

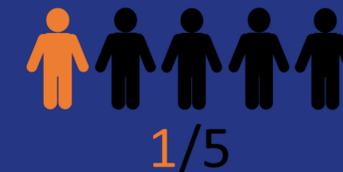


Being Mindful of Cultural and Linguistic Diversity in Everyday Practice

Presented by the **Academic Programs Committee**



A **culturally and linguistically diverse (CLD)** patient is one who comes from a home environment where a language other than English is spoken, and whose cultural values differ from mainstream culture.



One in five U.S. residents speak a language other than English at home.

Best Practices for Using Interpreters

- Utilize a qualified interpreter.
- Speak in short, simple sentences.
 - *Example: "So, what I'm thinking is that I'd like to start by going over how to take care of the hearing aids at home if that sounds good to you?"*
 - *Suggestion: "I would like to explain how to care for your hearing aids at home, please."*
- Avoid idioms, metaphors, colloquialism or jargon.
 - *Common phrases for native English speakers like "feeling blue" or "let's wrap up" may not translate effectively into another language.*
 - *Always review any professional vocabulary that could require a previous explanation.*
- Allow the interpreter time to translate all messages.
- Look at and speak to the patient or caregiver(s), not the interpreter or phone.
- Ask the interpreter, patient, or caregiver(s) if he or she has any questions or needs clarifications.

Pro Tip: "Please" and "thank you" are almost universally associated with politeness and translate easily.



Avoiding Microaggressions

Microaggressions are brief statements or behaviors that, intentionally or not, communicate a negative message about a non-dominant group, including the CLD population.



What to do when a microaggression is...

...directed at you	...directed at your colleague/patient	...caused by you
<ul style="list-style-type: none"> • Criticize the microaggression, not the microaggressor • Take care of yourself 	<ul style="list-style-type: none"> • Be an ally • Do not speak on someone's behalf 	<ul style="list-style-type: none"> • Try not to be defensive • Acknowledge the other person's feelings, apologize, and reflect

Health Literacy

Health literacy refers to understanding basic health information in order to make appropriate health-related decisions.

Red Flags of Low Health Literacy

- Making excuses
 - *"I forgot my glasses. Can you read this to me?"*
 - *"Let me bring this home so I can discuss it with my children."*
- No questions
- Difficulty explaining their diagnosis or equipment
- Frequently missed appointments
- Becoming angry, demanding
- Being quiet, passive
- Clowning around, using humor
- Incomplete registration forms

Ask Me 3 Program

- Developed by health literacy experts at the Institute for Healthcare Improvement.
- Encourages patients and families to ask three specific questions of their providers to better understand their health conditions and what they need to do to stay healthy.



The following QR code provides 1) a copy of this poster, 2) a reference list for this poster, 3) references for non-English materials for CLD patients and 4) educational tools for teaching students about CLD patients and their families.