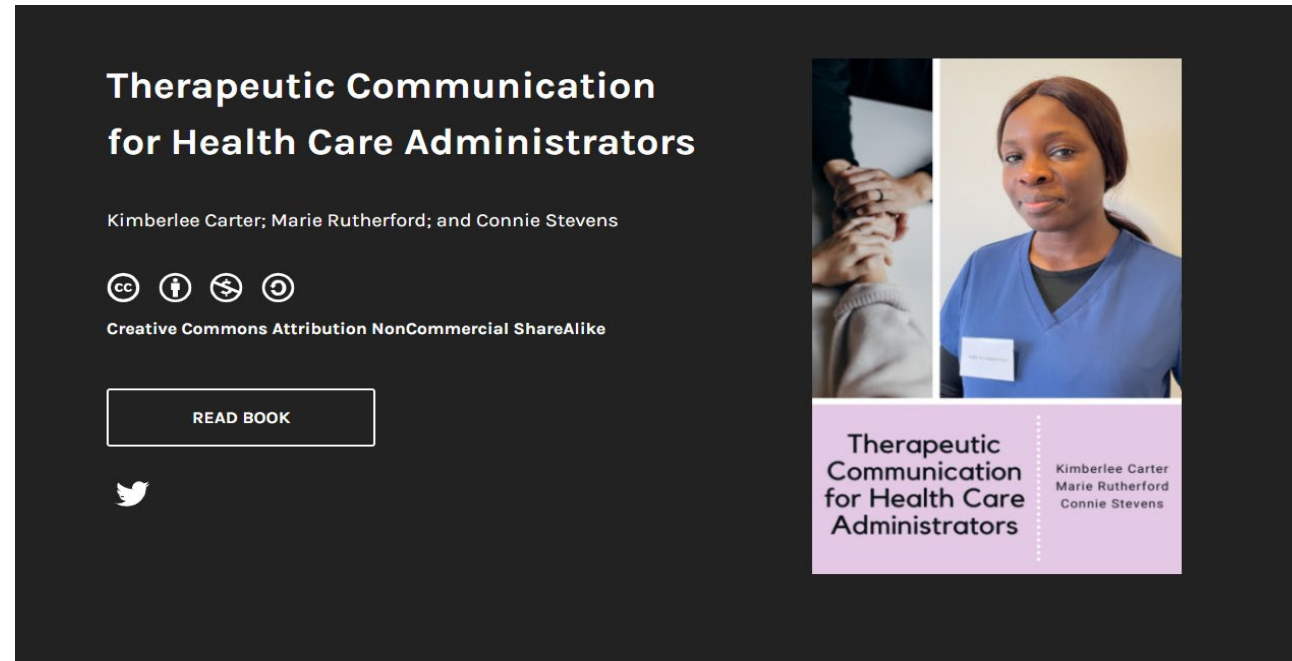


Therapeutic Communication for HCA

Chapter 6: Intercultural Communication



Accessibility Statement

- This PowerPoint is compatible with assistive technology
- Images have alternative-tags applied
- Complex images have long descriptions and are available in the notes section of each slide
- We welcome your feedback if you notice an area not addressed, please contact the authors listed here

Learning Objectives

Learning Objectives:

- Explore the health communication between various cultures.
- Develop a level of understanding of various cultures.
- Develop the awareness of health care communications and interactions between health care administrators and diverse client populations.
- Enhance self-awareness when communicating with diverse populations.

Introduction

- Ontario has many resident cultures, highest demographically:
 - Anglo-Saxon-Western
 - Black-African
 - Chinese
 - Filipino
 - Indigenous
 - LGBTQ2S+
 - South Asian

Cross-Cultural Communication

- Be aware of the different interpretations of the following:
 - Seating arrangements
 - Nonverbal ex. Facial expressions
 - Personal distance
 - Words and phrases
 - Sense of time

Anglo-Saxon Western Cultural Communications

- Anglo-Saxon Western:
 - Are very direct
 - Asks questions of their healthcare providers
 - Usually follow medical advice
 - Address elderly clients with their prefix unless told otherwise
 - Seeking second opinion is not rude
 - Are very involved in their own healthcare

Black-African Cultural Communications

- Over 2,100 languages are spoken
- Translators may be necessary
- Eye contact may be rude depending on social standing
- Watch for non verbal cues for comfort levels

Non-Verbal Communication with Black Immigrants

The following should be avoided:

- Shaking hands between genders
- Pointing with one finger
- Passing items with right hand
- Whispering

Chinese Cultural Communication

- The following should be avoided
 - Being late
 - Firm handshakes or snapping fingers
 - Pointing with one finger
 - Being loud, whistling or winking
 - Gesturing exuberantly and exhibiting emotions
 - Point the sole of your shoe at someone

Indigenous Cultural Communications

- English may be their second or third language
- Be aware of historical context
- Be respectful of their beliefs and practices
- They may face restrictions and logistical challenges

Cultural Perceptions of Health and Wellness

- Fluid and holistic health model
 - Focusing on mental, emotional, physical and spiritual balance
 - Respect, wisdom, responsibility and relationships are important
 - Learn through visions, dreams, prayers or divination
 - Believe that all relationships must be in harmony
-
- (Ball & Bernhardt, 2008)

Develop an Awareness of Indigenous English Language Patterns

- Extended silences are the normal speech pattern
- May not use subject pronouns
- Use of translator may be required
- Use of double negatives is common
- May not trust Healthcare Professionals

Health Care Administrator Communication Approaches

- May need a translator to ensure comprehension
- Do not ask directly about health care
- Ask permission to touch
- Match the pace of a client's conversation

(Ball et al., 2006)

LGBTQ2S+ Cultural Communications

- Ensure correct use of language and terms
- Use their chosen pronouns and identity terms
- Stay current with acceptable terms and language
- Use non biased, non gendered language

(Table, et al., 2021)

Vanessa Goes to the Doctor

- Always be polite, if a mistake is made apologise
- Ensure intake forms are inclusive
- Ensure welcoming waiting room
- Ensure polite, welcoming demeanour
- Ensure that the patient's healthcare needs are met

Cultural Interactions with Persons from the Philippines

- Catholic Church is influential
- A variety of cultures
- Located in South-East Asia

Communication Style

- Do not often use the word no
- Indirect and considerate of feelings

Language

- Western gestures are understood
- English is spoken widely

Gender

- Women are allowed in business
- Women do not dominate male coworkers
- Women must use authority in a restrained manner
- Everyone is treated with respect,
- Behave with graciousness, modesty especially with the less fortunate

Greetings

- Need more personal space than Western Cultures
- Shaking hands is common
- Do not touch women in public
- Location determines if men and women shake hands
- Honour gesture called pagmamano used in families

Approach

- Eye contact shows confidence
- Use professional and academic titles
- Introduce to the oldest or most important first
- Never be rude
- Small talk is important

(Shepherd et al., 2019)

Nonverbal Cultural Communication

- Palm down, scratching motion to summon
- Do not point at a person
- Point using the entire hand
- Raised eyebrows means they understand
- Do not ever raise your voice

(Tuazon, 2021) (Engson, 2021)

Verbal Communication

- Low controlled voice
- Do not typically discuss politics or religion

South Asian, India Communications Interactions

- Caste system plays a big role
- Caste identity is usually inherent in the last name
- Clients may expect service in order of their caste
- Male family members may be in charge
- Health beliefs are preventative and spiritual

(South Asian Caste System, 2021).

Verbal Communication with South Asian Populations

- Polite and indirect
- May use indirect disagreement
- May use silence to communicate no
- May say yes to indicate they are listening
- Use open ended questions

(Kaur, 2021)

Non-Verbal Communications with South Asian Populations

- Hold out hand, palm downward and make a scooping motion to summon
- Do not point with your finger
- Do not touch the top of the head
- Minimal eye contact between genders
- Shaking and tilting the head mean understand and agreement

(Kaur, 2021)

Summary

In this presentation you have:

- Explored the health communication between various cultures.
- Developed a level of understanding of various cultures.
- Developed the awareness of health care communications and interactions between health care administrators and diverse client populations.
- Enhanced self-awareness when communicating with diverse populations.

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