

Clinical Cultural Competence

- Health care **providers** must:
 - Be **aware** of social and cultural factors on health beliefs and behaviors
 - **Assess** how these factors affect families and have **tools and skills** to manage these factors
 - **Empower** patients to be **active partners** and to **negotiate** ethno-cultural beliefs and practices of the patient and those of the culture of biomedicine.

Betancourt JR, Green, AR, Carillo, JE, 2002

American Academy of Pediatrics Committee on Pediatric Workforce, 1999

Pachter LM, 1996

Assessment: A memory tool

EQUALSS

- **E** = Environment
- **QU** = Question
- **A** = Alternatives
- **L** = Limits
- **S** = Strengths
- **S** = Suggestions



Environment

Basic information about the patient's environment:

- Family structure
- Insurance
- Country of origin
- Ethnicity
- Language
- Literacy level

Question

What is the issue to be addressed?

What is the patient's concern?

[See Kleinman's take on this at the end.]



Alternatives

What are the treatment options or alternatives?

- Allopathic medicines
- Herbal or natural medicines
- “Folk” treatments
- Acupuncture
- Healing ceremony
- Massage
- Religion

Limits

What are the limits to implementing a health plan?

Concrete issues that stem from environment

- Logistical issues
- Psychological or family issues
 - Other children
 - Job commitments

Strengths

All families and individuals have strengths that can be used to build the health plan.

- Resilience
- Adaptation
- Strong family structure
- School resources
- Religious community

Suggestions

Suggestions to enhance adherence.

What can we do to make sure the plan happens?

Kleinman's 8 Questions

1. "What do you call the problem?"
2. What do you think has caused the problem?
3. Why do you think it started when it did?
4. What do you think the sickness does? How does it work?
5. How severe is the sickness? Will it have a long or a short course?
6. What kind of treatment do you think the patient should receive?
7. What are the chief problems the sickness has caused?
8. What do you fear most about the sickness?"