##### Professional Communication Cultural Sensitivity

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Course:

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**Introduction**

Professional communication in nursing is indispensable to the patient health, safety, and well-being. Since nurses are at the center of patient care, they have a role in initiating dialog as they take care of more culturally varied population, requiring them to strengthen their skills of communication. Because communication is a complex process that involves both verbal messages and nonverbal cues, nurses should display proficient communication skills when taking care of the people from every walk of life. The nursing journal that I have selected is *Cultural Responses to Health Among Mexican American Women and Their Families that* highlights the implication of innovation health promotion among the Mexican American population. This paper will focus on this group because of the existing gap between the role of the Mexican cultural practices and the modern medicine. As Padilla & Villalobos (2007) illustrates, the provision of substantial community health services requires cultural sensitivity because a culture has an impact on the outcome of a health program. The provision of social support among the Mexican-American women is a key factor in forecasting their successful birth weight outcomes despite the poor use of prenatal care and low socioeconomic levels (Kelsey, 2005).

**Key Points in The Article**

The Mexican American culture is defined by set accepted of values that involve folk healing (curanderismo) familism, spirituality, respect and congeniality, and the importance of language. Familism is a strong aspect of family care, an obligation that is regarded as a significant cultural value (Padilla & Villalobos, 2007). It’s part of the healthcare awareness whereby the elderly perceive health as the expected deterioration of health and not as the absence of diseases. Therefore, they symbolize a collective perspective that allows other members of the family to take care of the old. The positive insight of response to health problems and aging is depended on the quality of social support from the members of the family. In this population, elderly individuals that lack close family members for support receive social support from neighbors. The role of caregiving is assigned to women, and the tension between the practical demands of the sick and the cultural demand of the family providing caregiving is usually negotiated. In cases of dementia where the family lacks adequate support, the patient is placed in an elderly home care.

**Culturally Competent Practice**

In some circumstances, the Mexican American group perceive these factors as less significant than receiving the required healthcare as well as the quality of the care. The non-Latino Black, non-Latino Whites, and Mexican Americans identify significant health concerns like the sensitivity of the physician to alternative medicine, language and immigration, and discrimination based on social class, health cover, and age (Padilla & Villalobos, 2007). The Mexican American woman defines prenatal care as a cultural congruent that reflects universal standards such as understanding, caring, respect, and patience. Women who are affected by language barriers expect the healthcare provider to have Spanish-speaking nurses who can listen to them. Their cultural practices influence the provision of healthcare is a complex manner because folk-healing practices remain to be an important factor. Curanderisimo incorporates emotional and spiritual components beyond the physiologic aspect of health. They incorporate these practices with modern medicine because lactating mothers raise children maintaining family health by giving them preventive health care as well as traditional Mexican soup, teas, and rubs.

**Conceptualization of culture as strength**

The current healthcare programs have advanced innovative culturally recognized strategies to promote the access and provision of health care services in this population. These approaches reflect the manner in which the contemporary Mexican American woman incorporate cultural values within their social setting whereby they work by conceptualizing culture as an intervention, rather than a barrier. The cultural characteristics of familism are being applied in reaching to deprived Mexican American women to encourage them to make behavior changes that can improve their health. The lay community educators have encouraged members of this population to participate in elderly programs, job training, health education to provide interventions that target families by concentrating on communication and family support and health behaviors (Padilla & Villalobos, 2007). Respeto and simpatia are important values that guide communication between a healthcare provide and the Mexican American patient. Mexican American women expect to have uninterrupted interaction with the healthcare provider by showing the willingness to listen and include them in the treatment process. Women participating in prenatal care anticipates that these series of structured education sessions can enable them to have prolonged experience with the doctors as well as their customary appointments. The continued use of folk healing has resulted in the inclusion of modern medicine whereby the combination of these two treatment forms has improved the use the healthcare system.

**Information Dissemination**

Another effort to enhance the access of healthcare services in this group focus on responding to on the barriers in the health care program, rather than the supposed cultural barriers. Educating the Mexican American about state policies on the suitability of healthcare is vital in increasing the access to modern health care. Language is a significant aspect of patient communication, in the healthcare programs as it fills the gap between the healthcare access and the quality of care within the Mexican American women and their families. Therefore, in an effort to address this gap by increasing Spanish-speaking healthcare nurses, measures should be taken to increase language proficiency in this sector.

**Practice Situation That Demonstrates Cultural Sensitivity in Communication**

Given the importance of cultural practices such as folk healing within the Mexican American population, a nurse should comprehend the importance of these practices and integrate them into the treatment plan. (Gurung, 2008) Respecting the cultural diversity will allow effective communication between the patient and the healthcare provider. Since familism offers social support to the patient, health professionals should involve their families when educating the patient. Additionally, the health professional should ensure the comfort of the client by allowing them to have clarifications by using appropriate language that they understand. In cases where both parties lack a common medium of communication Spanish-speaking nurses should be assigned the task of translation. Another important factor to consider is nonverbal cues such as eye contact and the sitting arrangement. The health professional should understand that cues such as nodding of the head do not demonstrate that the client has understood, rather they should ask for clarifications (Stock, 2009).

**Conclusion**

For an effective relationship between the Mexican American women and health professionals, it’s vital for service providers to understand the cultural practice and health perceptions of the Mexican community. They should understand the role of important practices like folk healing and the role of familism to develop a culturally competent environment for optimum healthcare provision (Branin & Juarez, 2013). They should apply the innovative cultural competent practices such as conceptualization of culture as strength and use it to create and an environment that caters for all these factors. They should also acknowledge the existence of diverse ethnic and cultural differences and respect them.

**References**

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