

Can Cultural Competence Increase Patient Satisfaction?

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Background and Clinical Question

The healthcare field is having to deal with a diverse population caused by increased globalization. This event increases the need for culture competence among healthcare providers. Even so, they are not culturally attuned, raising the issue of cultural competence and its adverse effects surrounding equality and access to quality patient care. Clinical question: Among healthcare providers in a primary care setting, does the integration of a language app improve cultural competence among the providers and increase patient satisfaction when compared to standard care?

Purpose Statement

To improve cultural competence among healthcare providers in a primary care hospital and record a 25% improvement in patient satisfaction scores related to cultural competence within 12 months.

Current Evidence

- Cultural competence addresses existing healthcare disparities caused by racial and cultural discrimination (Stubbe, 2020)
- Cultural differences are augmented by communication challenges (Stubbe, 2020)
- Improved cultural competence increases patient satisfaction, and healthcare provider confidence (Walkowska et al., 2023)
- Technology can play a significant role in improving cultural competence in healthcare providers (Chae et al., 2021)
- Right forms of training help improve cultural competence (Lekas et al., 2021)
- Survey Tool: Agency for Healthcare Research and Quality's Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey.

Methodology

- Population/eligibility
Healthcare providers who do not have cultural diversity exposure
Must be monolingual (English)
- Practice setting
Hospital offering primary care services
- How would you ensure protection of the participants?
Informed consent
Upholding participant confidentiality
Providing full disclosure of research

Cost Analysis

- Program development
Apps - \$100,000
Administrative costs - \$1,100
Program delivery - \$5,800
Technical support - \$125 per head
Total Cost - up to \$107,025
ROI = 46.72%
- The App will save the organization money by mitigating the costs associated with misunderstandings or language-related errors.

Design

- A language translation app will be integrated into the EHR system to provide interpretation services for language and cues.
- Relevant processes of project implementation: Key stakeholders include cultural competence trainers, healthcare providers, IT specialists, hospital leadership and patients
- Barriers needed to address for project success: Change resistance, technological challenges, time constraints, organizational support, and resource availability.

Describe how the project would be evaluated?

- This will be achieved by comparing patient satisfaction scores, improved cultural competence levels, improved positive health outcomes, increased participation and adherence to the app usage increasing engagement, and positive feedback indicating improvement

What data will be collected?

- Qualitative and quantitative data
- What tools will be used to collect the data?
- Patient satisfaction surveys, participant feedback, clinical outcome measures indicating reduced hospital visits and increased medication adherence, app utilization, qualitative feedback results

Anticipated Results

- Increased cultural competence that will promote healthcare provider confidence and patient satisfaction (Stubbe, 2020).
- Decreased healthcare disparities
- Increased healthcare equality
- Reduced medical errors
- Promote a culture of ongoing cultural competence training in the healthcare organization.

Conclusion

Implementing the intervention will increase cultural competence and improve care provision, thereby increasing healthcare equality. Improving cultural competence among healthcare providers can increase their sensitivity to understanding cultural differences and influences, thereby improving the experience for both the patient and the healthcare provider.

Future

Recommendations

How will you manage change or sustain effectiveness of your proposed project?

- Securing the hospital's leadership commitment to champion the initiative.
- Creating a feedback channel for continuous feedback

Do you have any recommendations for project expansion or modification?

- Broaden technological interventions
- Publish intervention in a journal to share knowledge

Clinical Implications

What are the clinical implications for the proposed intervention?

- Improve cultural competence increasing positive patient outcomes

What is the impact to advanced nursing practice.

- Will support evidence-based patient care and increase culturally sensitive care

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