

James Connolly Memorial Hospital Dublin, Ireland



- 379 bedded, Acute General Hospital, North west Dublin
264,000 population
- Diverse populations: Romanian, Bosnian, African countries, Russian, Arabic.
- Challenges:
 - Staff frustration in providing health care, migrant and ethnic minority patients difficulty in accessing care.
 - Communication/languages barriers/low literacy
 - Cultural issues

Subproject C in James Connolly Memorial Hospital

Cultural Competence Training Structure

- Four model depts identified
- 10-hour programme (LBI adapted)
- Provided in four modules: Feb 18th- April 8th 2004
 - Two programmes
 - 22 staff participated.

Facilitating factors:

Staff enthusiasm
Training schedule
Experiential learning

Barriers:

No medical staff recruited
Staff release for training
Cultural competence as a priority

Cultural Competence Training course content:

- Defining/understanding concepts of culture & diversity
- Exploring changing demographics/global context/migration
- Exploring cultural self/own culture
- Defining cultural competence & relevance to health care
- Cultural significance of food
- Origins of racism as a form of discrimination
- Exploring the importance of linguistically appropriate services



Impact of Cultural Competence Training

- 75% participants very satisfied with the training
- Increase in participants self-rated
 - Knowledge
 - Awareness
 - Skills
 - Comfort levels in cross cultural encounters
- 91% participants felt that the training had either “quite a lot” or “very significant” impact on their everyday practice.
- 75% increase in staffs interest in issues of cultural competency



Thank you