

Impact of Cultural Competency Training on Healthcare Professionals' Knowledge

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INTRODUCTION

Topic: Healthcare professionals' knowledge of cultural competence

Problem: Healthcare professionals lack knowledge in cultural competence which prevents the practice of culturally competent care with patients.

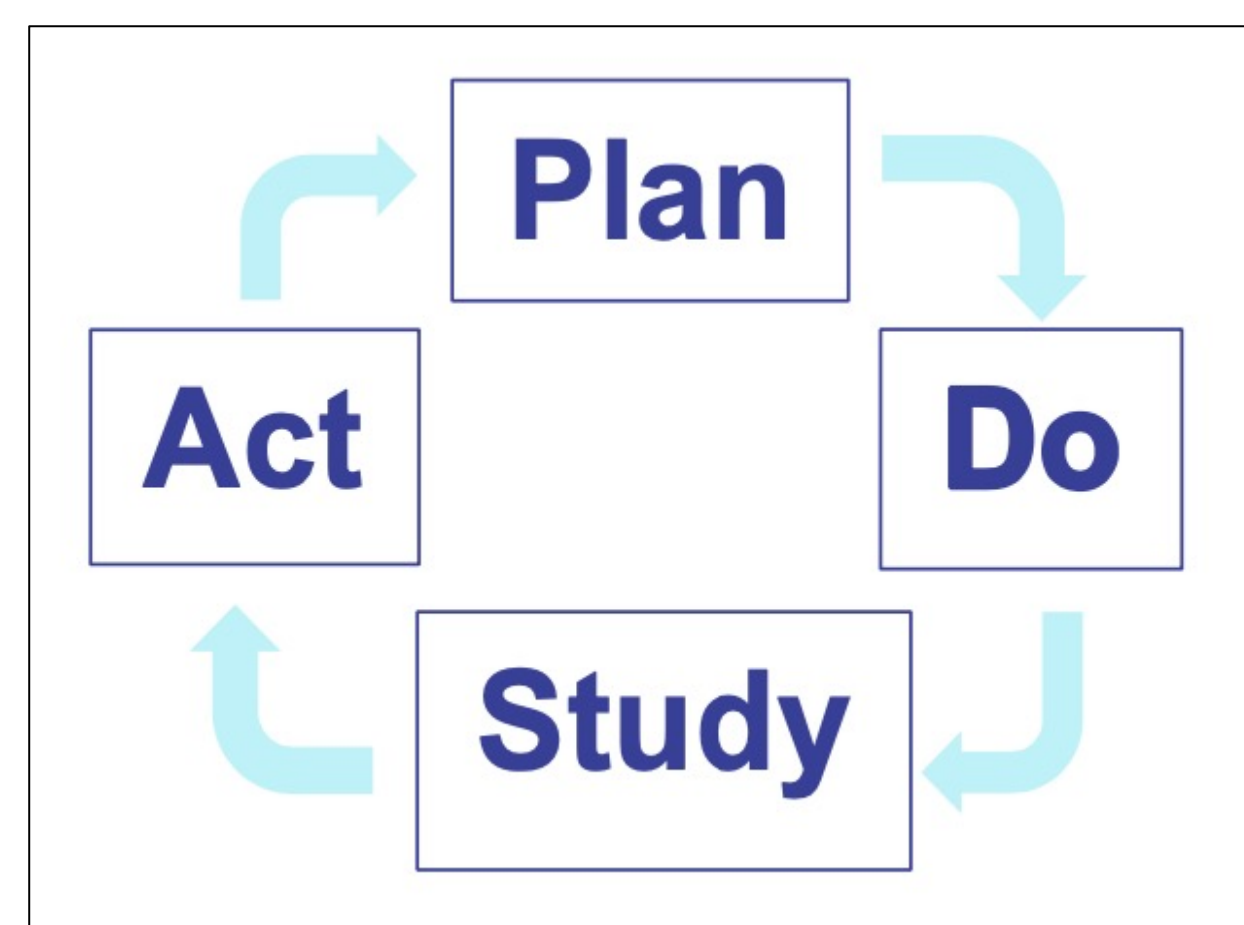
Team Members: Molly Shine, Michele Martens, Dr. Kristen VanHeertum, Nashville Fertility clinic staff

Aim: To evaluate the efficacy of an educational video introducing the concept of cultural competence in increasing healthcare professionals' knowledge from pre-education survey answers to post-education survey answers.

METHODS

This project was a qualitative improvement initiative and utilized the plan-do-study-act (PDSA) cycle. An evidence-based educational video was developed and distributed to a convenience sample of clinic staff at a private fertility clinic. Clinic staff were provided access to the educational video via email for one-week. Participants' knowledge of cultural competence was collected before and after the educational video with a paper-pencil survey that utilized a Likert scale from 1-4 (never to very well). Descriptive statistics were performed to analyze the survey data.

Figure I. The PDSA Process Utilized in this Quality Improvement Project



	n	% of total sample
Sex at birth		
Female	12	92
Male	1	8
Prefer to not answer	0	0
Gender identity		
Female	12	92
Male	1	8
Non-binary	0	0
Prefer to not answer	0	0
Age (years)		
18-30	2	15
31-40	4	31
41-50	3	23
51-60	1	8
>60	1	8
Prefer to not answer	2	15
Hispanic, Latino/a, Spanish origin		
Yes	0	0
No	12	92
Prefer to not answer	1	8
Race		
American Indian/Alaska Native	0	0
Asian	0	0
Black or African American	1	8
Native Hawaiian/Pacific Islander	1	8
White	11	85
Other	0	0

RESULTS

Thirteen (N=13) clinic staff comprised of 12 females (92%) and 1 male (8%) with varying educational backgrounds (38% with a bachelor's degree, 15% with a master's degree, 23% with professional degrees, 8% with doctoral degrees, 15% with associates degree or equivalent) completed all three components of the educational training – engagement with the educational video and completion of both pre-and-post education surveys. Seven (54%) participants reported having prior cultural competency training. Mean scores increased in all six survey questions. Survey question one pertained to participants' understanding of culturally competent care and had the greatest score increase of 32%. Overall, there was statistically significant improvement ($p < 0.01$) in participants' self-reported knowledge of cultural competence from pre- to post-education.

IMPLICATIONS FOR PRACTICE

Based on the results of this project, it was evident an educational video is effective in improving healthcare professionals' knowledge of cultural competence and results from other projects are in alignment with this finding. Limitations of this project include a small sample size from convenience sampling and risk of response-bias with self-reported data. Healthcare professionals' engagement with education regarding cultural competence could benefit patient care and clinic culture. Future projects should explore methods of education that would improve healthcare professionals' knowledge of cultural competence.

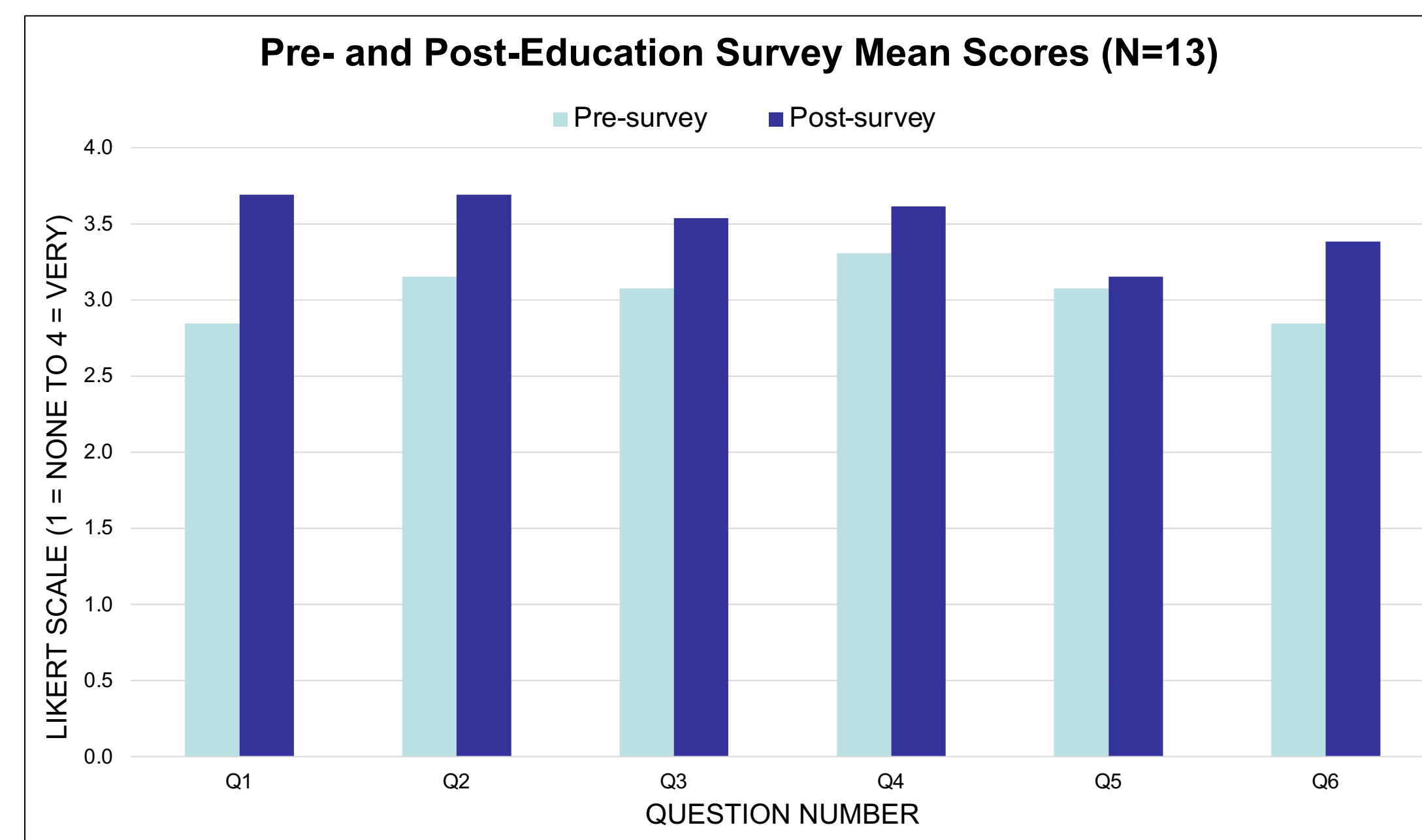


Figure II. Pre- and Post-Education Survey Mean Scores

REFERENCES



Scan the following QR code using a phone camera to access project references.