

Quantitative and Qualitative Findings and Implications of an Intercultural Sensitivity Assessment Among Employees at a Large Health System

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Lehigh Valley Health Network



Our Community

- Serves urban, suburban, rural communities
- Diverse population
 - Historically an industrial center and destination for European immigrants seeing employment
 - Currently Latinos represent 1/3 of population in area's largest city
 - Growing Arabic and Vietnamese communities



Cultural Awareness

- 2006 Ideal Patient Experience Retreat
- Strategic Plan
- 44-member Implementation Team
- 6 Projects
 - Patients, Employees, Data

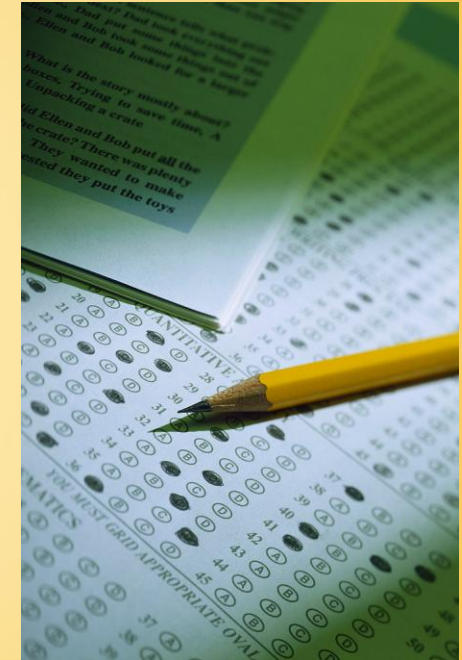


Survey Purpose and Rationale

- **Purpose: assess the intercultural sensitivity of Lehigh Valley Health Network (LVHN) employees.**
 - provide a measure of institutional climate regarding cultural sensitivity.
 - inform educational curriculum to build cross cultural skills.
 - assess the impact of education programs and/or policy changes to improve cross-cultural health care.
- **Little is known about staff perceptions about issues surrounding cultural competency**

Survey Construction

- **Intercultural Sensitivity Scale**
 - 24 Items / 5 Domains
- **5 open-ended questions**
 - Institutional initiatives to enhance cultural competency
 - Preferred Learning Approaches
 - Cultural Topics
- **Demographics**



Intercultural Sensitivity Domains

- **Interaction Engagement**
 - *“I enjoy interacting with people from different cultures.”*

- **Respect for Cultural Differences**
 - *“I think my culture is better than other cultures.”*

- **Interaction Confidence**
 - *“I find it very hard to talk in front of people from different cultures.”*

Intercultural Sensitivity Domains

■ Interaction Enjoyment

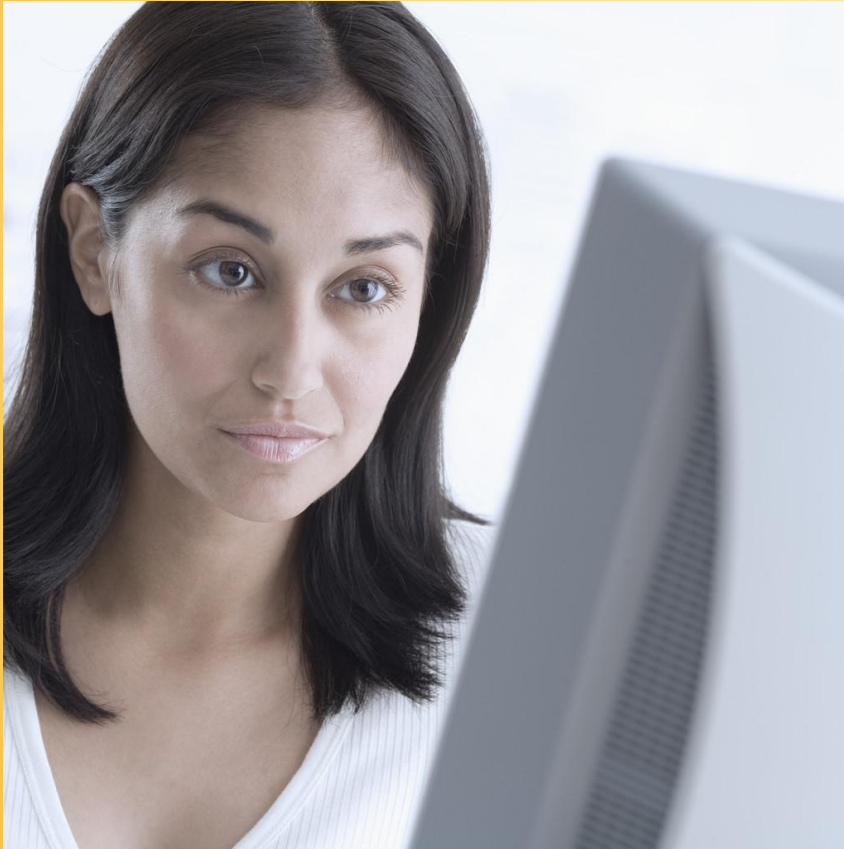
– *“I often get discouraged when I am with people from different cultures.”*

■ Interaction Attentiveness

– *“I am very observant when interacting with people from different cultures.”*

All items were scored on a Likert scale from 1 (Strongly Disagree) to 5 (Strongly Agree).

Methodology



- **Survey electronically administered to all LVHN personnel (N=9731)**
 - Confidential responses
 - 3 week implementation period
 - Initial notification and 2 reminders
- **Approximately 38% responded (n=3772).**
- **After data cleaning, approximately 35% were available for analysis (n = 3446).**

■ LVHN IRB Approval Granted Nov. 2008.
Responses were strictly confidential

Description of Respondents

- **Gender**
 - Female (85%)
- **Age**
 - 18-30 yrs (17.1%)
 - 31-40 yrs (22.6%)
 - 41-50 yrs (30.1%)
 - 51-60 yrs (25.5 %)
 - 61+ yrs (4.8%)
- **Previous Cultural Competency Training**
 - Yes (50%)
- **Profession**
 - Nurse (25%)
 - Tech Supp (19.5%)
 - Office Support (18%)
 - Non-clinical Prof (11.8%)
 - Physician (3.4%)
- **Race/Ethnicity**
 - Non-White (13%)
- **Length of Service**
 - < 5 years (46%)

Domain Results

Scale	Mean	Mdn	SD	10th	90th
Interaction Engagement	39.6	40	5.0	34.3	45.7
Respect for Cultural Differences	42.8	43	5.2	36.7	50.0
Interaction Confidence	36.3	36	6.0	28.0	44.0
Interaction Enjoyment	42.2	40	5.8	36.7	50.0
Interaction Attentiveness	38.5	40	5.7	30.0	46.7

Education Preferences

- **Cultural Facts Sheets**

Selected by 61.4% of survey respondents

- **Diversity Workshops**

Selected by 57.6% of survey respondents

**No other category achieved greater than 50% among the aggregate*

Content Preferences

- Religious Practices (65.7%)
- Attitudes about Health Care Institutions (64.0%)
- Attitudes about Death and Dying (60.8%)
- Gender Roles (59.3%)
- Attitudes about Pain (57.9%)
- Dietary Customs (56.5%)

Open-ended Questions

- **What can the organization do to become more culturally responsive among our employees?**
- **What can the organization do to become more culturally responsive to our patients and community?**
- **Please share any other comments about LVHNN's cultural awareness education.**

Qualitative Results – 4 Themes

■ The Organization

- “Hire more diverse employees.”
- “We are already doing enough.”

■ Education

- “Provide more diversity training”

■ The Community

- “We” and “the Golden Rule”
- “They” and “Them”

■ Language

- “Offer Spanish classes”
- “Hire more interpreters”

Implications

- **Timing of data collection**
 - Immediately following the 2008 Presidential election
- **Alignment of educational programming with Network initiatives**
 - e. g. Patient Safety Newsletter
- **Timing of follow up data collection**
 - After other cultural awareness initiatives are underway

Lessons Learned

- **Time-intensive Project**
- **Technology Snags**
- **“Analysis Paralysis”**