

JIMMA UNIVERSITY
COLLEGE OF SOCIAL SCIENCES AND HUMANITIES
DEPARTMENT OF SOCIOLOGY AND SOCIAL WORK
SCHOOL OF GRADUATE STUDIES

**ASSESSMENT OF CULTURAL COMPETENCE IN HEALTH CARE SERVICES: THE CASE OF JIMMA
UNIVERSITY SPECIALIZED HOSPITAL**

BY: SISAYALEMAYEHU

**A THESIS SUBMITTED TO THE SCHOOL OF GRADUATE STUDIES OF JIMMA UNIVERSITY IN
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Acronyms

AAN: American Academy of Nursing

BSC: Bachelors of Science Nurse

CLAS: Culturally and Linguistically Appropriate Services

CSA: Central Statistical Authority

DR: Doctor

FGD: Focus Group Discussion

GP: General Practitioner

HIV: Human Immunity Virus

ICN: International Council of Nurses

IOM: Institute Of Medicine

JUSH: Jimma University Specialized Hospital

MOH: Ministry Of Health

NASW: National Association of Social Work

OPD: Outpatient Department

SNNP: Southern Nation Nationalities and People

TCNS: The Trans-Cultural Nursing Society

Abstract

The purpose of this exploratory study was to assess, analyze and clarify the cultural competence of health care providers and patients in Jimma university specialized hospital. The role of cultural competence and challenges faced by health care providers and patients during clinical diagnosis in relation to cultural competence at Jimma university specialized hospital critically been examined and analyzed. Qualitative approach was employed. Purposive sampling was used to select physicians, patients and administrative staff informants from Jimma university specialized hospital. Non-participant observation, in depth interview, key informant interview and focus group discussion were used to generate data from informants. Data generated through different data collection instruments triangulated for their reliability and validity purpose. Findings from this study revealed that physicians and patients in Jimma university specialized hospital were not familiar with the concept of cultural competence and its role in the health care services and their knowledge concerning cultural competence very is limited. Moreover, the study also indicated that there are different barriers during clinical diagnosis of patients. Language barrier, religious barrier, traditional practice of patients, cultural barrier and low literacy level of patients were among barriers during health care service delivery in Jimma university specialized hospital. Findings from the study also showed that the extent of these barriers on health care services delivery were not recognized by the Jimma university specialized hospital administrative officials. That is it needs effective assessment to understand the level or extent of these mentioned cultural competence problems in relation to health care providers and patients.

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Appendix:1

Mission Statement, Vision, Core Values, Goals and Philosophy of Jimma University Specialized Hospital

Mission Statement

Jimma university specialized hospital is committed to reduce morbidity, mortality and disability and improve health status of the local people through providing a comprehensive package of high quality curative, preventive, promotive and rehabilitative health service to the public and providing clinical education to the next physicians, nurses, medical laboratory technologists, pharmacists and other clinical and public health students in collaboration with respective stakeholders (<http://www.ju.edu.et>).

Vision

Jimma university specialized hospital aspire to be premier and renowned hospital in the country recognized international center of excellence for our best patient centered quality of care, clinical teaching and health research. The hospital placing patients at the centre of everything based on principles of quality and safety, access and accountability and continuous improvement where the future generation learns best clinical skill that makes competitive professional in the market (<http://www.ju.edu.et>).

Core Values, Goals and Philosophy of Jimma University Specialized Hospital

Our values form the emotional heartbeat of our organization and apply to everybody irrespective of rank. All employees must relate to these values and they will be instilled to each and every employee and they all shall always live by them. These values are:

- **Community first:** We are here for nothing but to serve and satisfy our community.
- **Quality Care:** effective, respectful, responsive, reliable, efficient and timely.

- **Compassion:** deep understanding of and empathy for the suffering and concerns of others.
- **Accountability:** Being responsible and accountable for the outcome of services we provide.
- **Knowledge:** up-to-date knowledge that leads to global as well as individual transformations.
- **Openness:** make the system open to the world of ideas and global change.
- **Access:** make access easy for clients to reach to services.
- **Collaboration:** work with stakeholders in problem-solving, and innovation.
- **Caring relationships:** establish caring relationship with our patients, students and colleagues (<http://www.ju.edu.et>).

Goals

- ❖ To provide quality medical service to patients and others customers
- ❖ To train undergraduate and post graduate medical and health stream students
- ❖ To harmonize teamwork among paramedical, public health, medical departments and trainees.
- ❖ To arrange presentations and practical works to staffs.
- ❖ To equip departments and laboratories with appropriate instruments and equipment.
- ❖ To set standards for hospital management by adopting MOH (ministry of health) hospital management standards.
- ❖ To reform Jimma university specialized hospital administration systems.
- ❖ To improve administrative and logistic services.
- ❖ To make standard examination and evaluation system for students.
- ❖ To prepare Clinical management guidelines to be used by staffs and students.

- ❖ Boosting up income generation and management capacity to sustain sufficient financial base to support achieving high quality service, teaching, research (<http://www.ju.edu.et>).

The Philosophy of Jimma University Specialized Hospital

- Health and well-being of people is physical, emotional, mental and spiritual. All people have the right to timely, compassionate, high-quality health care so that they may return to an optimal level of health
- A stable and skilled workforce is the key to achieving comprehensive patient care.
- Each individual employee has unique value and potential for growth and the inherent desire to take on personal responsibility
- Employees must be provided with a work environment which facilitates their health, growth and learning, and which promotes work/life balance so that they may offer their best care to patients.
- Empowering employees, involving them in decision-making, promoting ongoing learning and offering advancement opportunities within the corporation.
- Today's students should be seriously supported in order to be a more productive source for tomorrow's human resource for health.
- Adequate funding is essential to meeting our vision and goals.
- By adopting the high-performing organizational model we will be able to provide better patient care and an optimal working environment for our employees.
- Our infrastructure provides the foundation for comprehensive patient care and patient care can be improved through capital investment in facilities and equipment.
- Working cooperatively and collaboratively with our health care colleagues will result in seamless transitions between health care providers for our patients (<http://www.ju.edu.et>).

Appendix:2

Jimma University

College of Social Science and Law

School of Graduate Studies

Department of Sociology and Social work

Focus group discussion with physicians and patients, key informant interview and in depth interview to assess the problem of cultural competence in provision of health care service delivery at Jimma University specialized hospital.

Consent form

My name is Sisay Alemayehu and I am MA student in Social Anthropology in Jimma University. Now I am conducting research on the title: *assessment of cultural competence in health care services: the case Jimma university specialized hospital*. The research can only be successful with your cooperation. So, I would like to ask you to participate by answering questions related to the research under investigation. There is no right or wrong answer. If there is any question that you do not want to answer, you can choose not to answer it. To get necessary information regarding the research objective collecting data through different methods significantly helps the researcher to propose solutions for the problems. I kindly request you to answer the following questions and contribute you share in the completion of the research. The response obtained from you will not be transferred to anybody else.

All information you provide will be kept strictly confidential and will be used for a summary report only. Do you agree to participate? (Yes, No). If yes, shall we start!

Note

Please, say what you feel at discussion session

Focus group discussion conducted with physicians (Medical doctors and Nurses) at Jimma University specialized hospital.

Questions used for discussion

1. How do you conceptualize culture in health care services?

2. How do you conceptualize the word cultural competence in health care services?

3. How can cultural competence influence health care service in the Jimma University specialized hospital? And its importance in relation to physicians and patient relationship?

4. What are the barriers for health care services in Jimma university specialized hospital?

5. Is there any miss communication among physicians and patients at work setting due to language problem in relation to health care services during clinical diagnosis? List out communication problems?

6. What are the roles of cultural competence in health care services particularly Jimma university specialized hospital?

7. What are the challenges faced by physicians regarding the cultural background of patients at Jimma university specialized hospital during clinical diagnosis?

Regarding Language, values, custom, belief during medical practice?

8. Are there appropriate solutions for the problem faced by the physicians at Jimma university specialized hospital in relation to cultural competence and health care service barriers?

Focus group discussion with patients to assess the problem of cultural competence at Jimma University specialized hospital.

Questions used for discussion

1. What is culture? Meanings in social context

2. How do you conceptualize culture in health care services?

3. Are you satisfied with health care service given by the Jimma University specialized hospital?

4. How do you evaluate and rate the physicians and patient relationship in relation during clinical diagnosis at Jimma University specialized hospital?

5. What are the barriers which affect health care services in Jimma University specialized hospital?

6. What are the challenges faced by patients in relation to physicians and their cultural background during clinical diagnosis in Jimma university specialized hospital?

7. What will be the solutions for the problems faced by the patients during medical treatment in relation to cultural competence?

Key informant interview to be answered by informants to assess the cultural competence in health care services at Jimma University specialized hospital.

Interview questions

Semi structured interview questions to addressing cultural competence problems in Jimma university specialized hospital based on specific objectives of the thesis .The interview questions has been formulated to assess the cultural competence problem identified at Jimma university specialized hospital based on literatures either published or un published sources.

1. How do you conceptualize culture in health care services?

2. How do you conceptualize the word cultural competence in health care services?

3. How do evaluate the communication among physicians and patients at work setting during clinical diagnosis?

4. What are the barriers for health care services in the Jimma University specialized hospital?

5. What is the role of cultural competence in health care services particularly Jimma University specialized hospital?

6. What are the challenges faced by physicians regarding the cultural background of patients that is language, values, custom, beliefs and norms?

7. Are there any appropriate solutions for the problem faced by the physicians at working setting?

8. What are the roles of Jimma university specialized hospital in solving culture related problems at work setting?

9. What is the workforce employment strategy of the Jimma University specialized hospital?

- A. Educational background_____
- B. Work experience_____
- C. Ethnic background _____
- D. Language or communication capability _____
- E. Cultural know how_____
- F. Others_____

10. Is there training given to employees on culture related issues at Jimma university specialized hospital?

Annually _____ half year_____ Quarterly_____none _____

Focus group discussion confirmation letter for Medical Doctors

Date _____

Dear _____

Thank you for your willingness to participate in our focus group discussion. As discussed on the phone, we would like to hear your ideas and opinions about *cultural competence problems among physicians and patients in provision of health care service at Jimma university specialized hospital*. You will be in a group with 6 to 9 comprises of Medical doctors who are a permanent staff of the hospital. Your responses to the questions will be kept anonymous. The results obtained from focus group discussion as recommendation will be used as benchmark to solve the problems from its grass root level. The date, time, and place are listed below. Please look for signs once you arrive directing you to the room where the focus group will be held.

Meeting date: _____

Meeting place _____

Meeting time _____

If you need directions to the focus group or will not be able to attend for any reason please call with number _____ or at _____ AM. Otherwise we look forward to seeing you.

Sincerely

Sisay Alemayehu

Researcher on *cultural competence problems among physicians and patients in provision of health care service at Jimma university specialized hospital*.

Focus group discussion confirmation letter for Nurses

Date _____

Dear _____

Thank you for your willingness to participate in our focus group discussion. As discussed on the phone, we would like to hear your ideas and opinions about *cultural competence problems among physicians and patients in provision of health care service delivery at Jimma university specialized hospital*. You will be in a group with 6 to 9 comprises of Bsc and diploma Nurses who are a permanent staff of the hospital. Your responses to the questions will be kept anonymous. The results obtained from focus group discussion as recommendation will be used as benchmark to solve the problems from its grass root level. The date, time, and place are listed below. Please look for signs once you arrive directing you to the room where the focus group will be held.

Meeting date: _____

Meeting place _____

Meeting time _____

If you need directions to the focus group or will not be able to attend for any reason please call with phone number _____ at _____ AM. Otherwise we look forward to seeing you.

Sincerely

Sisay Alemayehu

Researcher on *cultural competence problems among physicians and patients in provision of health care service at Jimma university specialized hospital*.

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የሶሶሎጅ እና ሶሻል ወርክ የትምህርት ክፍል
ፍቃደኝነት የመገለጫስምማት

እኔ ሲሳይ ዓለማዊ ስራዎች ላይ ስለሚገኙት ጉዳዮች፡፡ በጅማ ዩንቨርሲቲ የሶሻል ሳይንስ እና ሂውሞኒቲ ኮሌጅ ሶሻል አንትሮፖሎጂ የሁለተኛ ድግሪ ተመራቂ ተመሪ ሰዎችን የመመረቅ ጥናቱ ርዕስ **“የባህል ተጽእኖ በህክምና አገልግሎት ውስጥ እና መፍትሔ”** የሚል ሲሆን የጥናቱ በታም ጅማ ዩንቨርሲቲ ስፔሻላይዜድ ሆስፒታል ነው፡፡ ጥናቱን ለመከናወን የሆስፒታሉ ሠራተኞች (የአስተዳደርና ህክምና) ባለሙያዎች፣ ታካሚዎች እና በኃላፊነት ላይ ያሉ ሰራተኞች ሰለማክፈለጉ የእርስዎ ፍቃደኛ መሆን ትልቅ ግብዕት ይሆናል፡፡ በዚህም መሰረት ለጥናቱ የሚረዱ የቃለ መጠይቅ መጠይቆች ያለምንም ተጽእኖ በማበራረት እንዲሁም በትህትና እጠይቃለሁ፡፡ ከተዘረዘሩት መጠይቆች መካከል መመላስ የማይፈልጉትን መተው ይችላሉ፡፡ እርስዎ የሰጡትን መላስ ከጥናቱ ውጪ ለሌላ አካል ተላልፎ የማይሰጥ በመሆኑ እና መላኩን የተጠበቀ መሆኑን እገልጻለሁ፡፡ በመሆኑም የእርስዎ ተሳትፎ ለጥናቱ መሳካትና መፍትሔ ከማምጣት አንፃር ከፍተኛ አስተዋጽኦ ስለሚያረጋግጥ ለደረጉት ከፍተኛ ትብብር ከወዳሁ ለመከፈን ያስቻልኩት እወዳለሁ፡፡

ማሳሰቢያ

1. ፍቃደኛ መሆንዎን በዚህ ምልክት ይግለጹ ✓

አዎን

አይደለሁም

2. ቃለ መጠይቁ በድምጽ ይቀዳል

3. በቃለ መጠይቁ መረጃ ምንም ዓይነት የግል ሀሳብ (BIAS) እንዳይኖር ጥንቃቄ ይደረግ

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የቃለ መጠይቅ ጥያቄዎች ለህክምና ባለሙያዎች

1. ባህል መላት ምን መላት ነው?
መጠራረያ ይስጡ

2. የታካሚያና የሀኪሙ የባህል ሁኔታ ማወቅ ህክምና አገልግሎት በሚሰጥበት ቦታ ላይ ያለው ማኔ ሁኔታ ያሉት ግንዛቤ ምን ይመስላል?

3. በጅም ዩኒቨርስቲ ስፔሻላይዥን ሆስፒታል በሚሰጠው ህክምና አገልግሎት የሀኪሙ ባህል እና የታካሚያ የባህል ሁኔታ አለመጠገን ምክንያት በሚሰጠው የህክምና አገልግሎት ላይ የሚያደርሰው ተፅዕኖ እንዴት ይገለጻል?

4. በጅም ዩኒቨርስቲ እስፔሻላይዥን ሆስፒታል በታካሚያና ሀኪሙ ባህል አለመጠገን ምክንያት ከዚህ በፊት የተከሰተ ችግር ነበር? ከተከሰተ በምን ሜላኩ ማቆላጠፍ ተሰጠበት?

5. በጅም ዩኒቨርስቲ ስፔሻላይዥን ሆስፒታል ውስጥ በሚሰጠው የህክምና አገልግሎት አኳያ የባህል መጠገን (በሀኪሙ እና ታካሚያ) መካከል ጥቅሙ እንዴት ይገለጻል?

6. በጅማ ዩኒቨርሲቲ ስፔሻላይዥድ ሆስፒታል የህክምና አገልግሎት በመስጠት ላይ እያሉ በባህል አለመጥጣም ምክንያት ያጋጠሙት ችግር አለ? የተፈጠረ ችግር ካለ እንዴት መፍትሄ አገኘ?

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7. በጅማ ዩኒቨርሲቲ ስፔሻላይዥድ ሆስፒታል በታከሚው እና በሕኪሙባህል መጥጣም ዙሪያ ስልጠና ተሰጥቶ ይታወቃል?

በዓመት _____ ግመሽ _____ ሩብ ዓመት _____ አልተሰጠም _____

8. በጅማ ዩኒቨርሲቲ ስፔሻላይዥድ ሆስፒታል የታከሚዎችን ባህል ካለመወቅ ጋር ተያይዞ የሚፈጠሩ ችግሮችን ከመፍታት አንፃር ከሆስፒታሉ እና ከሠራተኞች (ከሀኪሞች) ምን ይጠበቃል?

9. በጅማ ዩኒቨርሲቲ ስፔሻላይዥድ ሆስፒታል የሕኪሞችን ቅጥር ለመክናወን እንደሚጠበቅ የሚጠቀሙ በዝርዝር ይገለጻ?

ቋንቋ _____ የብሔር _____ የትምህርት ደረጃ _____ የአካባቢው የባህል ሁኔታ እውቀት _____

ልምድ _____ ሌላ _____

10. በሕኪሙ እና ታከሚው የባህል አለመጥጣም ምክንያት የሚፈጠረው ችግር ለመፍታት እንደሚፈቀድ የሚያስቀምጡትን በዝርዝር ይግለጹ፡ :

ቀን _____
 የ ማዕከላዊ ጊዜ _____ ሰዓት
 ሰዓት _____
 ቦታ _____
 ቃለ ማከይቅ የተደረገው ሰው _____
 ቃለ ማከይቅ ያደረገው ሰው _____

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Table 3, 4, 5, 6, 7, 8 and 9 shows the demographic characteristics of purposively selected key informants, in depth interview informants and focus group discussion participants.

Table 3. Demographic Characteristics of Key Informants

No	Pseudo Name	Sex	Age	Educational Background	Work Experience
1	Doctor A	Male	27	Medical Doctor (GP)	2 years
2	Doctor B	Male	26	Medical Doctor (GP)	5 years
3	Sister A	Female	26	Clinical Nurse(Diploma)	4 years

Table.4. Demographic Characteristics of In depth Interview Informants (Medical doctors)

No	Pseudo Name	Sex	Age	Educational Background	Work Experience
1	Doctor C	Male	32	Medical Doctor (GP)	2 years
2	Doctor D	Male	38	Medical Doctor (GP)	5 years

Table 5. Demographic Characteristics of In depth Interview Informants (Patients)

No	Pseudo Name	Sex	Age	Local Language	Address/ woreda	Type of Medication (wards)

1	Ms H	Female	27	Only Afan Oromo	Shebe	Surgical
2	Mr X	Male	31	Afan Oromo and Amhric	Jimma	Medical
3	Mr A	Male	22	Afan oromo and Amharic	Jimma	Medical

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Table 6. Demographic Characteristics of FGD Informants (Medical Doctors)

No	Pseudo Name	Sex	Age	Educational Background	Experience	Local Language
1	Doctor Z	Male	27	Medical doctor (GP)	2 Years	Afan Oromo and Amharic
2	Doctor F	Male	26	Medical doctor (GP)	5 Years	Afan Oromo and Amharic
3	Doctor G	Male	26	Medical doctor (GP)	1 Year	Only Amharic
4	Doctor J	Male	24	Medical doctor (GP)	0 Year	Only Amharic
5	Doctor I	Female	24	Medical doctor (GP)	4 Months	Only Amharic
6	Doctor H	Male	27	Medical doctor (GP)	5 Years	Afan Oromo and Amharic

Table 7. Demographic Characteristics of FGD Informants (Patients)

No	Pseudo Name	Sex	Age	Local Language	Address/ woreda	Type of Medication (wards)
1	Ms B	Female	27	Only Afan Oromo	Mana	Surgical
2	Mr D	Male	19	Only Amhric	Jimma	Medical
3	Mr Y	Male	20	Afan oromo and Amharic	Dedo	Medical
4	Mr K	Male	17	Afan oromo and Amharic	Jimma	Medical

5	Ms C	Female	30	Only Amharic	Jimma	Medical
6	Ms B	Female	24	Afan Oromo	kersa	Medical
7	Mr H	Male	22	Afan oromo and Amharic	Jimma	Medical
8	Mr G	Male	45	Afan oromo and Amharic	Jimma	Medical
9	Mr F	Male	23	Only Afan oromo	Seka cokorsa	Medical

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Table 8. Demographic Characteristics of FGD Informants (Bsc and Diploma Nurses)

N _o	Pseudo Name	Sex	Age	Educational Background	Experience	Local Language
1	Mr Z	Male	24	BSC Nurse	2 Years	Afan Oromo and Amharic
2	Mr K	Male	25	Clinical Nurse	3 years	Amharic and Kefigna
3	Mr J	Male	26	BSC Nurse	2 years	Only Amharic
4	Mr L	Male	27	Clinical Nurse	3 years	Only Amharic
5	Mr M	Male	28	BSC Nurse	2 years	Afan Oromo and Amharic
6	Mr Q	Male	26	Clinical Nurse	3 years	Only Amharic
7	Ms D	Female	28	Clinical Nurse	5 years	Only Amharic

Table 9. Demographic Characteristics of FGD Informants (Bsc and Diploma Nurses)

N _o	Pseudo Name	Sex	Age	Educational background	Experience	Local Language
1	Mr E	Male	26	Clinical Nurse	2 years	Afan Oromo and Amharic
2	Mr W	Male	25	Clinical Nurse	2 years	Afan Oromo and Amharic
3	Mr N	Male	27	Clinical Nurse	3 years	Only Amharic

4	Mr O	Male	27	BSC Nurse	6 months	Afan oromo and Amharic
5	Mr P	Male	26	Clinical Nurse	3 years	Afan Oromo and Amharic
6	Mr R	Male	29	Clinical Nurse	2 years	Only Amharic
7	Mr C	Male	26	BSC Nurse	2 years	Afan Oromo and Amharic
8	Ms E	Female	27	Clinical Nurse	3 years	Only Amharic

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Picture.1 Focus group discussion participants (Medical doctors)

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Picture.2 Focus group discussion participants (Medical doctors)

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Picture. 3 Focus group discussion participants (Bsc and clinical nurse)



Picture. 4 Focus group discussion participants (Bsc and clinical nurse)

