

EFFECTIVE
COMMUNICATION
IN
MULTICULTURAL
HEALTH CARE
SETTINGS

GARY L. KREPS
ELIZABETH N. KUNIMOTO

COMMUNICATING EFFECTIVELY
IN MULTICULTURAL CONTEXTS

3

Effective Communication In Multicultural Health Care Settings

Catherine Arnott Smith, Alla Keselman



Effective Communication In Multicultural Health Care Settings:

Effective Communication in Multicultural Health Care Settings Gary L. Kreps, Elizabeth N. Kunimoto, 1994-04-08 This book provides insights into the complexities of multicultural relations in health care and demystifies the many cultural influences on health and health care to achieve its ultimate goal to help people get the most they can out of health care and facilitate the promotion of public health

Humanizing Healthcare Reforms Gerald Arbuckle, 2012-10-15 This book looks at the problems facing healthcare systems from a social anthropological angle and argues for a return to a values based approach to healthcare The author clarifies how organizations need to identify the goals that unite their members and how individuals at every level can contribute to positive change in their organizations

Handbook of Research on Applied Social Psychology in Multiculturalism Christiansen, Bryan, Chandan, Harish C., 2021-06-18 Social psychology is the scientific study of how the thoughts feelings and behaviors of individuals are influenced by the actual imagined and implied presence of others In this definition scientific refers to the empirical investigation using the scientific method while the terms thoughts feelings and behaviors refer to the psychological variables that can be measured in humans Moreover the notion that the presence of others may be imagined or implied suggests that humans are malleable to social influences even when alone such as when watching videos or quietly appreciating art In such situations people can be influenced to follow internalized cultural norms Social psychology deals with social influence social perception and social interaction The research in this field deals with what shapes our attitudes and how we develop prejudice The Handbook of Research on Applied Social Psychology in Multiculturalism explores social psychology within the context of multiculturalism and the way society deals with cultural diversity at national and community levels It will cover major topics of social psychology such as group behavior social perception leadership non verbal behavior conformity aggression and prejudice This book will deal with social psychology with a direct focus on how different cultures can coexist peacefully by preserving respecting and even encouraging cultural diversity along with a focus on the psychology that is hindering these efforts This book is essential for researchers in social psychology and the social sciences activists psychologists practitioners researchers academicians and students interested in how social psychology interacts with multiculturalism

Healthcare Administration for Patient Safety and Engagement Rosiek-Kryszewska, Aleksandra, Leksowski, Krzysztof, 2018-02-09 Ethical medical treatment is an important aspect of healthcare that is affected by multiple influencing factors in both private and public medical organizations By understanding and adapting the components of the health system to these influencing factors healthcare can have better outcomes for patients and practitioners Healthcare Administration for Patient Safety and Engagement provides emerging research on the theoretical and practical aspects of healthcare management for optimal patient care and communication While highlighting topics such as clinical communication ethical dilemmas and preventive medicine this book will teach readers about the tools and applications of ethical treatment and hospital behavior in both private and public medical organizations This book is an

important resource for managers and employees of health units physicians medical students psychology and sociology professionals and researchers seeking current research on healthcare organization and patient satisfaction

Communicating Effectively with the Chinese Ge Gao,Stella Ting-Toomey,1998-06-10 How can North Americans improve their communication with the Chinese A useful and efficient approach to understand prevalent cultural assumptions underlying everyday Chinese communicative activities Communicating Effectively with the Chinese identifies and conceptualizes some of the distinctive communication practices in Chinese culture Utilizing the self OTHER perspective as a conceptual foundation authors Ge Gao and Ting Toomey portray and interpret the dynamics of Chinese communication They examine how self conception role and hierarchy relational dynamics and face affect ways of conducting everyday talk in Chinese culture They explain why miscommunication between Chinese and North Americans take place and suggest ways to improve Chines North American communication By incorporating instances of everyday talk Gao and Ting Toomey offer a realistic and clear illustration of the specific characteristics and functions of Chinese communication as well as problematic areas of Chinese North American encounters Adding to the sparse literature on communicating with others of different cultural backgrounds Communicating Effectively with the Chinese is an insightful resource that will be widely used by professionals and academics in communication intercultural communication interpersonal communication Asian studies and race and ethnic studies

National Standards for Culturally and Linguistically Appropriate Services in Health Care United States. Office of Minority Health,2001

Managing Intercultural Conflict Effectively Stella Ting-Toomey,John G. Oetzel,2001-07-25 In this volume Ting Toomey and Oetzel accomplish two objectives to explain the culture based situational conflict model including the relationship among conflict ethnicity and culture and second integrate theory and practice in the discussion of interpersonal conflict in culture ethnic and gender contexts While the book is theoretically directed it is also a down to earth practical book that contains ample examples conflict dialogues and critical incidents Managing Intercultural Conflict Effectively helps to illustrate the complexity of intercultural conflict interactions and readers will gain a broad yet integrative perspective in assessing intercultural conflict situations The book is a multidisciplinary text that draws from the research work of a variety of disciplines such as cross cultural psychology social psychology sociology marital and family studies international management and communication

The Health Psychology Reader David F Marks,2002-06-06 The Health Psychology Reader is designed to complement and support the recent textbook Health Psychology Theory Research and Practice by David F Marks Michael Murray Brian Evans and Carla Willig SAGE 2000 It can also be used as a stand alone resource given its didactic nature The Reader explores key topics within the health psychology field with incisive introductions to each section by the Editor and includes a selection of the most important theoretical and empirical published work

Health Professional and Patient Interaction - E-Book Amy M. Haddad,Regina F. Doherty,Ruth B. Purtilo,2023-03-08 Learn how to navigate the complicated and challenging world of health care with Health Professional and

Patient Interaction 10th Edition Covering strategies for effective communication and collaboration this time tested guide offers the tools needed to establish positive patient and interprofessional relationships that are built on respect It not only covers respectful actions communication standards and good decision making but also demonstrates how those decisions directly shape successful patient outcomes Practical examples and authentic scenarios highlight how to apply respect and professionalism to coworkers and patients of various ages and backgrounds across a wide spectrum of healthcare environments It s the strong foundation you need to communicate effectively for positive collaborative and compassionate patient centered care UNIQUE Integration of respect throughout the text underscores its necessity across the many different types of interactions between the health professional and patient and establishes the foundation for positive relationships with patients and interprofessional care teams UNIQUE Focus on interprofessional and intraprofessional collaboration addresses issues that apply to many different healthcare disciplines to help you identify with your specific field as well as recognize themes that apply across a variety of healthcare delivery settings UNIQUE Information on developmental and lifespan changes offers insight on the challenges experienced by patients families and caregivers and strategies for effective age appropriate interactions UPDATED Comprehensive evidence based content provides the most current information and strategies for being an effective and compassionate health professional Authentic patient cases and scenarios drawn from contemporary practice demonstrate strategies and tools for effective communication and collaboration with patients and colleagues in a wide range of healthcare settings Reflections Questions throughout the text challenge you to apply critical thinking skills and personal experience to different scenarios Questions for Thought and Discussion at the end of the book help you apply your knowledge to a variety of situations Extensive updated references ensure content is current and applicable to today s clinical practice

Communication Yearbook 24 William Gudykunst,2012-03-22 Communication Yearbook 24 originally published in 2001 comprises essays that address the current status of theory and research in each division and interest group of the International Communication Association ICA It focusses on the following questions What are the parameters of the division interest group and what is the relationship of the division within other groups What are the major theories used and what research is there to support these theories What are the major lines of research and what are the main issues with which scholars must cope in the twenty first century

Intercultural Communication Training Richard W. Brislin,Tomoko Yoshida,1994-03-11 This unique handbook provides an organizational framework for planning and establishing intercultural communication training programs Drawing from intercultural communication and cross cultural training this guide emphasizes those aspects of training that explicitly involve face to face communication The approaches covered apply to any situation where good personal relations and effective communication need to be established with people from different cultural backgrounds

Explaining Illness Bryan B. Whaley,1999-11 This volume studies the explanation of illness in various cultural and social contexts It is essential reading for scholars and practitioners in health communication

and health care fields including nursing public health and medicine **Research Anthology on Rehabilitation Practices and Therapy** Management Association, Information Resources,2020-08-21 The availability of practical applications techniques and case studies by international therapists is limited despite expansions to the fields of clinical psychology rehabilitation and counseling As dialogues surrounding mental health grow it is important to maintain therapeutic modalities that ensure the highest level of patient centered rehabilitation and care are met across global networks Research Anthology on Rehabilitation Practices and Therapy is a vital reference source that examines the latest scholarly material on trends and techniques in counseling and therapy and provides innovative insights into contemporary and future issues within the field Highlighting a range of topics such as psychotherapy anger management and psychodynamics this multi volume book is ideally designed for mental health professionals counselors therapists clinical psychologists sociologists social workers researchers students and social science academicians seeking coverage on significant advances in rehabilitation and therapy

Communicating to Manage Health and Illness Dale E Brashers,Daena Goldsmith,2009-08-11 This edited volume advances the theoretical bases of health communication in two key areas communication identity and relationships and health care provider patient interaction Chapters aim to underscore the theory that communication processes are a link between personal social cultural and institutional factors and various facets of health and illness **Cultural Competence** Ronnie Linda Leavitt,2010 Cultural Competence A Lifelong Journey to Cultural Proficiency provides a comprehensive theoretical and practical approach to increasing knowledge and awareness improving attitudes and providing the necessary skills for practicing cultural competence each day Dr Ronnie Leavitt along with a group of contributors with a range of backgrounds both in physical therapy and the social sciences provides an evidencebased text looking to explore practical applications in a wide array of settings Cultural Competence addresses cultural competence by discussing the special considerations one needs to learn about rather than specific population groups Also discussed is how different theorists describe cultural competence as well as methods of measuring cultural competence and government policies regarding cultural competence

BOOK JACKET *Improving Intercultural Interactions* Kenneth Cushner,Richard W. Brislin,1997-04-21 Develop a unique counseling approach for training clients students and target populations with *Improving Intercultural Interactions* a pragmatic text that deals with concerns specific to intercultural experiences in counseling Intended as a companion to the first volume by Brislin and Yoshida this new book works from an educational model for counseling and presents training modules that are relevant for varying clusters of circumstances from the world of business to the field of education It builds upon the first book and deals with issues including ethics ethnocultural identification conflict and mediation across cultures as well as empathy and cross cultural communication In addition this practical text is full of exercises activities and self assessment questions that promote growth and cultural awareness By defining culture inclusively and broadly the editors have compiled a unique collection of training modules that will be essential to professionals and researchers in a broad range

of fields including clinical counseling psychology educational psychology social work psychology gender studies sociology cultural studies ethnic studies and management

Communicating Environmental Risk in Multiethnic Communities
Michael K. Lindell, Ronald W. Perry, 2004 Annotation This volume is recommended for practitioners in private emergency management and federal state and local governments as well as students studying risk communication health communication emergency management and environmental policy and management BOOK JACKET Title Summary field provided by Blackwell North America Inc All Rights Reserved

Meeting Health Information Needs Outside Of Healthcare
Catherine Arnott Smith, Alla Keselman, 2015-08-04 Meeting Health Information Needs Outside of Healthcare addresses the challenges and ethical dilemmas concerning the delivery of health information to the general public in a variety of non clinical settings both in person and via information technology in settings from public and academic libraries to online communities and traditional and social media channels Professionals working in a range of fields including librarianship computer science and health information technology journalism and health communication can be involved in providing consumer health information or health information targeting laypeople This volume clearly examines the properties of health information that make it particularly challenging information to provide in diverse settings Addresses professional challenges and ethical problems of communicating health information to lay people in non clinical settings Focuses on health information as a challenge for different professionals providing health information in different settings Emphasizes the shared challenges of information practice across different settings as well as those facing professionals in different roles

Cancer, Culture and Communication Rhonda J. Moore, David Spiegel, 2007-05-08 The ability to communicate effectively with cancer patients and their family members has been linked to patient satisfaction reduced psychological morbidity enhanced health and reduced clinician burn out Yet despite what we know about the benefits of effective communication cancer clinicians have only recently begun to receive routine training in the psychosocial and emotional aspects of cancer patient care This volume creates a multi disciplinary dialogue about clinician patient communication It offers a description of the relevance of culture as a contextual effect that impacts the clinician patient relationship Some important topics addressed include Oncology care Quality of life issues Supportive survivorship Cultural differences in health care Multidisciplinary medical approaches This book is for physicians nurses hospice and palliative care professionals and public health professionals who would like to understand the ways we can improve clinician patient communication in culturally diverse medical settings It is also suitable for graduate level courses in medical education oncology and health care

Communication Yearbook 40 Elisia L. Cohen, 2016-05-05 Communication Yearbook 40 completes four decades of publishing state of the discipline literature reviews and essays In the final Communication Yearbook volume editor Elisia L. Cohen includes chapters representing international and interdisciplinary scholarship demonstrating the broad global interests of the International Communication Association The contents include summaries of communication research

programs that represent the most innovative work currently Emphasizing timely disciplinary concerns and enduring theoretical questions this volume will be valuable to scholars throughout the communication discipline and beyond

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