

## Week 4 Discussion: Advocacy and Cultural Competence

Go to the link <https://www.thinkculturalhealth.hhs.gov/clas/standards> (Links to an external site.)Links to an external site..

View the National Culturally and Linguistically Appropriate Services Standards (CLAS) categories aimed at equity and quality care (HHS, n.d.). Notice how these standards overlap with many of the expectations and standards in professional nursing practice!

- In what ways are you and your peers using these standards in your areas of nursing practice?
- Discuss one nursing action you might incorporate to improve cultural competence in your organization.

*Answer:*

Working in NYC, you come to appreciate how culturally diverse we are. The majority of my clientele did not speak English as their first language. Because of this, we have strict guidelines on how to ensure our patients are receiving culturally competent care. Many of the staff who speak different languages, are given financial incentives to become certified translators for the hospital. During triage, one of the main questions we need to ask the patient is if English is their first language. We then ask the patient which language they prefer to receive information in. If it is not English, we are required to use translator services to further our assessments. With translators in the hospital, we are given the opportunity for patients to receive face to face communication. When a translator is not available, we have iPads to allow for video chat and translator phones.