

RESEARCH BRIEFING

“Enhancing Quality with Culture-Sensitive, Patient-Centered Assessments and Care Planning”

HIGHLIGHTS:

- ▶ Home health (HH) clinicians do not receive adequate training or education on patient-centered and culture-sensitive (PC/CS) care, leading to inconsistent care practices.
- ▶ Barriers to providing PC/CS care included a lack of time related to high productivity quotients, documentation burden that usurped PC/CS time with patients, agency care delivery models that interfered with continuity of care, inadequate resources for supplemental services (i.e. social worker, dietician, etc...), inflexible EHR systems that precluded individualization of care plans, and more.
- ▶ Medicare policies do not currently facilitate PC/CS care, and in fact may enact an additional barrier to care through prioritization of fiscal savings over patient goals.

▲ OVERVIEW OF RESEARCH

Health disparities exist amongst home health patients who are members of minority, marginalized and vulnerable groups. As such, HH clinicians play a crucial role in setting the stage for home health patients' outcomes. To achieve high-quality and equitable care for all patients, clinicians need PC/CS assessment and care planning skills. This research investigated home health clinicians' PC/CS knowledge and skills, how they develop these skills, how they incorporate PC/CS skills into their practice, and the facilitators and barriers of PC/CS care. Researchers also sought to identify PC/CS practices that busy clinicians can adopt to provide PC/CS assessments and care planning effectively and efficiently.

▲ RESULTS

Through a series of interviews with both home health care nurses and transcultural nurses, researchers investigated the current attitudes and skills, levels of education and training, and barriers to facilitating PC/CS care. While a number of barriers currently exist to providing adequate care, research found a willingness amongst many nurses to engage and provide more PC/CS care. However, lack of training, inadequate support, agency demand for inordinately high productivity requirements contributed to

clinician's feeling burnout, fatigue, frustration, and in some cases abandoning PC/CS goals all together. Ultimately, caring was the foundation for the development of PC/CS skills. Participants stressed the importance of developing a caring relationship for effective assessment and care planning. One clinician stated, "Patients don't care how much you know until they know how much you care." A clinical resource about how clinicians can incorporate patient-centered and cultural sensitive behaviors into their clinician-patient relationships and assessment and care planning resources was developed (Narayan, 2023). The research provided initial answers to "What is PC/CS care in home health care?"

▲ IMPACT FOR HOME HEALTH CARE

- Agencies should put into place programs which evaluate current level of PC/CS care processes; support PC/CS education during orientation and with in-services; and consider including PC/CS care in agency mission and value statements with clinician input.
- Policymakers must work with HHC to avoid the unintended consequence of PC/CS care-hindering policies. HHC clinicians may help identify innovative strategies to meet both patient-centered and economic concerns of proposed policies.
- Further education in PC/CS care is needed and should be implemented as part of nurse training, including specific strategies for care in the home which differs from other settings.

WHERE TO READ MORE

- ▶ Narayan MC, Mallinson RK. Home Health Nurses' Journey Toward Culture-Sensitive/Patient-Centered Skills: A Grounded Theory Study. *Home Health Care Management & Practice*. 2022;34(1):24-34. doi:10.1177/10848223211027860
- ▶ Narayan, M. C. What constitutes patient-centered care in home care? A descriptive study of home health nurses' attitudes, knowledge, and skills. *Home Healthc Nurse*, 2022, 40(6), 317-329. 10.1097/NHH.0000000000001124
- ▶ Narayan, MC. Structural Barriers to High-Quality Home Healthcare Nursing. *Home Health Care Manag Pract*, 2023 online first, <https://doi-org.mutex.gmu.edu/10.1177/10848223231180590>
- ▶ Narayan, MC. Patient-Centered/Culture-Sensitive Assessment & Care Planning Strategies: Resource for Clinicians, 2022. Accessible at <https://marynarayan.com/Clinical-Resource/>. May be copied for clinical and educational purposes without permission.

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ABOUT THE GRANT

The Research Institute's Home Care Research grant is the only grant dedicated solely to the betterment and understanding of care in the home. With more than a decade of sponsoring and providing integral education and research on the value of home health care to the U.S. health care system, the Institute, through the grant process, seeks to bring home health care research to the forefront and sow the seeds for critical research in the field that will help inform better care for patients now and for the future.

ABOUT THE INSTITUTE

The Research Institute for Home is a 501(c)(3) non-profit, national consortium of home care providers and organizations foundation focused on improving access to and delivery care in the home. The Institute invests in research and education about home care and its ability to deliver quality, cost-effective, patient-centered care across the care continuum. The Institute is committed to conducting and sponsoring research and initiatives that demonstrate and enhance the value proposition that home care has to offer patients and the entire U.S. health care system.