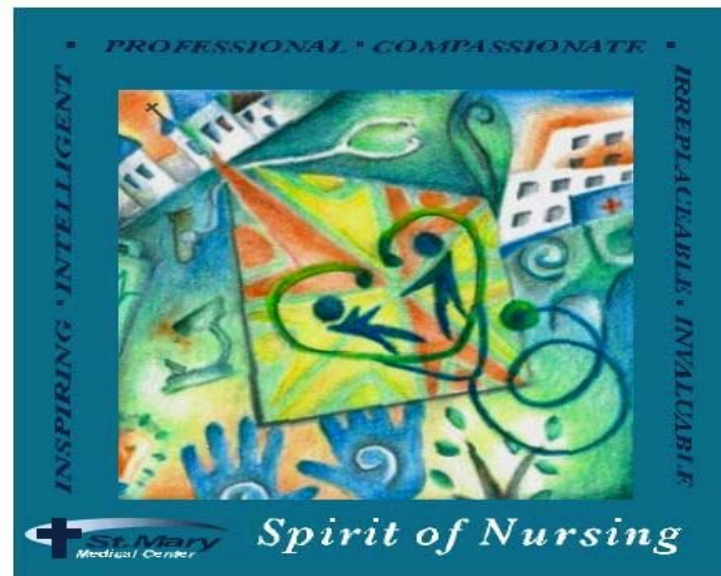


A Comprehensive Program by Nurse Administrators To Increase Cultural Awareness and Competency Among Staff Nurses



Background

- The Nursing Leadership Team recognized the increasing diversity of our patient population
- Nursing staff reported that they were unable to meet the needs of the patients they serve
- Patient satisfaction was sometimes affected
- Local, state, and federal agencies continue to put forth new regulations

Description of Project

- Multi-staged and Multi-focused
 - A pre and post test survey design was utilized to measure nurses' knowledge and perceptions of cultural encounters before and after a cultural awareness initiative
 - The Inventory for Assessing Process of Cultural Competence Among Healthcare Professionals – Revised (IAPCC-R) was utilized (developed by Dr Josepha Campinha-Bacote)

Pre-Survey: February 2007

- A random sample of nurses completed the pre-survey
 - Survey distributed by the nurses on the PI/Research Council over a two week period
 - Survey remained confidential
 - Completed surveys returned to the Research Coordinator
 - Analysis completed by Research Coordinator

Intervention-March 2007

- Nursing Grand Rounds : “Cultural Awareness and Cultural Competency” by Dr Gloria Kersey-Matusiak
- A web based resource “Trans Cultural Health Care: A Culturally Competent Approach” was made available on each computer terminal on every nursing unit
- Posters emphasizing the importance of cultural awareness in providing health care were placed throughout each nursing unit
- Additional data on how to access other web sites and resources for culturally appropriate information was made available

Post-Survey: June 2007

- A random sample of nurses completed the post-survey
 - Survey distributed by the nurses on the PI/Research Council over a two week period
 - Completed survey's returned to the Research Coordinator
 - Analysis completed by the Research Coordinator

Analysis

- Pre-Intervention scores:
 - 87.1% culturally aware
 - 12.9% culturally competent

- Post Intervention Scores:
 - 16.7% Culturally competent
 - 2.4% Culturally proficient

Implications for Practice

- Collaboration between Nursing Administration and nursing staff through a “Shared Governance Model” has provided a link between staff and patient satisfaction
- PI/Research Councils staff nurses acting as leaders and clinicians promoted Research survey process and on line education
 - Nursing Grand Rounds
 - On line resources-simple to use, easily accessible for the staff to use

**The Nursing Staff
Wish to thank
The SEPONL Board and Membership
For funding this Research Initiative
We look forward to your continued support
On future projects!!!**

