

The effectiveness of diversity in mind training on registered nurses and registered psychiatric nurses cultural competence in psychiatric emergency services

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Increasing cultural diversity in Canadian demographics has necessitated that healthcare providers become more culturally competent. It is therefore essential for registered nurses (RNs) and registered psychiatric nurses (RPNs) to be more culturally competent to adequately serve increasingly diverse patients. One proposed solution to enhance cultural competence is through training programs that promote advancing

professional knowledge and skills in cultural competency. To this end, in 2004, Alberta Health Services (AHS) initiated a four-hour “diversity in mind” training program offered by an accredited facilitator. However, to date, it is largely unknown to what extent this training program is effective in improving culturally competent practices. In this presentation, the results of a quasi-experimental group study conducted in a southern Alberta hospital will be presented. The study aim was to examine the effectiveness of the “diversity in mind” training program on the cultural competence levels of registered nurses (RNs) and registered psychiatric nurses (RPNs) who practice in Psychiatric Emergency Services (PES). The inventory for assessing The Process of Cultural Competence Among the Health Professionals-Revised (IAPCC-R) scale will be administered retrospectively as pretest

(immediately after the “diversity in mind” training) and posttest (one month later) to measure the change in levels of cultural competence. The IAPCC-R measure of cultural competence has widely been used nationally and internationally. IAPCC-R scores will be further categorized as cultural proficiency (91-100), cultural competent (75-90), culturally aware (51-74) and cultural incompetent (25-50) in keeping with subscale domains. Trend analysis will assess the association of changes on the pretest and posttest cultural competence level scores of RNs and RPNs before and after the “diversity in mind” training. It is anticipated that the study results will demonstrate a trend towards improved cultural competency among RNs and RPNs with specific recommendations for re-design and implementation of the “diversity in mind” training curriculum to improve program effectiveness.