



# Providing Culturally Responsive Care for Immigrants and Refugees: *The Role of Religion*



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# Why We Teach Cross-Cultural Patient Care

**30% of Colorado children are born into a family that is:**

- \* A minority group
- \* A culture different from their health care provider's culture
- \* Over 40% of newborns are born into a family from a culture that is different from their health care provider's culture.



# Why We Teach Cross-Cultural Patient Care

- \* 33% of Colorado children live in poverty or near poverty.
- \* 500,000 children live in a family that is subsisting at 250% of the poverty level.
- \* 40% of newborns are born into a family living in poverty or near poverty.

**Overlap between the two groups is 72%.**

# Another reason...

## Colorado children experience health disparities:

### Minority Families

- African American
- Latino
- Asian
- Native American

### Immigrant Families

### Families with Limited English Proficiency

### Low income families (disproportionately minorities, immigrants, refugees)

# Getting Terminology Straight

Immigrant: A person who comes to a country to take up permanent residence who does not fit the definition of refugee or asylee.

Refugee: A person who is outside his/her country or nationality (or in the case of a person having no nationality) is outside ANY country in which he/she has most recently lived.

A refugee is unable or unwilling to return to his/her country of residence because persecution or a well-founded fear of persecution.

- race
- religion
- nationality
- membership particular social group
- political opinion.

# Getting Terminology Straight

Asylee: A person who has received permission to remain in the United States based on a well-founded fear of persecution should they return to their native land

## Health Care Eligibility:

**Refugees** granted legal resident status in the U.S. are eligible for refugee health services for a period of 8 months from the date they enter the country.

- over-seas pre-departure screenings
- health screenings within 30 days of arrival in the U.S.

**Asylees** may apply to receive refugee cash and medical assistance for up to 8 months beginning on the date that they are granted asylum.

# The Triple Threat to Healthcare Communication



## Cultural Competence

72% of population growth in the next 20 years will come from immigrants, or the children of immigrants.



## Language Access Services

In 2013, a record 61.8 million U.S. residents spoke a primary language other than English at home.



## Health Literacy

The IOM estimates 90 million “average” Americans lack sufficient literacy skills to function in the healthcare system. (IOM, 2004)



# Eight Dimensions of Culture

## Intercultural Communications



Individual Vs. Group



Time Control



Change



Destiny



Self-Sufficiency



Task Vs. Relationship



Status



Language

# Individual vs. Group



# Eight Dimensions of Culture

Intercultural Communications



The Self vs. Higher Power

## First Step: Accessing Care



10th grade

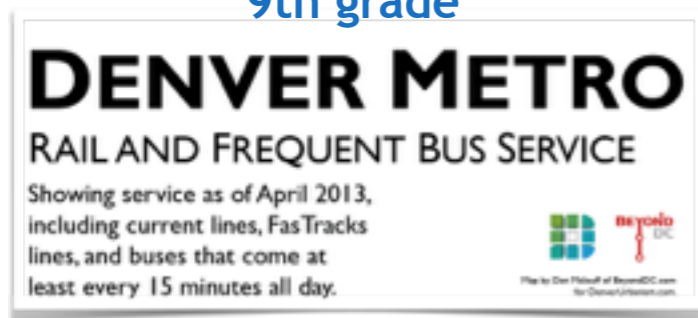


12th grade



Internet "access" and then what?

9th grade



forms, forms, forms...

**HEALTH INSURANCE CLAIM**

FECA  
BLK LUNG  
(SSN)  (ID)

OTHER

SEX F

1a. INSURED'S I.D. NUMBER

4. INSURED'S NAME (Last)

7. INSURED

CITY



## Second Step: Navigating Healthcare System



- Making Initial Appointments
- Understanding phone trees
- Problem referrals to specialists
- Unresponsive staff/language support
- No access to advise lines
- Obtaining personal medical records
- Scheduling required tests
- Tracking what becomes a complex flow of information



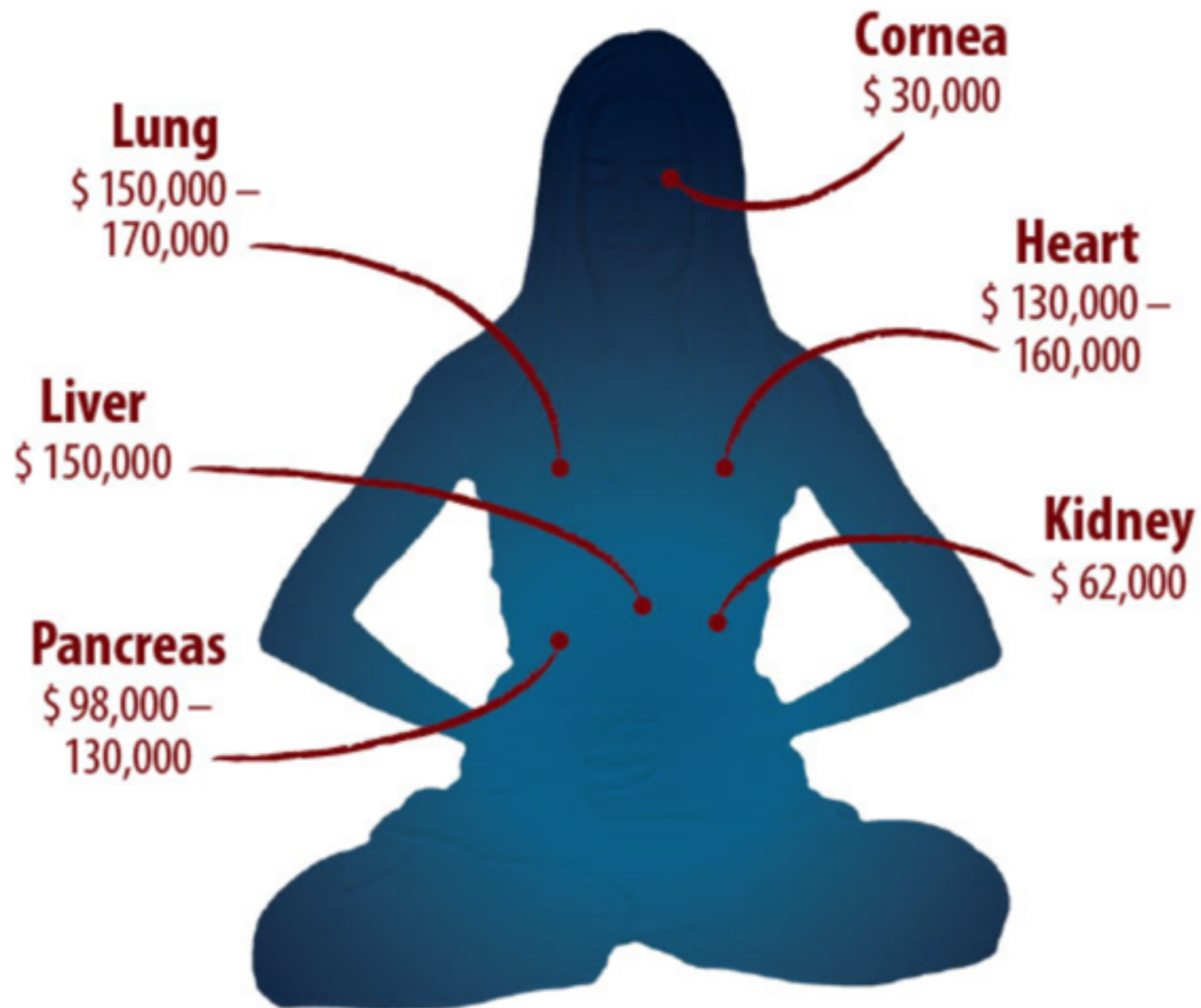


# Religion and Patient-Provider Interactions

- Gender of provider (esp. Muslim Patients)
- Modesty/nakedness
- Female Circumcision
- Use of Birth Control
- Diet/Fasting
- Surgery
- Organ Donation



## Human Organ Trafficking



# Culture-Bound Illnesses / Magico-Religious

## **Illness caused by outside forces:**

- ill will by another
- soul loss
- bewitching by spirits, gods or demons
- punishment by ancestors

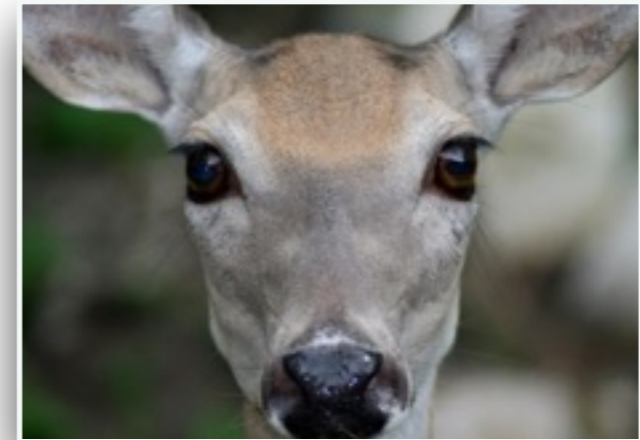
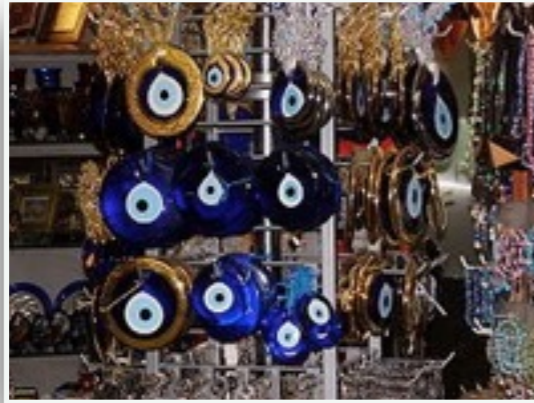
## **Susto or “Fright sickness”**

- Must be cured by a curandero. (Ritual cleansing, etc.)

## **Mal de Ojo or Evil Eye**

- Inconsolable crying without clear cause
- fitful sleep
- diarrhea, vomiting, fever

# Evil Eye (Mal de Ojo)



Ojo de Venado



# Traditional Remedies and Cures

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## **Familiar "Remedies" in U.S.**

- Lots of fluids for cold & flu
- Vitamin C, Zinc, Echinacea
- Chicken Soup
- OTC Medicines
- Immunizations
- Doctor prescribed medications

## **Other Belief Systems**

- Acupuncture
  - Coin rubbing
  - Moxibustion
  - Work of spiritual healers/shamans
  - Prayer, rituals, spirit cleansings
-



**Coin Rubbing**



**Moxibustion**



**Fire Cupping**

Questions, comments...





Thank You!