

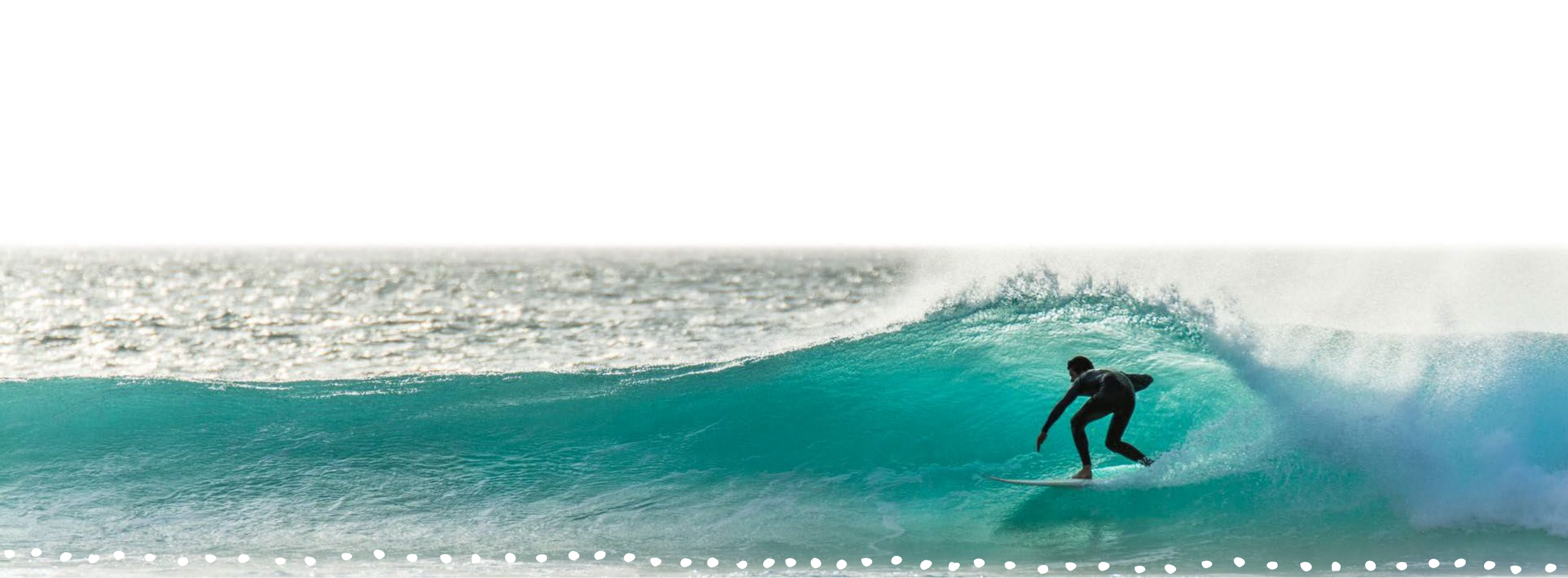


*Pearls for Cultural
Competence and
Communication*

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Disclosures and Goals

- Not the expert
- Personal experiences and research and updates
- Courses on cultural competency
- Tips and pearls will be reviewed



Cultural Competence

Lifelong dynamic process



Diverse patient population

FLUID

Ethnicity

Identity

Beliefs

Backgrounds

Generation

Definition of cultural competency

Ability to incorporate cultural **beliefs and values** into account

Individualize care that takes values into account

“healthy” looks different for everyone

More than **physical** health

Consider **emotional, mental and spiritual** well being

E.g. dietary plans : complementary and alternative medicine



Why is it important

Enhancing your patient interactions

Better understanding and creating trust

Better shared decisions less hesitancy with treatment plans and better compliance





Key points in Cultural competency

1. Empathy by active listening
2. Respect and cultural sensitivity
3. Communication
4. Support

Case example and AD

- 7 y.o. boy with several years of Atopic Dermatitis since Infancy
- Presented last year at MOPD
- AD was being treated with topicals on and off: Triamcinolone
- Mom Dad and a couple of siblings came for the visit.

Case example



Case Study

- Reviewed input in chart-Not much was inputted
- No eye contact from the patient
- Nonverbal, non cooperative - Autistic
- Dad started history
- But not organized not sure what is being done
- Mom in the background

Case study

- Alpha
- WHO IS THE CARETAKER? WHO KNOWS WHAT IS GOING ON?
- As it turned out the skin care is being taken care of by the mom
- Let dad say his history and then transitioned to the mom who knows EXACTLY what is going on.
- Both parents spoke English really well

Active Listening and empathy without judgment

- Listen to concerns
- Acknowledge feelings
- Acknowledge culture differences
- Keep an open mind
- Pt need to feel that they were heard and you understood
- WHAT did they want from the visit ? Their goals and expectations?

Active listening

- Give full attention
- Maintain eye contact
- Empathetic body language; nonverbal cues: hand gestures personal space etc.
- Nodding, using right words, practices, phrases etc.
- Repeating back what the person said

Respect cultural sensitivity

- Treating with dignity
- Honoring values and preferences
- Privacy decisions
- Personalized care taking into consideration the person's unique circumstances
- Adjusting treatment according to values and beliefs
- Understand beliefs and ask about hesitancy regarding treatments offered

Communication

- Effective communication to build trust
- Explain in simple terms whether diagnosis or treatment or procedure CLEAR LANGUAGE
- Straightforward without a lot of technical jargon
- Ask if they understand in their own words so you are on the same page.
- Translator
- Do not use child as the translator
- Follow up visits to improve the visit

Support

- Give relevant information to help
- Guide through challenging treatments
- Help the caretakers through their anxiety
- Words of encouragement and genuine concern to build trust
- Give resource and support
- Address fears feelings of isolation and anxiety , unique needs and preferences
- Better personalized care plans to improve health outcomes

How to address ALL of the questions in so little time without getting burnout

- Common AD questions
- What are the triggers
- Food allergy: give me some suggestions what to feed my child
- Bathing practices
- Allergy testing
- What to do with the results of the tests
- What moisturizers How about probiotics
- I don't want antibiotics or steroids
- Costs

ADCT – Atopic Dermatitis Control Tool



Understanding your atopic dermatitis using ADCT

Atopic dermatitis (AD) is a chronic form of eczema. It is a common and treatable disease, but it is not always easy to manage, and it may impact your quality of life in more than one way.

Measuring disease control across all areas of life affected by your AD – including visible skin signs, symptoms such as itch and pain, or overall quality of life – can help your doctor monitor treatment response, guide conversations about

optimal care that is right for you, and set achievable treatment goals.

Atopic Dermatitis Control Tool (ADCT) is a tool developed to assist patients and their doctors in comprehensively and efficiently understanding their disease. To self-assess how well controlled your AD is, please answer the following questions. Your responses to ADCT will help your doctor or nurse better understand your treatment needs.

Step 1: Complete six brief questions about your AD

Please complete the questions below. To use ADCT correctly, you must answer all six questions.

Atopic Dermatitis Control Tool

Please answer the following questions thinking about your experiences with eczema, sometimes called “atopic dermatitis”

- Over the last week, how would you rate your eczema-related symptoms (for example, itching, dry skin, skin rash)?
 1 None 2 Mild 3 Moderate 4 Severe 5 Very Severe
- Over the last week, how many days did you have **intense episodes of itching** because of your eczema?
 1 Not at all 2 1-2 days 3 3-4 days 4 5-6 days 5 Every day
- Over the last week, how **bothered** have you been by your eczema?
 1 Not at all 2 A little 3 Moderately 4 Very 5 Extremely
- Over the last week, how many nights did you have **trouble falling or staying asleep** because of your eczema?
 1 No nights 2 1-2 nights 3 3-4 nights 4 5-6 nights 5 Every night
- Over the last week, how much did your eczema **affect your daily activities**?
 1 Not at all 2 A little 3 Moderately 4 A lot 5 Extremely
- Over the last week, how much did your eczema **affect your mood or emotions**?
 1 Not at all 2 A little 3 Moderately 4 A lot 5 Extremely

© Atopic Dermatitis Control Tool, Version 1, 27 Nov 2018 Sanofi Group and Regeneron Pharmaceuticals Inc. All Rights Reserved.
ADCT – US/English

To learn how to calculate your ADCT total score, please turn over to reverse side.

MAT-GL9-2105147 V1.0 Date of approval November 2021

The Atopic Dermatitis Control Tool (ADCT) was developed to facilitate patient-physician discussion on control of atopic dermatitis. The ADCT is not intended to replace the physician's medical judgment in diagnosing and treating the patient.

ADCT – Atopic Dermatitis Control Tool

Step 2: Calculate your ADCT total score

After you have answered all six questions, use the ADCT table below to calculate your ADCT total score.

- **For each question, your answer is scored between 0 points and 4 points.**
Fill in the grey boxes in the right-hand column of the ADCT table below with the points you scored for each question.
- **The sum of points for your answers to the six ADCT questions is your ADCT total score.**
Calculate the sum of your points in the grey boxes and write it into the purple box at the bottom. Your ADCT total score will be between 0 and 24.
- Note down today's date in the box on the top left. You might want to refer back to the time you recorded your ADCT total score when you speak to your doctor about your AD.

Today's date:	<input type="text"/>					Note your points for each question in the grey boxes
1. Over the last week, how would you rate your eczema-related symptoms?	(None) 0 points	(Mild) 1 point	(Moderate) 2 points	(Severe) 3 points	(Very Severe) 4 points	
2. Over the last week, how many days did you have intense episodes of itching because of your eczema?	(Not at all) 0 points	(1-2 days) 1 point	(3-4 days) 2 points	(5-6 days) 3 points	(Every day) 4 points	
3. Over the last week, how bothered have you been by your eczema?	(Not at all) 0 points	(A little) 1 point	(Moderately) 2 points	(Very) 3 points	(Extremely) 4 points	
4. Over the last week, how many nights did you have trouble falling or staying asleep because of your eczema?	(No nights) 0 points	(1-2 nights) 1 point	(3-4 nights) 2 points	(5-6 nights) 3 points	(Every night) 4 points	
5. Over the last week, how much did your eczema affect your daily activities?	(Not at all) 0 points	(A little) 1 point	(Moderately) 2 points	(A lot) 3 points	(Extremely) 4 points	
6. Over the last week, how much did your eczema affect your mood or emotions?	(Not at all) 0 points	(A little) 1 point	(Moderately) 2 points	(A lot) 3 points	(Extremely) 4 points	
Sum of your points = Your ADCT total score:						

Step 3: Speak to your doctor about how your AD affects your day-to-day life

Your AD may not be well controlled if:

- **Your ADCT total score is at least 7 points**
 - OR
 - **Your ADCT total score has increased by 5 points or more since you last used ADCT**
- ✓ If you are concerned that your AD may not be well controlled, you should seek medical advice
 - ✓ Bring your completed ADCT with you for your next scheduled consultation
 - ✓ Speak to your doctor about your responses to the ADCT questions and how your AD is affecting you

The schachner ladder

- Oberlin KE et al Atopic Dermatitis Made Easy : The Schachner Ladder : Pediatr Dermatol 2019: 36(6) :1017-18
- If severe: Clobetasol Class 1-2 BID +TCI+ PDI+emollients 3-5 days
- If moderate, Triamcinolone BID +TCI+PDI +Emollients 3-5 days
- If mild Aclometasone BID +TCI+PDI+Emollients 3-5 days
- Controlled : TCI or PDI +emollients BID for 2 weeks
- Maintenance : same as above twice weekly for 6 months
- Long term maintenance : emollients bid

Chronic Problem Lots of questions

- Set limitations; goals of this visit
- Need to quickly summarize information and relay your understanding of the concerns TODAY
- If too many questions divide visits into several visits as there is not enough time
- Organize their questions to make it easy for you
- Enlist help from medical assistants with setting limits and time limits
- Support groups NEA or other websites
- Gain trust first and make a plan with shared decisions based on beliefs and personal preferences

Thank you

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