

Nurses' Cultural Competency Knowledge, Skills, and Attitude Survey

Preliminary Report

July, 2015

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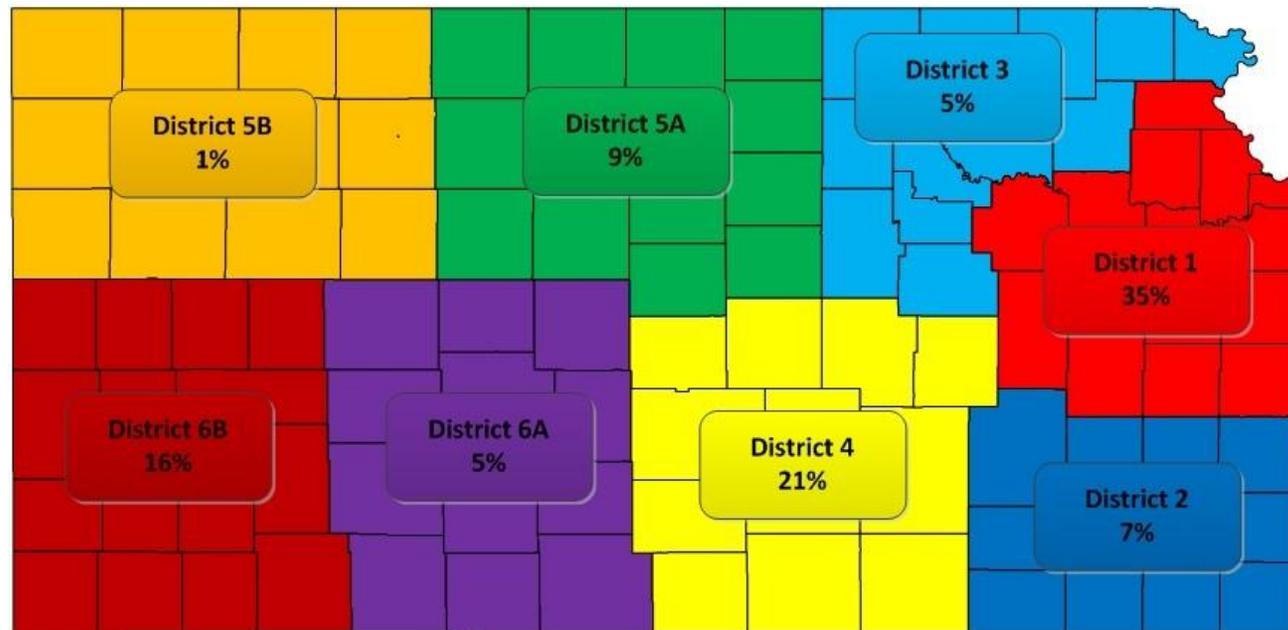
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One of the goals of the Kansas Action Coalition, through the State Implementation Program grant, *Creating a Culture of Health in Kansas: Advancing Nursing Education and Leadership*, is to build cultural competency among nurses. Building cultural competency among nurses will facilitate the achievement of our long-term goal of optimizing the health of Kansans and improving equity in quality care for diverse populations.

To assess baseline knowledge, the Nurses' Cultural Competency Knowledge, Skills, and Attitude survey was developed and administered by the Promoting Nursing Education in Kansas (PNEK) Project Staff. This survey consisted of 10 questions specifically addressing the 2014 guidelines for culturally competent nursing care developed by the American Academy of Nursing's (AAN) Expert Panel on Global Nursing and Health and the Transcultural Nursing Society. Data were collected between April and June, 2015. **171 nurses** from across Kansas participated in the study.

Representation of Study Participants by Kansas Organization of Nurse Leaders Regions:



Demographics: The majority of the respondents were Non-Hispanic White (96.4%) females (95.2%) and approximately 2% were American Indian and 2% African American. The mean age was 50 years (Range 23 – 75).

Knowledge, Skills, and Attitudes: We used the 2014 Guidelines for Culturally Competent Nursing Care to evaluate nurses' self-assessment of their knowledge, skills, and attitudes about current and important cultural competency topics. The following three tables provide the results of nurses' knowledge, skills, and attitudes about the ten guidelines.

Knowledge about the Guidelines

| Guideline | Not knowledgeable | Somewhat knowledgeable | Knowledgeable | Very knowledgeable |
|--|-------------------|------------------------|---------------|--------------------|
| <i>Guideline 1: Knowledge of Cultures:</i> Nurses shall gain an understanding of the perspectives, traditions, values, practices, and family systems of the culturally diverse populations for whom they provide care, as well as knowledge of the complex variables that affect their achievement of health and well-being. | 1.5% | 27.3% | 43.9% | 27.9% |
| <i>Guideline 2: Education and Training in Culturally Competent Care:</i> Nurses shall be educationally prepared to provide culturally congruent health care. | 3.8% | 10.7% | 28.2% | 60.3% |
| <i>Guideline 3: Critical Reflection:</i> Nurses shall engage in critical reflection of their own values, beliefs, and cultural heritage in order to have an awareness of how these qualities and issues can influence culturally congruent nursing care. | 2.3% | 12.2% | 34.4% | 51.1% |
| <i>Guideline 4: Cross-Cultural Communication:</i> Nurses shall use culturally competent verbal and nonverbal communication skills to identify client's values, beliefs, practices, perceptions, and unique health care needs. | 1.5% | 22% | 45.5% | 31.1% |
| <i>Guideline 5: Culturally Competent Practice:</i> Nurses shall use cross-cultural knowledge and culturally sensitive skills in implementing culturally congruent nursing care. | 2.3% | 25.4% | 44.6% | 27.7% |
| <i>Guideline 6: Cultural Competence in Health Care Systems and Organizations:</i> Health care organizations should provide the structure and resources necessary to evaluate and meet the cultural and language needs of their diverse clients. | 1.5% | 20/6% | 37.4% | 40.5% |
| <i>Guideline 7: Patient Advocacy and Empowerment:</i> Nurses shall recognize the effect of health care policies, delivery systems, and resources on their patient populations and shall empower and advocate for their patients as indicated. | 1.5% | 11.5% | 44.3% | 42.7% |
| <i>Guideline 8: Multicultural Workforce:</i> Nurses shall actively engage in the effort to ensure a multicultural workforce in health care settings. One measure to achieve a multicultural workforce is through strengthening of recruitment and retention efforts in the hospitals, clinics, and academic settings. | 1.5% | 22.7% | 40.2% | 35.6% |
| <i>Guideline 9: Cross-Cultural Leadership:</i> Nurses shall have the ability to influence individuals, groups, and systems to achieve positive outcomes of culturally competent nursing care for diverse and vulnerable populations. | 3.8% | 24.4% | 42% | 29.8% |
| <i>Guideline 10: Evidence-Based Practice and Research:</i> Nurses shall base their practice on interventions that have been systematically tested and shown to be the most effective for the culturally diverse populations that they serve. | 5.3% | 18.2% | 43.9% | 32.6% |

Skills in Implementing/Using the Guidelines

| Guideline | Not competent | Somewhat competent | Competent | Very competent |
|--|---------------|--------------------|--------------|----------------|
| <i>Guideline 1: Knowledge of Cultures:</i> Nurses shall gain an understanding of the perspectives, traditions, values, practices, and family systems of the culturally diverse populations for whom they provide care, as well as knowledge of the complex variables that affect their achievement of health and well-being. | 1.5% | 30.5% | 40.5% | 27.5% |
| <i>Guideline 2: Education and Training in Culturally Competent Care:</i> Nurses shall be educationally prepared to provide culturally congruent health care. | 2.3% | 35.4% | 36.2% | 26.2% |
| <i>Guideline 3: Critical Reflection:</i> Nurses shall engage in critical reflection of their own values, beliefs, and cultural heritage in order to have an awareness of how these qualities and issues can influence culturally congruent nursing care. | 0.8% | 17.7% | 39.2% | 42.3% |
| <i>Guideline 4: Cross-Cultural Communication:</i> Nurses shall use culturally competent verbal and nonverbal communication skills to identify client's values, beliefs, practices, perceptions, and unique health care needs. | 2.3% | 26.7% | 47.3% | 23.7% |
| <i>Guideline 5: Culturally Competent Practice:</i> Nurses shall use cross-cultural knowledge and culturally sensitive skills in implementing culturally congruent nursing care. | 2.3% | 28.1% | 42.2% | 27.3% |
| <i>Guideline 6: Cultural Competence in Health Care Systems and Organizations:</i> Health care organizations should provide the structure and resources necessary to evaluate and meet the cultural and language needs of their diverse clients. | Not assessed | Not assessed | Not assessed | Not assessed |
| <i>Guideline 7: Patient Advocacy and Empowerment:</i> Nurses shall recognize the effect of health care policies, delivery systems, and resources on their patient populations and shall empower and advocate for their patients as indicated. | 0.8% | 16.2% | 46.2% | 36.9% |
| <i>Guideline 8: Multicultural Workforce:</i> Nurses shall actively engage in the effort to ensure a multicultural workforce in health care settings. One measure to achieve a multicultural workforce is through strengthening of recruitment and retention efforts in the hospitals, clinics, and academic settings. | 0.8% | 28.2% | 42.7% | 28.2% |
| <i>Guideline 9: Cross-Cultural Leadership:</i> Nurses shall have the ability to influence individuals, groups, and systems to achieve positive outcomes of culturally competent nursing care for diverse and vulnerable populations. | 3.1% | 28.5% | 43.8% | 24.6% |
| <i>Guideline 10: Evidence-Based Practice and Research:</i> Nurses shall base their practice on interventions that have been systematically tested and shown to be the most effective for the culturally diverse populations that they serve. | 3.8% | 28.2% | 41.2% | 26.7% |

Attitudes about the Guidelines

| Guideline | Not important | Somewhat important | Important | Very Important |
|--|---------------|--------------------|-----------|----------------|
| <i>Guideline 1: Knowledge of Cultures:</i> Nurses shall gain an understanding of the perspectives, traditions, values, practices, and family systems of the culturally diverse populations for whom they provide care, as well as knowledge of the complex variables that affect their achievement of health and well-being. | 0.8% | 10.7% | 28.2% | 60.3% |
| <i>Guideline 2: Education and Training in Culturally Competent Care:</i> Nurses shall be educationally prepared to provide culturally congruent health care. | 1.5% | 12.3% | 30.8% | 55.4% |
| <i>Guideline 3: Critical Reflection:</i> Nurses shall engage in critical reflection of their own values, beliefs, and cultural heritage in order to have an awareness of how these qualities and issues can influence culturally congruent nursing care. | 0% | 13.8% | 23.1% | 63.1% |
| <i>Guideline 4: Cross-Cultural Communication:</i> Nurses shall use culturally competent verbal and nonverbal communication skills to identify client's values, beliefs, practices, perceptions, and unique health care needs. | 0.8% | 12.3% | 30% | 56.9% |
| <i>Guideline 5: Culturally Competent Practice:</i> Nurses shall use cross-cultural knowledge and culturally sensitive skills in implementing culturally congruent nursing care. | 1.6% | 13.2% | 31% | 54.3% |
| <i>Guideline 6: Cultural Competence in Health Care Systems and Organizations:</i> Health care organizations should provide the structure and resources necessary to evaluate and meet the cultural and language needs of their diverse clients. | 0.8% | 7.8% | 30.2% | 61.2% |
| <i>Guideline 7: Patient Advocacy and Empowerment:</i> Nurses shall recognize the effect of health care policies, delivery systems, and resources on their patient populations and shall empower and advocate for their patients as indicated. | 0% | 6.9% | 33.1% | 60% |
| <i>Guideline 8: Multicultural Workforce:</i> Nurses shall actively engage in the effort to ensure a multicultural workforce in health care settings. One measure to achieve a multicultural workforce is through strengthening of recruitment and retention efforts in the hospitals, clinics, and academic settings. | 0.8% | 13% | 35.9% | 50.4% |
| <i>Guideline 9: Cross-Cultural Leadership:</i> Nurses shall have the ability to influence individuals, groups, and systems to achieve positive outcomes of culturally competent nursing care for diverse and vulnerable populations. | 2.3% | 14.6% | 33.1% | 50% |
| <i>Guideline 10: Evidence-Based Practice and Research:</i> Nurses shall base their practice on interventions that have been systematically tested and shown to be the most effective for the culturally diverse populations that they serve. | 1.5% | 13% | 30.5% | 55% |

“Comments about the Survey or Cultural Competency in General”

Several survey participants (n=25) provided comments. All were coded and grouped into 4 predominant themes, which are outlined below.

| Themes | Comments |
|---|---|
| The importance of this topic supports ongoing cultural competency education for practicing nurses in Kansas. | <p>“In my experience academia does a fair job of this but could certainly be doing better. What I have not seen is a push for ongoing competence once in the workforce.”</p> <p>“This is a very important topic and hope that employers see their responsibility in creating a work environment that encourages, supports and builds skills and knowledge for a culturally competent workforce.”</p> <p>“At the BSN level nurses need to have an understanding of these issues expanded in a way that would allow this to be translated to care.”</p> |
| Challenging Survey Design | <p>“Questions are difficult to answer with rating system, should have agree and disagree as a choice. The questions are difficult to interpret.”</p> <p>“I am familiar with concepts in the questions but not the specific guidelines.”</p> <p>“The questions are difficult to interpret.”</p> <p>“I found this survey very confusing.”</p> |
| There is a lack of diversity exposure in rural Kansas. | <p>“Since returning to (rural) Kansas from California I am personally not seeing much cultural diversity sensitivity at the bedside.”</p> <p>“It is difficult when many rural areas lack diversity. There is a lack of exposure to diversity and the challenges that would impact other settings.”</p> |
| Consider assimilation and cultural variability within groups. | <p>“We must recognize... cultural assimilation that occurs and may lead to a client of a particular ethnicity not necessarily adhering to cultural norms of their recognized ethnic group.”</p> <p>“I have never received formal education on the ways the culturally diverse adapt to American systems and healthcare to assimilate into OUR culture.”</p> |