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# Improving Cultural Approaches to Pediatric Palliative Care in Central Massachusetts

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Authors	Harger,, Nancy E. RN, MS LIS;Naheed,, Usmani MD;Costa,, Jennifer PNP;McDonough, Estela
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# Mission

Determine the impact of a web tool to improve health care providers' ability and comfort level in caring for a diverse patient population in the hospital setting.

# Objective

Provide cultural and palliative care information— resources, books and journal articles to assist health care workers at UMass Memorial Children's Medical Center in caring for children from the diverse cultural backgrounds living in the region.

## **Evaluation**

There is a plan to evaluate usage. The team will survey users at baseline and after they visit the Library Guide. We will survey Children Medical Center staff, including:

- Nurses
- Residents
- Attending Physicians
- Child Life Staff

# Palliative Care Subject Guide

Resource using SpringShare® software to create a Library Subject Guide. The subject guide is a collaborative project including Pediatric Oncology, the Lamar Soutter Library, Interpreter Services, and student interns.

# Cultural Approaches to Pediatric Palliative Care in Central Massachusetts

World's People in Central Massachusetts

**Mission and Guiding References** 

**Index of Cultures** 

**Religious Beliefs** 

Culturally Sensitive Palliative
Care

**Palliative Care Resources** 

**Pediatric Palliative Care Team** 

**Interactive Index of Cultures** 

**Interpreter Services** 

#### **Country specific information includes:**

- Geography
- General Cultural Information
- Family Structure
- Communication Style
- Religious Practice
- Dietary Practices
- Concepts of Health and Wellness
- Local Community Information
- References

#### **Communication Style**

Brazilians provide many details when offering information. They are always very courteous and will stop the conversation to summarize it for those who cannot keep up. They are comfortable with verbal confrontation, although confrontation does not happen between a younger and an older person. It is considered impolite to say 'no' directly to a health care provider; clinicians should not

provider; clinicians should not assume patients have necessarily concurred. Brazilians greet everyone with a hug. If the newcomer is a family member, friend, or acquaintance, a kiss on each cheek is included. Handshakes are appropriate when strangers are introduced or in formal situations, both for greetings and good-byes. If two men are well acquainted, a slap on the shoulder or stomach, or a sustained pat on the back, may accompany the handshake and last into the conversation.

#### **BRAZIL**



# World's People in Central Massachusetts

Demographic information was used to select the twenty-eight cultures and fifteen religions represented in the Library Guide

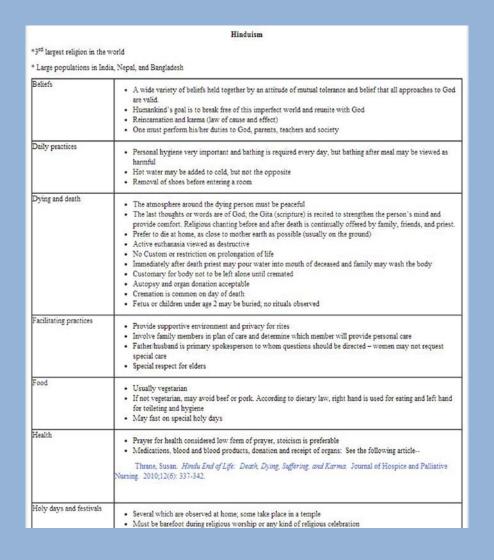
http://libraryguides.umassmed.edu/diversity\_guide

Lamar Soutter Library

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# **Religious Beliefs**

A word of caution must regularly be expressed when one is trying to speak absolutes about any religion. Within each denomination or belief system there are always variations. Geographic locations, generation gaps, gender differences, or cultural diversity may impact these convictions



# Usage

In the first quarter of 2013, usage of the guide has been over 3,000 hits. It has received more hits than any of the other guides produced by the Lamar Soutter Library. In addition to health professionals, we understand the public is also visiting the guide.



Authors: Naheed Usmani, MD; Jennifer Costa, RN, CPNP; Nancy Harger, RN, MSLIS; Estela McDonough