Culture, language, & difficult conversations

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UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES
SVHM Cultural Diversity Training in numbers: 2016 - 17

- 22 Modules
- >60 Workshops
- >1,500 Trained
- ALL Campuses
2009 – 2014 – development of ACP policy and organisational capacity @SVHM

Key drivers: Mark Boughey, Lisa McDonald, Caroline Scott, ACP Working Group

ACP implementation 2015 @SVHM

8 workshops with CDF, and >240 participants

NEW advanced workshop 2017

Staff & patient resources (eg translations)
CaLD community in Victoria:
46.8% born overseas
23.1% LOTE at home
293 languages and dialects
233 countries
135 faiths

ABS 2011
Waiting to die
God’s wish
Taboo
Unlucky
Challenges when managing difficult conversations with CaLD clients

- Cultural values, custom norms & cultural filters
- Communication style & linguistic ability
- Religious and spiritual needs
- Health models, health literacy, the migration journey and acculturation
Self assessment exercise

What?

To whom?

How?
The right story
To the right person
in the right way

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<th>Cultural values, custom norms and cultural filters</th>
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Challenges when managing difficult conversations with CaLD clients

- Cultural values, custom norms & cultural filters
- Communication style & linguistic ability
- Religious and spiritual needs
- Health models, the migration journey & acculturation
India

USA/Europe

Storti, Criag, 2015, Speaking of India: Bridging the communication gap when working with Indians (revised edition), Nicholas Brealey.
Communication style & linguistic ability

Self awareness

Working with interpreter Services

Communication style & linguistic ability

Indirect vs direct communication; High/Low context cultures

Health professional/patient relationship
“Thank you for calling St Vincent’s Hospital
If you’re calm and rational, press 1.
If you’re a whiner, press 2.
If you’re a hot head, press 3…….”
How can I best manage a difficult conversation with a patient and their family of CaLD background?
Improve cultural competence

“Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures”

The right story
To the right person
in the right way

Hope is to see in the eye of the other that you are understood …
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