

## Tools to Help Overcome Barriers Towards Cultural Competence

**LEARN**<sup>1</sup> – Listen, Explain, Acknowledge, Recommend, Treatment, Negotiate

- Simple, effective model for pharmacists to build trust, open communication and negotiate treatment with patients.
- Helps with active listening.

Listen	to the patient/family about their understanding of the health situation
Explain	to the patient/family your perception
Acknowledge	patient/family concerns
Recommend	a therapy option
Negotiate	a treatment plan

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**ETHNIC**<sup>2</sup> – Explanation, Treatment, Healers, Negotiate, Intervention agreement, Collaboration

- A mnemonic for practicing culturally competent care that allows pharmacists to address folk healers and spirituality.

Explanation	What do you think may be the reason you have these symptoms? What do friends, family, others say about these symptoms?
Treatment	What kinds of medicines, home remedies, or other treatments have you tried for this illness? Is there anything you eat, drink, or do (or avoid) on a regular basis to stay healthy? Tell me about it. What kind of treatment are you seeking from me?
Healers	Have you sought any advice from alternative/folk healers, friends, or other people?
Negotiate	Negotiate options that will be mutually acceptable that do not contradict, but rather incorporate your patients' beliefs.
Intervention	Determine an intervention with your patient. May include incorporation of alternative treatments, spirituality, and healers, as well as other cultural practices (e.g. foods eaten or avoided in general, and when sick).
Collaboration	Collaborate with the patient, family members, other health care team members, healers, and community resources.

### References

1. Berlin EA., Fowkes WC. A teaching framework for cross-cultural health care—Application in family practice, In Cross-cultural Medicine. West J. Med. 1983;139(6):934-938.
2. Levin, SJ, Like, RC, and Gottlieb, JE. ETHNIC: A Framework for Culturally Competent Clinical Practice. In Appendix: Useful Clinical Interviewing Mnemonics. Patient Care. 2000;34(9):188-189.
3. Kleinman A, Eisenberg I, Good B. Culture, Illness, and Care: Clinical lessons from anthropologic and cross-cultural research. Annals of Internal Medicine. 1978;88(2):251-258.

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### **KLEINMAN'S QUESTIONS<sup>3</sup>**

- A tool that pharmacists can use to elicit the patient's health beliefs.
1. What do you think caused your problem?
  2. Why do you think your problem/sickness started when it did?
  3. What do you think your sickness does to you? How does it work?
  4. How severe is your sickness? Will it have a short or long course?
  5. What kind of treatment should you receive?
  6. What are the most important results you hope to receive from this treatment?
  7. What are the chief problems your sickness has caused you?
  8. What do you fear most about your sickness?

“Pharmacy personnel need to recognize that several factors in the patient's social context might affect responses to these questions about health perceptions.” Consider the following:

- What factors shape the patient's cultural beliefs about health and illness (e.g., family, religion, race/ethnicity, age)?
- Where the patient was born and how long she/he has been in the United States (can reflect the level of acculturation)?
- Who makes the health-related decisions in the family?
- Whether any gender issues or power relationships affect the patient's relationships with the family and health care team.
- How communication techniques need to be adjusted to gather complete and reliable data.
- Whether any customs about the body should be considered with regard to touching and space.

#### References

1. Berlin EA., Fowkes WC. A teaching framework for cross-cultural health care—Application in family practice, In Cross-cultural Medicine. West J. Med. 1983;139(6):934-938.
2. Levin, SJ, Like, RC, and Gottlieb, JE. ETHNIC: A Framework for Culturally Competent Clinical Practice. In Appendix: Useful Clinical Interviewing Mnemonics. Patient Care. 2000;34(9):188-189.
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