Becoming Culturally Aware

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**Part One**

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| **Criteria’s** | **Considerations- 2 answers each section** |
| Styles of dress | Americans dress code in the hospitals is to wear operation theatre kit so that they get minimum infections |
| Chinese dress code is to wear a uniform and a face mask |
| Ways of greeting people | Americans are considered as racists and they differentiate people based on their culture ethnicity and religion (Ajilore, 2019). However, they show some resilience in becoming friends. |
| Chinese people are known for their greeting behaviour and the very first thing while greeting someone is that they bow their heads |
| Beliefs about hospitality | America is now a diversified state having many people from all over the world they now welcome people. |
| Chinese are good at hospitality and they believe that welcoming someone with hospitability enhances the connections and their relationships |
| Importance of time | Americans are punctual and they are time conscious |
| Chinese are also punctual, and they prefer to deliver their work and services on time |
| Values | Americans believe in a value system because they want efficiency |
| Chinese look for the opportunities and then merit and values |
| Beliefs about child-raising | Americans let their children live independently |
| Chinese believe in the principles and their children have to follow them |
| Attitudes about personal space /privacy | Americans believe in, giving personal space is their right so they do not tend to live in nuclear families, or they even demand personal space out of their homes. |
| Chinese are not that much rigid about the personal space they let others perform their tasks and duties |
| Gestures to show you understand what has been told to you | They will make us understand in a peaceful way |
| Prefer to talk very shortly |
| Ideas about  modesty | Believe on modesty because they know about their legitimate rights and they have the law |
| Chinese also believe in fairness |
| Foods | Tend more towards fast food |
| Chinese to eat traditional and healthy food |
| Greetings | Welcome people in a happy and peaceful way |
| Hospitality is important for them, so they greet people with a smile |
| Facial expressions and hand gestures | They do not shake hands, they only wave |
| They smile, bow their hands and they close their hands |
| Work ethic | Punctual and more conscious about their rights |
| Punctuality and quality services |
| Religious beliefs | In American culture, people are having various religious beliefs |
| No official religion |
| Religious rituals | As many people are having different backgrounds so there is no specific religious ritual |
| They celebrate rituals yearly |
| Rules of polite behaviour | They believe in personal space and they prefer to stay peaceful and control themselves |
| Prefer to stay calm and peaceful |
| Attitude toward age | No as such treatment towards specific age |
| There is a lot of respect towards the senior citizens |
| The role of family | Americans children get separated when their children reach 18 age(“Child-Rearing Practices in Different Cultures,” 2016) and Chinese believe that family is important for their development |

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| Description | Healthcare services are provided to everyone regardless of their culture, religion, and their race, but there are some barriers like cultural barriers which hinder the healthcare services. Language is an element of culture and there are many languages all over the globe, however, language becomes a barrier when healthcare providers are unable to communicate with the patient during their treatment. The nurses were not able to understand the Chinese language and they were also unable to communicate a patient's words to the translator. |
| Feelings | After watching the video, I realized that there should be a medium of a language so that we would be able to communicate with others. While getting the treatment we should be able to convey our message or medical history with healthcare providers, so that they would prescribe us medication. If someone can communicate his/her message than the person would be treated well, the lack of communication will lead to unexpected consequences like wrong prescription and medication to the patients (Bramhall, 2014). I believe that the nurses who were in the ward could not communicate the words of a patient with each other and repeat them on the phone to the translator. |
| Evaluation | The good thing about this experience was the treatment and healthcare facility provided to the patient regardless of her language and her race. While the bad experience was that, all four actors; patient, translator, and the two nurses could not communicate in the beginning, but the patient was able to convey her message to the translator in the last. |
| Analysis | I believe that the nurses were trying to help and facilitate the patient in possible ways, and they were trying to communicate with her by approaching a translator. However, the nurse with the patient was trying to make her calm and patient was worried and trying to hold the hand of a nurse so that she would not feel helpless. The patient was getting worried about her communication and she was unable to convey her message and the nurses were trying to repeat the words to the translator(*Getting On Season 1 Episode #1 Clip Language Barrier HBO*, n.d.). However, nurses were also unable to follow each other because the nurse communicating with the translator could not pronounce properly. Communication is a skill, and nurses could have communicated with the patient by using actions and they could have connected her to the same language speaker. However, the positive aspect is that they were able to find a translator, who was able to convey her message to healthcare providers.  I believe that this way of communication could have ended in a better way, healthcare management would have called a person who can speak and understand the same language. This was a useful experience because I can understand the barriers which may hinder healthcare and how these barriers can be dealt with in possible ways to avoid risks and emergencies. |
| Conclusion: | I believe that hospitals should hire healthcare providers and nurses belonging to different ethnicities so that they will be able to communicate with the patients and handle the situations before the patients get panic. While there can be a translator who would be communicating with the patients and convey their medical concerns to the nurses.  The positive aspect of this experience is that it made me learn about the importance of teamwork, and how healthcare providers handle emergencies and serve the patients. However, there was a communication gap between nurses that is why they were unable to convey the message. |
| Action Plan: | The goal should be to communicate and to understand the medical history of the patients so that they will be treated well. The communication gap leads to mishappenings during the treatment of the patients i.e. they tell you something and you misinterpret it. The resources needed to improve the situation would be training to the nursing staff and healthcare providers and there can be an online healthcare system where nurses speaking different languages.  The resource can be found within the health system and management can arrange training sessions conducted by the senior staff because they are more experienced. While there can be an online healthcare session to avoid communication barriers and treat the patients in better ways. |
| Human Rights: | The new laws have been administered to provide equal rights and to exercise human rights. The act for equal opportunity includes discrimination, harassment and victimization in public life targeting education, employment, and other services. While there is a racial and religious tolerance act, they will help individuals to respond to the unexpected barriers and hindrances. However, there are ways to support individuals but there will be some behaviours which may offend them, so the Charter of Human Rights and Responsibilities have been administered to ensure the human rights (“The Law,” n.d.). |

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