

EXPLORING CULTURAL COMPETENCY PERCEPTIONS OF PHARMACY STUDENTS

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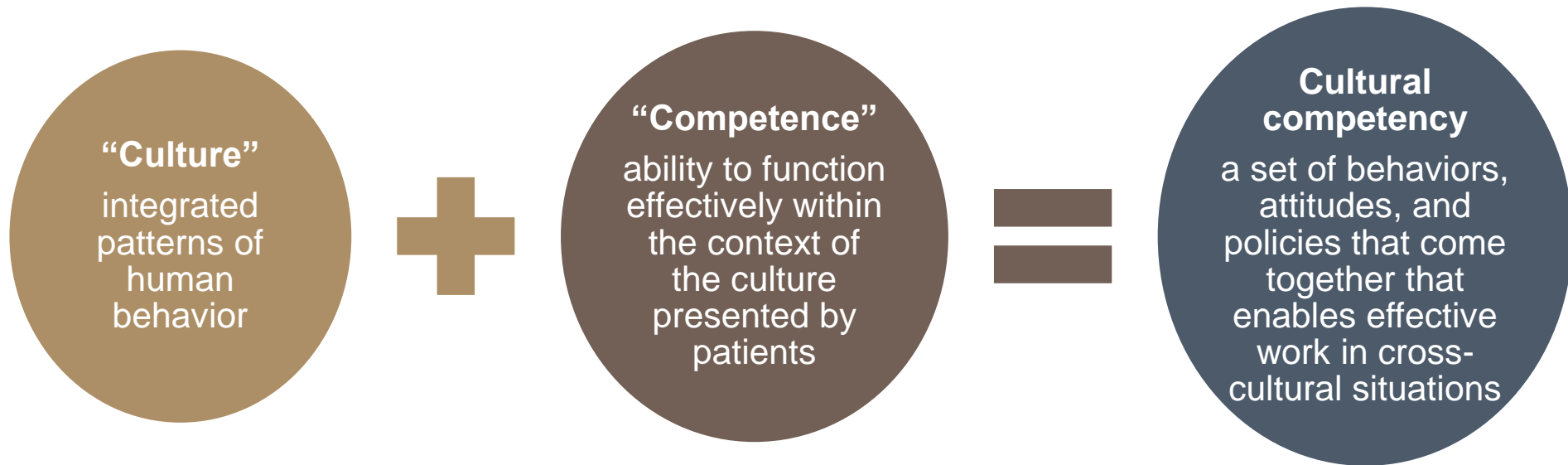
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UNDERSTANDING CULTURAL COMPETENCY

Cultural Competency ¹



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Cultural Competency: Barriers and Bridge



Cultural Competency Importance


- Cultural competency is critical to:



Health
disparity



Access
+
Quality



Health
outcomes
+
Well
being

Study: Objectives

- a. To examine the perceptions of pharmacy students with regard to cultural competence before and after a seminar
- b. To examine the relationship between student demographics and perceptions of cultural competence

Study Methodology

- Two seminars for pharmacy students
- Pre- and post-surveys assessed helpfulness of the seminar and self-awareness of cultural sensitivity
 - Four-point Likert scale

Strongly Agree	Agree	Disagree	Strongly Disagree
1	2	3	4

Statistical Methods

- Independent T-tests, Fisher's Exact Tests, and descriptive statistics to compare pre- and post surveys and differences between sessions and demographics
- NVivo 9: Qualitatively analyze free response questions

Methodologies: Survey Instruments

Pre-Survey

1. I understand the meaning of the term, “cultural competence.”
2. I feel a seminar on cultural competence is important.
3. Since entering pharmacy school, I have experienced cultural insensitivity.
4. Since entering pharmacy school, I have witnessed cultural insensitivity.
5. I feel that a seminar on Cultural Competence will help change culturally insensitive behaviors.
6. Since entering pharmacy school, I have participated in cultural insensitivity.
7. I have been exposed to a culture or religion different from my own through a service learning experience.
8. Service learning experiences with individuals with different cultures or religions from my own, has caused me to be more culturally sensitive.

Post-Survey

1. I understand the meaning of the term, “cultural competence.”
2. I feel a seminar on cultural competence is important.
3. Since entering pharmacy school, I have experienced cultural insensitivity.
4. Since entering pharmacy school, I have witnessed cultural insensitivity.
5. I feel this seminar on cultural competence will help me change behaviors that may be culturally insensitive.
6. I feel that after this seminar, I will be more culturally sensitive while participating in a service learning experience with individuals with different cultures or religions from my own.

Survey Results: Participants

	Spring	Fall	Aggregate
Pre-Survey	42	160	202
Post-Survey	46	127	173
Aggregate	88	287	375

Study Results: Demographics

- P1s
- 20-25 y.o.
- Female
- Has college degree
- English as a first language
- Christian

Table 1: Demographics of Participants

		Pre-Survey Spring and Fall 2014	
Characteristic			n = 202
Class	P1	113	55.9%
	P2		27.7%
	P3	21	10.4%
Age Range (1=<20, 2=20-25, 3=26-30, 4=31-35, 5=36-40, 6=41-45, 7=46-50, 8=51-55, 9=56-60, 10=60+)	2	109	54.0%
	4	15	7.4%
	5	14	6.9%
	6	8	4.0%
Gender	Female (1)	139	68.8%
	Male (2)	59	29.2%
Ethnicity (1=AA, 2=Asian, 3=Caucasian, 4=Latino, 5=Other)	1	56	27.7%
	2	62	30.7%
	3	63	31.2%
	4	5	2.5%
	5	8	3.9%
"Other" Ethnicity		4	2.0%
Graduated College	Yes (1)	163	80.7%
	No (2)	35	17.3%
Pharmacy Experience	1	67	34.2%
Years worked in pharmacy (1= 0, 2= 1-2, 3= 3-5, 4= 5+)	2	74	36.6%
	3	34	16.8%
	4	15	7.4%
English is first language	Yes (1)	139	68.8%
	No (2)	59	29.2%
Religious Affiliation (1= Buddhist, 2=Christian, 3=Hindu, 4=Jewish, 5=Muslim, 6=No Preference, 7=Other)	2	134	66.3%
	3	15	7.4%
	5	8	4.0%
	6	22	10.9%
	7	1	.5%
	N/A	4	2%

Results: Session Comparison

Table 2: Spring/Fall Session Comparison

Demographic Variable	Independent T-test		
	df	Sig. (2-tailed)	Mean Difference
Class	196	.310	-.1239
Age Range	195	.404	-.1720
Gender	196	.001	-.2573
Ethnicity	196	.660	.0833
Graduated College	196	.044	-.1337
Years worked in pharmacy	196	.425	-.1355
English as a first language	196	.013	-.1969
Religious Affiliation	196	.022	-.5870

Results: Survey Responses

Table 3: Pre-Post Survey Responses

Group Statistics					
Survey Question	Pre/Post	N	Mean	Std. Dev.	T-test Sig. (2-tailed)
1. I understand the meaning of the term cultural competence	Pre-Survey	198	1.657	.6632	.001
	Post-Survey	173	1.410	.8064	
2. I feel a seminar on cultural competence is important	Pre-Survey	198	1.520	.6737	.827
	Post-Survey	173	1.503	.8465	
3. Since entering pharmacy school I have witnessed cultural insensitivity	Pre-Survey	198	2.268	.8691	.734
	Post-Survey	173	2.301	.9953	
4. Since entering pharmacy school I have experienced cultural insensitivity	Pre-Survey	198	2.707	.8400	.539
	Post-Survey	173	2.647	1.0272	
5. I feel this seminar on cultural competence will help me to change culturally insensitive behaviors	Pre-Survey	197	1.761	.7063	.554
	Post-Survey	173	1.809	.8446	

Results: Survey Summary

- **42.1%** of respondents **strongly agreed** that they **understand cultural competence** compared to **72.8%** after the seminar
 - (mean: 1.657 vs. 1.410, $p=0.001$)
- Other question comparisons were not statistically significant

Study Results: Correlations

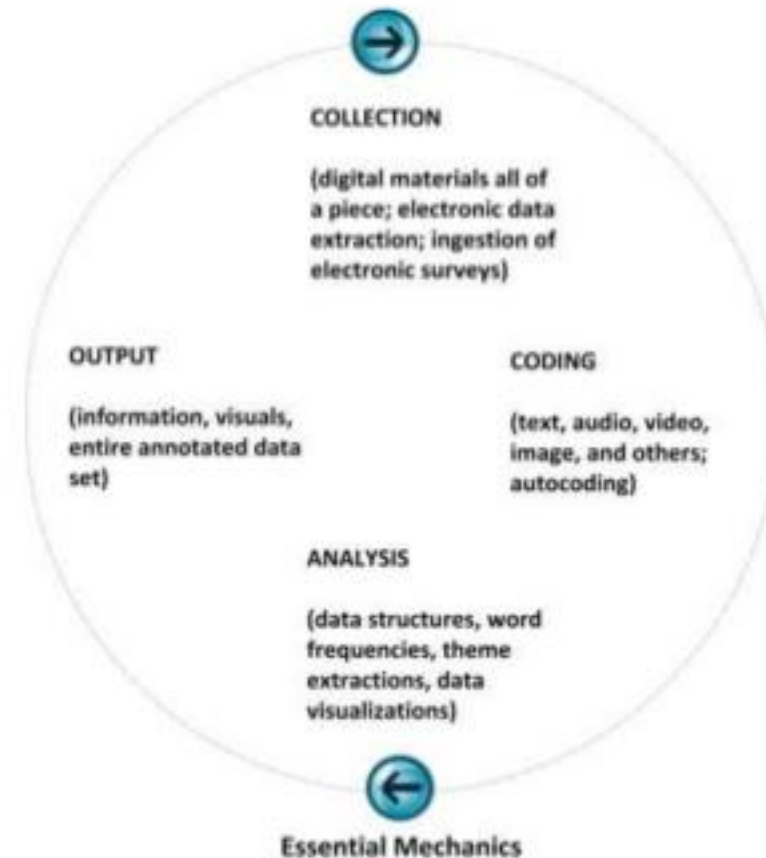
Statistically significant correlation exists between:

- 1) Year in pharmacy x Understanding of cultural competence (Pre-Q1)
 - Fisher's Exact Test ($Pr < P = 1.62 \times 10^{-5}$)
 - 2) Prior college degree x Experience with cultural insensitivity in pharmacy school (Pre-Q2)
 - Fisher's Exact Test ($Pr < P = 0.0121$)
- Other demographics and survey responses did not show significant correlations

Study Results: NVivo analysis

- What is qualitative analysis? What's its place in research?

- Collection
- Coding
- Analysis
- Output



NVivo Analysis Nodes

Cultural Competence/ Incompetence

Perception Change/ No Change

Commitment to Action

Challenges

Pharmacy profession

Minority

NVivo: “Cultural competence is important in the pharmacy profession”

Cultural Competence/ Incompetence

Pharmacy profession

- “I also realize that **cultural background and beliefs play a huge role** in **patient counseling** and that I will need to be more flexible in the future about people's culture.”
- “I realize now **that jokes involving stereotypes are still stereotypical comments** and **that they should be avoided in a professional environment.**
- “We may think of ourselves as **more educated and possibly look down on those who are not as well-educated.** It is important to **keep that in mind when we counsel patients.**”

NVivo: I have recognized and will change incompetent behaviors

Perception Change/ No Change

Commitment to Action

- “I believe it will help me to at least **be aware of** when I am being ineffective and **strive to find a way to connect with my patients.**”
- “I will **be more aware of managing my judgments against people** to facilitate a productive relationship with my classmates and coworkers.”

Conclusion

- The seminar helped students better understand the meaning of cultural competence better ($p = 0.01$).
- Students reported that this program helped them recognize culturally insensitive pharmacy profession.
- Qualitative analysis of directed reflections revealed the themes “cultural competence is important in the pharmacy profession” and “I have recognized and will change incompetent behaviors.”
- Demographics including year in program and college degree could influence prior understanding of cultural competence

Take Home Message

Cultural competency programs could play a key role in helping pharmacy students recognize culturally competent behaviors and translate this awareness into their practices.

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Questions

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