Effective Communication Strategies for Nurses to Cultivate Cultural Competency with the Deaf Community

Veronica C. Leftridge, MSN, MS, RN
Disclosure Statement

My name is Veronica Leftridge, MSN, MS, RN, and I am speaking on effective communication strategies that will assist nurses in cultivating cultural competency with the Deaf community. I am working with the Alabama Quality Assurance Foundation (AQAF) while pursuing my DNP degree at Abilene Christian University. I am also a member of Alabama State Nurses Association (ASNA) in District 1.

I have no relevant financial relationships to disclose.
OBJECTIVES

1. You will identify educational resources to cultivate cultural competency, and bridge the health disparities among the Deaf.

2. You will be able to describe two resources available to nurses that will assist in communicating with the Deaf.
Meet Cynthia.

She is 22 years old and Deaf. She recently moved to Huntsville, Alabama to attend Oakwood University and is now a senior. She dislikes hospitals because of negative experiences she had prior to moving to Huntsville. Cynthia is scheduled for a right bunionectomy tomorrow at a local hospital on a same day surgery unit.
What should Cynthia expect?
Nursing Scope of Practice

- Patient Advocacy
- Education
- Promotion of Health
- Provide accurate assessment & treatment
American Disability Act

- The Deaf are protected by the American Disabilities Act (ADA)
- Healthcare providers are obligated to provide reasonable accommodations for the Deaf
- Questions Call 800-949-4232 (9am - 5pm)
Deaf Culture

- Deaf community limited responses or questions
- Difference in deaf and being a member of Deaf community
- Feel healthcare providers are insensitive because of the lack of eye-to-eye contact
Deaf Culture (Continued)

- Deaf community report decrease in routine healthcare visits such as physical exam, mammogram, follow-up visits
- Deaf do not see a disability
● How did you feel when you had Deaf patients?
● How did you communicate on admission, treatments, and discharge planning?
What resources are available to assist you in communicating with the Deaf?
Alabama Telecommunications Access Program (ATAP)

7-1-1

ALABAMA RELAY

- DO NOT HANG UP
- Help Alabama Relay increase awareness and get the message out there about the “Please, Don’t Hang Up” campaign.
Alabama Relay

7-1-1

- Service is available 24 hours a day, seven days a week, and 356 days a year
- An operator types everything you say
- Calls are private
- Free for anyone to use. Charges may ___apply
Alabama Institute for the Deaf and Blind

<table>
<thead>
<tr>
<th>Huntsville Regional Center</th>
<th>Montgomery Regional Center</th>
</tr>
</thead>
<tbody>
<tr>
<td>600 St. Clair Ave., Bldg. 2</td>
<td>432 E. Jefferson Street</td>
</tr>
<tr>
<td>Huntsville, AL 35801</td>
<td>Montgomery, AL 36104</td>
</tr>
<tr>
<td>(256) 539-7881</td>
<td>(334) 262-0824</td>
</tr>
<tr>
<td>Serving DeKalb, Jackson, Limestone, Madison and Marshall Counties</td>
<td>Serving Autauga, Bullock, Butler, Chambers, Crenshaw, Dallas, Elmore, Lee, Lowndes, Macon, Montgomery, Pike, Russell, Tallapoosa and Wilcox Counties</td>
</tr>
<tr>
<td>For additional information: <a href="http://aidb.org/regional-centers/">http://aidb.org/regional-centers/</a></td>
<td></td>
</tr>
</tbody>
</table>
ALABAMA DEPARTMENT OF REHABILITATION SERVICES
ASL INTERPRETER

- Trained professionals
- Facilitate communication for all ages
- Code of ethics
- All information is confidential
- Responsibility is to convey the content and the spirit
Nurses requested ASL Interpreters

- No: 31%
- Yes: 54%
- N/A: 15%
Validated that nurses have minimum resources or training to communicate with the Deaf
Nurses who received prior education on Deaf culture

- No: 69%
- Yes: 23%
- N/A: 8%
Endorsed American Sign Language (ASL) as a foreign language and can fulfill academic requirements
Leininger’s Transcultural Nursing Theory

- Focus on Nursing Care
- Cultural Competence
- Individuals Attitudes, Skills, and Practices
Strategies to Improve Communication with an Interpreter

● Eye Contact
● Thank the interpreter
● Area has light
● Use gestures
● Use second person
Room Arrangement

- Nurse
- Patient
- Interpreter
Strategies to Improve Communication without an Interpreter

- Ask how to Communicate
- Eye-to-Eye
- Use Gestures
- Express reason for visit and reaffirm future plans
Healthcare Provider’s Role

- Provide an ASL interpreter
- Pay for Services
- ADA Reasonable Accommodations
- Healthcare Competency Training
- Avoid using Family Members
- Know the Policies of your Employer
Healthcare Provider’s Role

- Find an interpreter through RID
  - [www.rid.org](http://www.rid.org)
- Know your resources
- Speak normally
- Written Communication
What can Cynthia expect now?
Continue to learn and increase your cultural competency
Thank You!
REFERENCES


- Lieu, C., Sadler, G., Fullerton, J., & Stohlmann, P. (2007). Communication strategies for nurses interacting with patients who are deaf...this article originally appeared in MEDSURG Nursing, 16(4), 239-244 and is reprinted with permission of the publisher. *Dermatology Nursing*, 19(6), 541-551. Retrieved from http://ezproxy.acu.edu:4656/eds/detail/detail?vid=1&sid=c976bdc6-9c3f-4986-96a9-b3ff6880bdc4%40sessionmgr103&hid=104&bdata=JnNpdGU9ZWRzLWxpdUmcc2NvcGU9c2l0ZQ%3d%3d#db=ccm&AN=106012759


