

Transforming Pediatric Care Through Cultural Humility: Identifying and Assessing Gaps in Language and Cultural Practice Needs

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Introduction

The US population is growing increasingly diverse.

- Over half of the US population will be a member of a minority group by 2044

Minority patient populations receive worse healthcare

- Less likely to have healthcare coverage
- Less likely to receive procedures that reduce morbidity and mortality
- Higher risk of adverse safety events and adverse health outcomes

Disparities are more pronounced in Limited English Proficiency (LEP) patients

- Increased risk for ED readmission
- Increased risk for adverse medication reactions
- Worse understanding of own health conditions

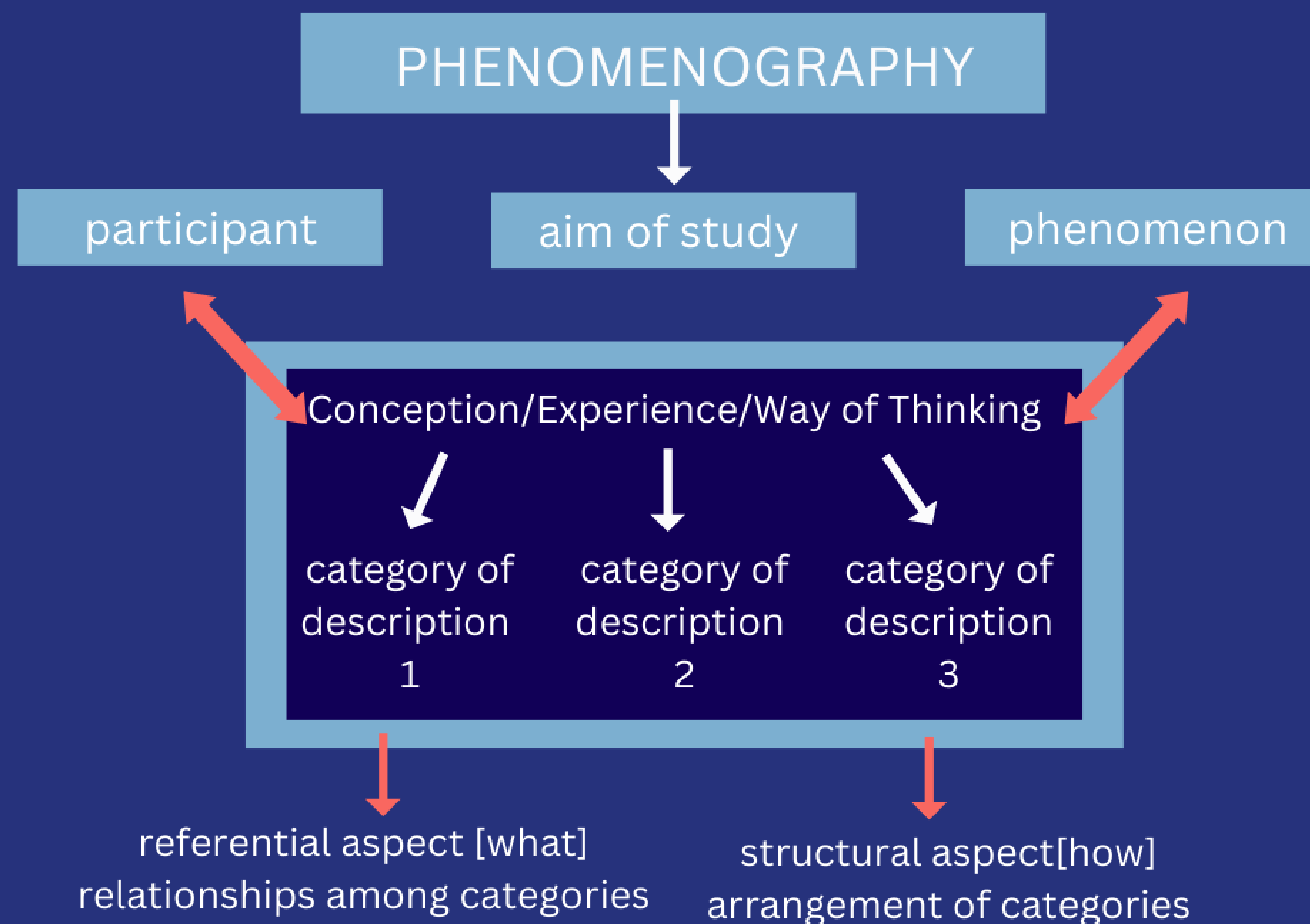
Urgent need to better understand the experiences of minority and LEP patients on a local level

Objectives

- Identify, from patients and their families, the themes of unmet language and cultural practice needs within Primary Children's Hospital
- Identify, from members of patient care teams, unmet language and cultural needs during patient and care team interactions.



Improved cultural humility may increase safety and improve patient outcomes.



Inclusion & Exclusion Criteria

Patient/Family Population:

- EHR parameters: any patient who was discharged from a medical floor and admitted for >36 hours in the last three months
- 20 total participants, 10-15 LEP patients

Care Team Population:

- Physicians, APRNs, RNs, CNAs, social workers, and language service members
- Recruited through email participation and specific floor encouragement

Design & Methods

Phenomenological Qualitative Study
Clinical Level of Care

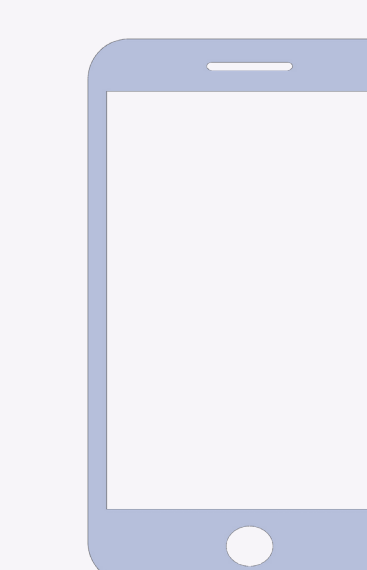
Perform semi-structured Interviews with patients/families discussing:

- Admission
- Hospital Stay
- Discharge Education
 - Language, patient/guardian beliefs, expectations, education/discharge teaching, plan of care/possible follow up

Structural Level of Care

Perform semi-structured Interviews with interdisciplinary care team discussing:

- Language/interpreter service use
- Ease of access/understanding and utilizing resources
- Provider Practices



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