



**Providing Culturally-Appropriate
Health Care in Minnesota**

HISPANIC/LATINO



Culture Matters Discussion Guide

**Providing Culturally Appropriate Health Care
in Minnesota**

**Hispanic/Latino Culture
Interview with Dr. Cristina Martinez-Gonzales**



Minnesota's Quality Improvement Organization

In partnership with:



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Note: Not all Hispanic/Latino patients will share the same cultural values that are portrayed on this DVD. It is imperative that you talk to your patients and discover the values that are important to them as individuals.

Overview and Learning Objectives

Using this guide:

The Culture Matters Discussion Guide is designed to facilitate discussions after each section of the DVD. It is divided into six sections that correspond to the six sections of the DVD. Suggestions for implementing ideas are found after each discussion section.

Learning objectives:

1. Assess your current understanding of the Hispanic/Latino culture.
2. Discuss the role of religion, traditional health care beliefs, social values, and family structure of Hispanics/Latinos and the impact these factors have on health care.
3. Discuss ways to build trust with Hispanic/Latino patients.
4. Identify specific culturally sensitive practices that you can incorporate into your work with Hispanic/Latino patients.

Before viewing the DVD:

1. Advertise continuing education sessions two weeks in advance. A poster to advertise the session is on page 11.
2. Provide each participant with a copy of the self reflection assessment tool on page 13. Encourage participants to complete the self reflection tool prior to the first session. This assessment is intended for self reflection only.
3. Provide each participant with the CEU certificate on page 12 upon completion of each 50 minute session.

After viewing each section:

Discuss the questions in this discussion guide. Allow 5 to 10 minutes for discussions after each DVD video section. The DVD and Discussion Guide are designed to allow for viewing and discussion in half hour sessions, or the entire DVD can be viewed and discussed within two hours.

Overview

Culture Matters DVD

Hispanic/Latino Culture



In 2008, Stratis Health produced the Culture Matters Hispanic/Latino DVD to increase awareness of the need for health care organizations to provide culturally-appropriate health care to the Hispanic/Latino community in Minnesota. The DVD provides information about the cultural background of the Hispanic/Latino community, its social values, the role of religion in health care beliefs, and decision making strategies related to health care considerations. It also includes suggestions for health care professionals in providing care to the Hispanic/Latino population.

Guest speaker Dr. Cristina Martinez-Gonzales was born and raised in Mexico City. She graduated from medical school in Mexico, where she worked as a general practitioner in a rural Mexican community. Dr. Martinez-Gonzales holds a Master of Public Health degree from the University of Minnesota with a focus on cultural competency. She works as a consultant, educating health and human service providers in providing culturally competent care and in improving the understanding of the Latino culture.

Every visit is a cross cultural encounter...

Section 1

Title: Cultural Background

Video: 14 minutes



If participants have not completed the self reflection assessment prior to arriving at the educational session, ask them to complete it before starting the DVD. The self reflection assessment is on page 13.

Discussion questions:

1. In what ways did the interview with Dr. Martinez-Gonzales help you understand the culture of the Hispanic/Latino population?
2. Were there any aspects of the Hispanic/Latino cultural background that surprised you? If so, what were they?
3. Identify one suggestion from information on the cultural background of the Hispanic/Latino population that you can implement in your work setting. How would you go about implementing this change?

Suggestions for implementation in your work setting

Name:

Ask patients by what name they prefer to be addressed.

- Hispanic patients may have two last names, a first last name and a second last name.

Ask patients if they would like to have their last name hyphenated.

- Circle patients' preferred last name with a notation.

Extended family:

Ask patients if they would like to have family members present during their visit with the health care provider.

- If family members are present, try to find a large room that can accommodate both the patient and family when appropriate.

Education:

Provide patients with the health care information they need. Ask patients to teach that information back to you to insure adequate understanding.

Be sensitive to patients; treat them with respect.

Section 2

Title: Role of Religion and Health Care Beliefs

Video: 9 minutes



Discussion questions:

1. What did you learn about the role of religion in the Hispanic/Latino population that you did not know before?
2. What surprised you about the health care beliefs of some of the people in the Hispanic/Latino population?
3. How can nonverbal forms of communication, such as the “evil eye,” impact your ability to effectively deliver care to your Hispanic/Latino patients?

Suggestions for implementation in your work setting

Religion and health care beliefs:

Assess the importance of religion for Hispanic/Latino patients.

Ask patients what they believe caused their illness/disease.

- Explain to your patients the medical reason for their illness/disease.
- Accept that your patients may or may not agree with you about the cause of their illness/disease.

Ask your patients if they utilize any home remedies.

- Check the safety of home remedies that patients use.

Section 3

Title: Social Values

Video: 8 minutes



Discussion questions:

1. What did you learn about the social values of the Hispanic/Latino population that you were not aware of before?
2. How can you assist a Hispanic/Latino patient in their understanding of the Western concept of time and how it applies to the health care setting?
3. Identify ways that you can demonstrate respect for your Hispanic/Latino patients in your health care facility.

Suggestions for implementation in your work setting

Time:

Kindly communicate with patients why they need to be on time.

- Explain that if they arrive late, others will have to wait as well.
- Assist patients in scheduling appointments around bus transportation if that is a consideration that needs to be addressed.

Respect:

Be gracious. Acknowledge patients' arrival at the health care facility, and offer them a seat.

Address patients by their preferred name; for example:

- Mr. or Señor
- Mrs. or Señora
- Miss or Señorita
- Example: Señora Fernandez for Mrs. Susana Fernandez-Ruiz

Section 4

Title: Decision Making

Video: 11 minutes



Discussion questions:

1. In what ways are decisions made within the Hispanic/Latino culture?
2. Dr. Martinez-Gonzales relates an experience visiting a massage therapist with her husband because of his back pain. How did Dr. Martinez-Gonzales feel about the way she was treated, and what was the result of how she and her husband were treated?
3. How can you show respect for Hispanic/Latino patients and their families in your health care setting?

Suggestions for implementation at your work setting:

Decision making:

Acknowledge male family members present at a visit. Males are typically the head of the household, especially in the older generation, and often will answer questions and sign papers for female members of the family.

- Listen to the male family members, but attempt to shift questions to the patient. Explain why it is important to hear from the patient regarding their illness.

Provide a room large enough to accommodate the family.

- Ask patients if they would like family members present when the physician is discussing health care concerns.
- When you speak to patients about sensitive issues (e.g., family planning, sexual issues, etc.), they may not respond openly with other family members present. Ask the patient who they would like present during the discussion.

Section 5

Title: Health Care Considerations

Video: 9 minutes



Discussion questions:

1. What did you learn about health care considerations for the Hispanic/Latino culture?
2. What surprised you about these health care considerations?
3. What illnesses are common in this population?

Suggestions for implementation in your work setting:

Health Care Considerations:

Explain to patients how to navigate your health care facility.

Educate patients about diet and exercise.

- Diabetes is twice as prevalent among Hispanics/Latinos as among the majority population.
- Obesity is common.
- The diet in Hispanic/Latino countries is healthy with high amounts of fruits, vegetables, corn tortillas, whole grains, and eggs.
- The Hispanic diet in the U.S. tends to be low in fruits and vegetables, but high in flour tortillas, white rice, and processed foods.
- Hispanics/Latinos in Minnesota may not get as much exercise as they do in their native countries.

Explain the importance of mammograms and pap smears.

- Cervical cancer is double the rate for Hispanic/Latino patients.
- Ask patients if they would like to have a friend or family member in the examination room.

Section 6

Title: Suggestions for Health Care Providers

Video: 13 minutes



Discussion questions:

1. What can you do to establish trust with your Hispanic/Latino patients.
2. Why is it important to use professional interpreters rather than family members as interpreters?
3. What are two ideas you can implement in your work with Hispanic/Latino patients?

Suggestions for implementation in your work setting:

Interpreters:

Use professional interpreters whenever possible.

- Explain to patients and families why a professional interpreter is preferred.
- When trying to determine if patients need an interpreter or translated materials, rather than asking what language they speak at home, ask, “In what language do you prefer to discuss your health with us?”

Communication:

Friendliness and treating others with respect is highly valued. Maintain eye contact. Use friendly physical contact, such as touching the shoulder or upper arm—but only when the caregiver is the same gender as the patient. A female touching a male patient or a male touching a female patient is not appropriate.

Ask open-ended questions rather than closed-ended questions; for example:

- “Please describe what you are feeling” is an open question.
- “Do you have pain?” is a closed question.

Provide written materials with pictures and writing in the Spanish language.

Community resources:

Identify churches in the community that serve the Hispanic/Latino population, and disseminate educational information through them.



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DVD Interview with Dr. Cristina Martinez-Gonzales

When: _____

Where: _____

1 CEU for each 50 minutes of attendance



Minnesota's Quality Improvement Organization

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**Providing Culturally-Appropriate
Health Care in Minnesota**

Certificate of Participation

Hispanic/Latino DVD Interview with Dr. Cristina Martinez-Gonzales

Health Care Facility: _____

Certifies that

Name of Attendee: _____

Participated in the Culture Matters Continuing Education Session and has earned

_____ CEU(s)

(1 CEU = 50 minutes of education)

Month Day Year

Speaker

Dr. Cristina Martinez-Gonzales was born and raised in Mexico City, graduated from medical school in Mexico, and practiced as a general practitioner in a rural Mexican community. She holds a Master of Public Health degree from the University of Minnesota with a focus on cultural competency. She is a consultant working to educate health and human service providers in facilitating cultural competence and in improving the understanding of the Latino culture.

Learning objectives

- Assess your current understanding of the Hispanic/Latino culture
- Discuss the role of religion, traditional health care beliefs, social values, and family structure of Hispanic/Latinos and the impact these factors have on health care
- Discuss ways of building trust with Hispanic/Latino patients
- Identify specific culturally sensitive practices that you can incorporate into your work with Hispanic/Latino patients

Self Reflection Assessment

There are no right or wrong answers to this assessment.

Familiarity	Very familiar	familiar	Somewhat familiar	Not familiar
1. How familiar are you with the proper way to address patients from the Hispanic/Latino community?				
2. How familiar are you with the health care beliefs of the Hispanic/Latino community?				
3. How familiar are you regarding the religious beliefs of the Hispanic/Latino community?				
4. How familiar are you regarding common illnesses/diseases of the Hispanic/Latino population?				
Comfort	Very Comfortable	Comfortable	Somewhat Comfortable	Not Comfortable
5. How comfortable are you when caring for Hispanic/Latino patients who speak limited English?				
6. How comfortable are you when caring for Hispanic/Latino patients who use herbs or traditional remedies?				
7. How comfortable are you when caring for Hispanic/Latino patients who have large extended families present?				
Awareness	Very Aware	Aware	Somewhat Aware	Not Aware
8. How aware are you of your own cultural identity?				
9. How aware are you of stereotypes that you may have regarding other cultural groups?				
10. How aware are you of your own biases and prejudices?				