



## Delivering Culturally Competent Nursing Care

*Gloria Kersey-Matusiak PhD RN*

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I have found this book helpful. Many fundamentals books gloss over the concept of cultural competence and students feel they understand until they are confronted with a clinical situation. This book provides an opportunity for readers to gain a deeper and more practical understanding."--**Doody's Medical Reviews**

Offering a how-to approach to the development and application of cultural competency skills in nursing, this text provides numerous techniques for cultural self-assessment and cultural patient assessment. Its unique framework for self-assessment--considered to be a highly important facet of developing culturally competent nursing care--is based on the Cultural Competency Staircase Model, a self-assessment model developed by the author who has over 30 years of clinical practice in culturally diverse settings.

The text begins by defining cultural competency and describes how nurses can use the Staircase Model to determine their level of cultural competence. Emphasis is placed on developing cross-cultural communication skills and resolving cross-cultural conflicts. The book provides tools for the cultural assessment of patients and focuses on working with culturally diverse colleagues and patient populations. Using case vignettes, it presents problematic clinical scenarios related to cultural diversity and discusses how to resolve them. Each chapter opens with learning objectives and glossary terms and ends with key points, NCLEX-RN review questions and a list of additional resources. The AACN Cultural Competencies for Baccalaureate Graduates are addressed in each chapter.

### **Key Features:**

- Provides multiple strategies to assist nurses in facilitating cultural competency
- Introduces an easy-to-follow self-assessment model for nursing students and novice nurses
- Covers working with culturally diverse colleagues, care of bariatric patients, and care of new immigrants
- Includes challenging case scenarios drawn from real life situations
- Designed for use throughout undergraduate curriculum



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#### **Scott Smith:**

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#### **Helen Massey:**

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