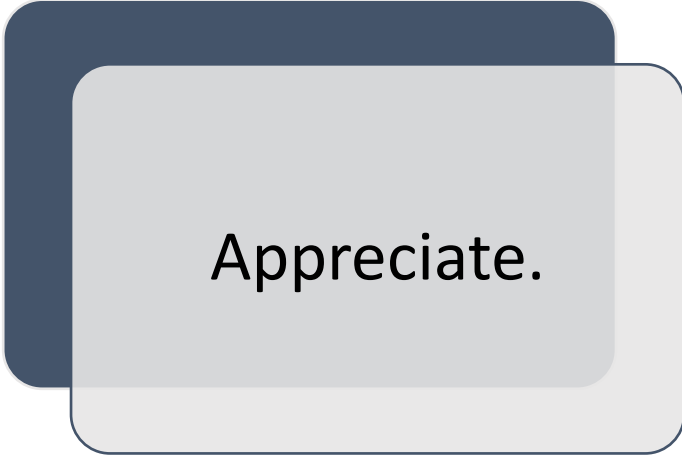
2. Etniske forskelle i patienters oplevelser – en spørgeskema- og interviewundersøgelse om etniske forskelle i patientoplevelser i forløbet fra praktiserende læge til hospital” (Enheden for Brugerundersøgelser 2009).



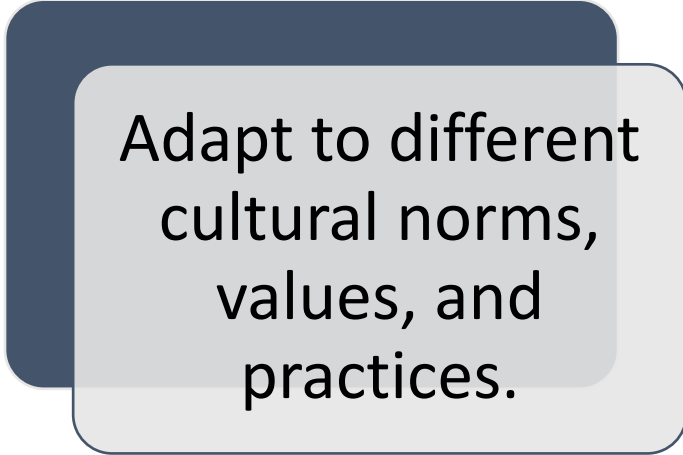
Defining Cultural Understanding:



Ability to
recognize



Appreciate.



Adapt to different
cultural norms,
values, and
practices.

Defining Cultural Understanding:

- Looking beyond our own perspectives and respecting the diversity among our patients.
- Take time to fully explain terminology and procedures to people from culturally diverse backgrounds.
- Listen for concerns and elaborate where necessary to ensure a patient and his family understand the medical issue at hand as well as options for treatment.



The Importance of Cultural Understanding in Healthcare:

promotes trust and collaboration

It reduces misunderstandings, communication barriers, and potential treatment errors.

It ensures that care is individually tailored and respectful of cultural differences.

It enhances patient satisfaction and improves treatment outcomes.

Challenges and Barriers:

Influence

Cultural stereotypes and biases can influence our perception of patients and their healthcare needs.

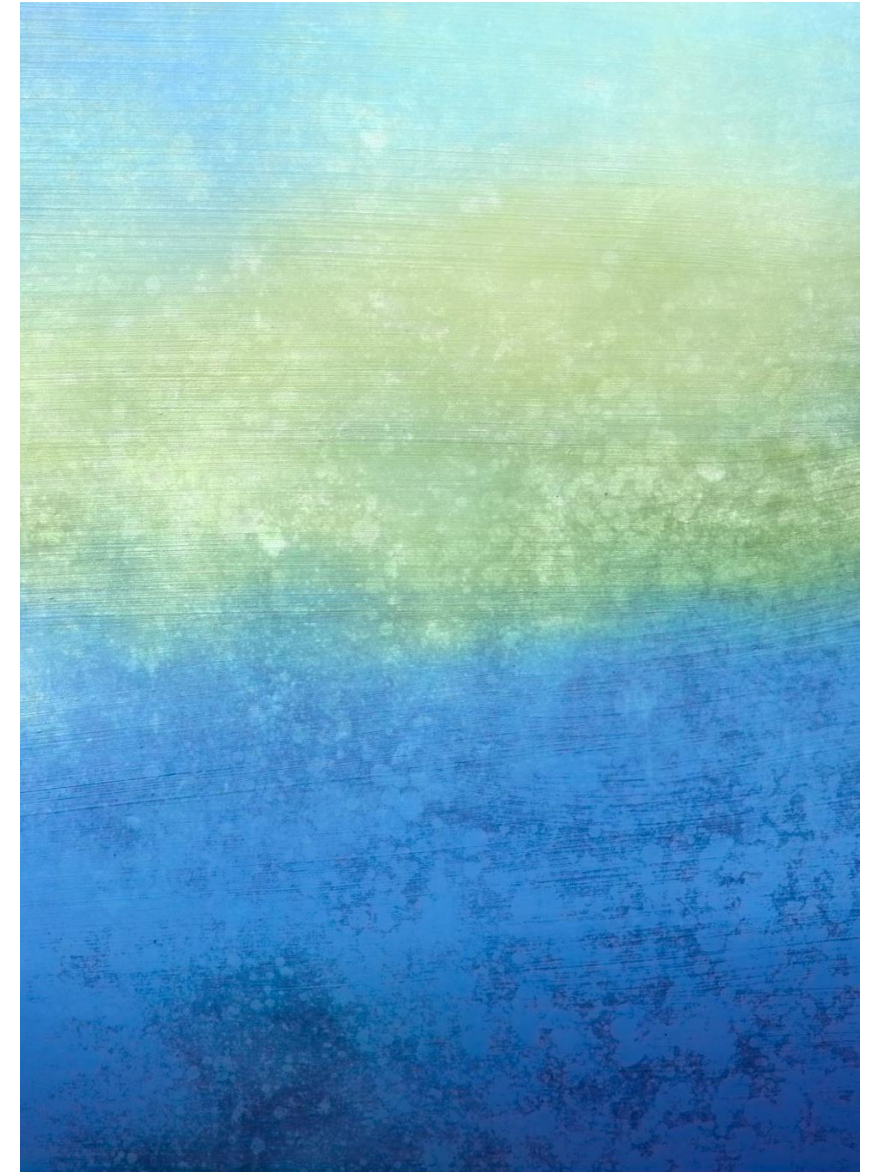
Limit

Language barriers can limit communication and understanding between healthcare professionals and patients.

Impact

Cultural norms and traditions can impact patients' decisions about treatment and care.

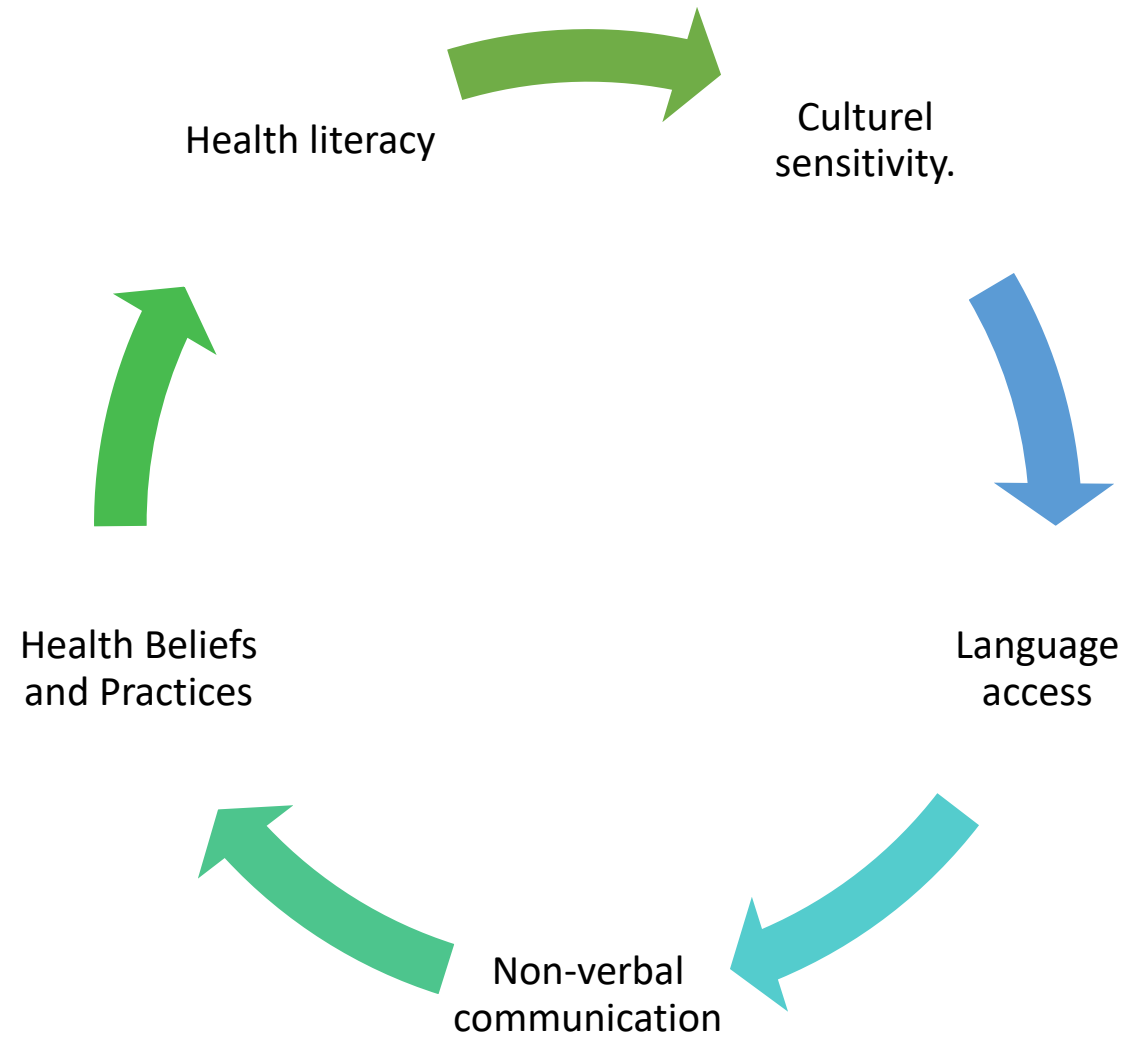
Paths to Promote Cultural Understanding:



Success Stories and Best Practices:

- Sharing inspiring stories where cultural understanding has led to better care experiences and treatment outcomes.
- Highlighting institutions and healthcare professionals who have achieved remarkable results by prioritizing cultural understanding.

Communication and culture in health care system



شكر الله
على ما
مؤتم

Thank you