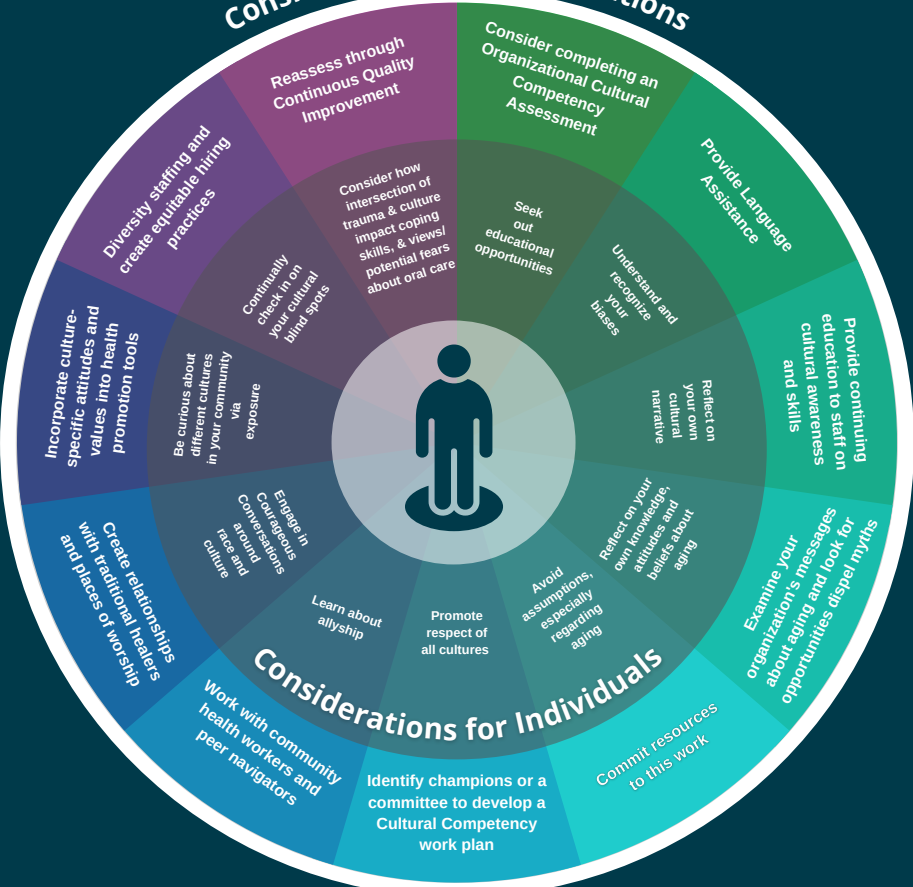


Being Culturally Competent in Long-Term Care: Oral Health Conversations

Cultural Competence

Cultural competence in healthcare refers to the “ability of systems to provide care to patients with diverse values, beliefs and behaviors, including the tailoring of healthcare delivery to meet patients’ social, cultural and linguistic needs.”¹

Considerations for Organizations



Best Practices

1 Create a safe space to discuss oral health for everyone

- ✔ Determine what safety means to the individual you are working with (i.e. space, the characteristics of the interviewer)
- ✔ Appreciate that some may experience fear around receiving oral health care
- ✔ Normalize the conversation: everyone has challenges with maintaining good oral health

2 Stigma

- ✔ Recognize that there is an increased risk of oral disease in some populations (older adults, BIPOC, chronic mental illness sufferers, smokers, those living in poverty)
- ✔ Be aware that some may experience shame around not maintaining good oral health
- ✔ Be aware that some older adults may believe it is a normal part of aging to have poor oral health

3 Address the Limits of Confidentiality

- ✔ Acknowledge confidentiality concerns and be transparent about the situations when information will be shared
- ✔ Provide options based on the patient's privacy concerns, such as when interpreters disclose information or someone in the community finds out

4 Language Comprehension

- ✔ Recognize that language comprehension is more than just reading (i.e. does the person understand the material they are signing, are other non-written options provided)
- ✔ Provide information in the preferred language
- ✔ Establish an individual's pronouns
- ✔ Use patient-centered language and avoid stigmatizing language
- ✔ Use MOTIVATE posters and visuals to teach

Resources

[Disparities in Oral Health](#)

[Not for Doctors Only: Ageism in Healthcare](#)

[Enhancing Dental and Dental Hygiene Student Awareness of the Lesbian, Gay, Bisexual and Transgender Population](#)

[Oral Health Beliefs, Traditions and Practices in the Somali Culture](#)

[How Culture Affects Oral Health Beliefs and Behaviors](#)

Organizational Self Assessment

[Improving Cultural Competency](#)

[Center of Excellence for Cultural Competence](#)

[Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile](#)

[National CLAS Standards](#)

Cultural Competency Work Plan

[Cultural Competency Planning Guide](#)

Education on Cultural Awareness

[Online Continuing Education For Healthcare Professionals: Cultural Competency Training](#)

[Improving Cultural Competence in Substance Abuse Treatment](#)

Cultural Brokers and Peer Navigators

[Bridging the Cultural Divide in Health Care Settings](#)

[Building a Robust Peer Navigator Program to Accelerate Recovery: Q&A with a SUD Peer Program Coordinator](#)

Cultural Specific Attitudes and Values in Tools and Practice

[Cummings Online Resources: Cultural Competence in Healthcare](#)

Reflect on Your Own Cultural Narrative and Awareness

[Exercise Self Reflection and Critique](#)

Understand Your Biases

[Implicit Association Test](#)

[Understanding Our Implicit Biases](#)

Engage in Courageous Conversations

[Beginning Courageous Conversations about Race](#)

[Continuing Courageous Conversations Toolkit](#)

How to be an Ally

[Allyship in Healthcare – How To Reduce Inequality in your Community](#)

[Clinician, How Can You Be A Better Ally?](#)



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In collaboration with Massachusetts General Hospital

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MOTIVATE
Maine's Oral Team-Based Initiative
Vital Access to Education
Oral Health Leads to Total Health

