

Multicultural Awareness Project

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Multicultural Awareness

Multicultural Awareness in the healthcare field is important as one will have coworkers and patients of many distinct cultures. Understanding diverse cultures can help healthcare workers give the best possible care to their patients. They may request to be cared for according to their culture or religious beliefs. This could include personal hygiene, end-of-life issues, or diet. Multicultural Awareness is also beneficial when conversing and building relationships with one's coworkers. Overall, having knowledge of many cultures can benefit one working in the healthcare field, as their coworkers and patients will all have distinct cultures and religious beliefs.

Once I begin working in the healthcare field as a Medical Administrative Assistant, I will have patients and work with people who come from many diverse cultures and religions. I hope to start working in a small clinic of a healthcare organization to begin understanding what my job entails. Getting used to the job position in a small clinic will be much easier than starting at a busy hospital. In a year or two, I hope to go back to school to get a bachelor's degree in healthcare management. Understanding my position as a Medical Administrative Assistant in a small clinic will prepare me to get my bachelor's degree in healthcare management. By obtaining a bachelor's degree I will have more opportunities for job advancement in the future. When I did the interview for the beginning of this project, I learned a lot about the medical field. My interviewee was my sister as she went to Bryant & Stratton College, and she is highly successful in her career today. She is an Occupational Therapy Assistant, she works for a wonderful company, and she really enjoys her job. As she is my sister, we both have the same

background and religious beliefs. We are both Caucasian and are very heavily Irish. We both grew up in a Christian household, and we are both strong Christians today. She taught me a lot about what she learned about cultural sensitivity, and how being knowledgeable of many cultures can be beneficial when working in the healthcare field. Overall, I have set goals for myself that will help me advance in my career, and my sister has taught me a lot about cultural sensitivity and how it is beneficial in the medical field.

Culture and cultural differences have a significant impact on the workplace. This is especially true when it comes to working with patients. Patients will come in from many diverse cultures, languages, backgrounds, and religions. It is important for healthcare professionals to have knowledge of many distinct cultures. One example the interviewee produced was that if a coworker is bilingual, this could be a great benefit. This is because they can translate for patients who speak different languages. It is true that, "if you were dealing with a severe illness, you would want your diagnosis fully explained in a language you understand, along with details on how to follow the prescribed treatment to ensure your full and safe recovery" (Morris). Patients should always be aware of their condition, so they are aware of what is going on. She also explained how coworkers of diverse cultures and religions having is beneficial, so that they can understand and respect patients cultural and religious beliefs. Multicultural awareness in the healthcare field allows healthcare professionals to provide the best possible care for their patients.

The biggest takeaway from the interview is how she explained that not being able to understand a patient can make her job difficult. When patients have a thick accent or speak a different language it is hard to understand what they are saying. This can cause the patient to become frustrated, and then the patient will not be receiving the best possible care. It is so important to have a diverse staff in the medical field, so that patients can be understood and have their wishes respected. For all healthcare workers, “regardless of language barriers, healthcare providers are required to deliver high-quality healthcare that adheres to the principles of human rights and equity to all their patients” (Shamsi). If a healthcare provider cannot understand a patient, then they will have to find a way for the patient to be taken care of, because it is their duty. She also mentioned that having translators is beneficial in the medical field, so they can respect the patient’s wishes. The interview helped me gain insight on how multicultural awareness is so important in the medical field, and how it affects patient satisfaction.

The interview and research I have done on multicultural awareness will benefit me in my future career as a Medical Administrative Assistant. I will continue to research about various cultures, backgrounds, ethnicities, and religions to be an informed citizen. This will benefit me in the future when I have coworkers of distinct cultures, and how I treat patients. Patients appreciate it when healthcare professionals understand their culture, because it makes them feel loved and appreciated for who they are. I will continue to converse with people of diverse cultures to help me gain knowledge and increase my multicultural awareness. Overall, having multicultural

awareness will allow me to increase patient satisfaction, and build relationships with my coworkers in the future.

References

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