

Diversity in Health Care Essay Assignment Year 2—Fall 2009

Due: Tuesday, November 3

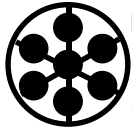
(to small group facilitator at beginning of small group session)

Late Policy: Scores are reduced by 1 point on assignments a day or less late, 2 points on those 2 to 7 days late. Essay assignments received more than 1 week past the due date automatically receive a marginal grade.

Useful Definitions

While there are many ways to define these complex terms, for the purposes of this assignment they will be defined as:

- Diversity:** Diversity is a form of individualism, unique characteristics, beliefs and values. Amongst humans, particularly in a social context, the term diversity refers to the presence in one population of a (wide) variety of cultures, ethnic groups, languages, physical features, sexual orientation, gender, socio-economic status, etc.
- Race:** A group of people united or classified together on the basis of common history, nationality or geographic distribution.
- Ethnicity:** Identity with or membership in a particular racial, national, or cultural group and observance of that group's customs, beliefs, and languages.
- Culture:** The system of shared beliefs, values, customs, behaviors, and artifacts that the members of society use to cope with their world and with one another, and that are transmitted from generation to generation through learning.
- Cultural Competency:** The ability of health care practitioners to recognize the cultural beliefs and health practices of diverse populations and to use that knowledge and evidence to prescribe the best possible treatment or intervention.



Goal

Students will learn about the health care needs, experiences and expectations of an interviewee from a cultural, racial or ethnic group other than the students' own. Recognizing that all interview subjects are individuals, students will learn more about their interviewee's culture, race and ethnicity and will determine to what extent—if any—it influences their health care beliefs and expectations. Students will also relate what they learn from this experience to issues presented in PCM this quarter on US Health Care Systems. This exercise will promote increased sensitivity and awareness with the goal of fostering culturally competent care.

Content—Three Steps

1. *Find a subject to interview*

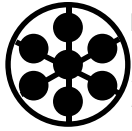
Your first resource in finding a subject to interview should be your preceptor. If you are unable to secure an interview subject through this source, the following OHSU departments have agreed to assist you with your search:

- 1) The Center for Diversity and Multicultural Affairs
(503) 494-5657
<http://www.ohsu.edu/academic/diversity/>
- 2) Affirmative Action and Equal Opportunity Office
(503) 494-5148
<http://www.ohsu.edu/aaeo/>
- 3) SOM Office of Diversity Affairs
(503) 494-8220
<http://www.ohsu.edu/som/dean/oma/>

Of course, you may also draw upon your own ingenuity. Neighbors, other students, other physicians, your PCM small group instructors, community colleges, county health clinics, community groups and programs are all potential resources.

2. *Conduct the interview*

You may choose to conduct your interview in a public or familiar place, like a coffee shop, park, office building, etc. Also, there are many classroom spaces available at OHSU that you may arrange to have your interview take place in. Additionally, you may choose to conduct the interview in the interviewee's home. If you do this, use your own level of comfort to determine if you would like to visit the home alone or with another student. Remember, you must have the interviewee sign the consent form prior to the interview.



3. Write your paper

The major task of your assignment will be to write a reflective paper on your experience (see specific instructions). The final section, Section II, is the most important section. Here you will write a separate personal essay in which you thoughtfully consider what you have learned from this experience and specifically address how this relates to the health care systems and access issues covered in PCM in this and past quarters.

Note: There have been instances in the past with this assignment where interview information has been falsified or distorted. Please note that this not only undermines the valuable learning experience of the assignment, but it is also unethical, unprofessional and can warrant disciplinary actions. Please refer to OHSU's Code of Conduct for more information on this matter (<http://www.ohsu.edu/cc/codeofco.pdf>).

Instructions for the Paper

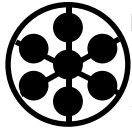
Below you will see a list of questions to cover during your interview. While you should feel free to develop your own questioning and interview style, please be sure to cover in your paper all of the items listed below. You can also add any questions that you feel are pertinent. Interview subjects should not be forced to answer any question that seems to make them uncomfortable. In your write-up, you may use pseudonyms to refer to family members if you wish. Again, remember to have the interviewee sign the consent form prior to the interview.

The interview portion of the paper (Section I) should be about 4 to 8 double-spaced pages (font size 12) in length with the analysis portion (Section II) being another 4 to 6 double-spaced pages. Please try to keep your paper somewhere between 8 and 14 pages. Remember that details bring the interview alive for your facilitators and illustrate what you have learned, so be as descriptive as possible.

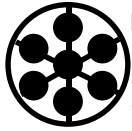
At a minimum, the paper should address the following questions:

Section I: The Interview

- 1) How did you identify and select your interview subject?
- 2) In what way, or ways, is your interview subject "different" than you?



- 3) Describe the subject's background, including family history, education, employment, place of residence, religious beliefs (if any), hobbies, interests, race, ethnicity and culture.
- 4) What language(s) is/are usually spoken in the subject's home?
- 5) Where does your subject get his/her health care information: Radio, phone, internet, television, and/or other? If other, explain.
- 6) Does your subject ever rely on friends and family for health care information?
- 7) Who does the person being interviewed turn to for support, in terms of health care as well as in general?
- 8) Where does your subject receive health care?
- 9) Is a significant portion of your subject's income devoted to health care?
- 10) How does he/she usually pay for health care?
- 11) Is there any history of chronic illness in your subject's family? (If so, this is a great opportunity to actually ask the Kleinman questions):
 - *What do you think has caused the problem?*
 - *Why do you think it started when it did?*
 - *What do you think this sickness does to you (or your family member)?*
 - *How does it work?*
 - *How severe is the sickness? Will it have a long or short course?*
 - *What kind of treatment do you think should be given?*
 - *What are the most important results you (or your family member) hope to receive from treatment?*
 - *What are the chief problems the sickness has caused for you (or your family member)?*
 - *What do you (or your family member) fear most about the sickness?*
- 12) Does your subject and/or his/her family ever use any alternative medicines (including spiritual healings), supplements or therapies?
- 13) In general, describe your subject's experience with health care, including western and alternative medicines.

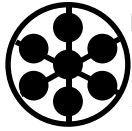


- 14) Has your subject ever felt like he/she was the victim of stereotype or prejudice in his/her experience with health care?
- 15) Would you describe your subject's access to medical care as easy, difficult or in between? Explain.
- 16) Did your subject have any other negative or positive experiences to share relating to seeking or obtaining medical care? Please explain.
- 17) Are there any other barriers you can describe concerning your subject's access to health care? If so, please describe the barriers and any solutions he/she employed to alleviate those barriers.

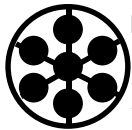
Section II: Analysis

This last section is the most important part of this assignment—treat it accordingly! In the first section, you are merely reporting. In this section, you will be expressing your own analysis of your interviewee's situation and how it relates to what you have learned in PCM about U.S. health care systems—especially issues addressed this quarter. Remember to integrate this assignment with readings, presentations, ideas expressed in your small group.

- Here are a couple of questions you may want to address when writing this section:
- Discuss this interviewee's overall situation with regard to access and quality of medical care.
- What did you learn about the other person? [Education, employment, family, residence, religious beliefs, hobbies, interests, race, ethnicity, and culture.]
- Did you feel a rapport developing between yourself and the other person? If yes, what enabled the rapport? If no, what blocked the rapport?
- What experience as a patient has your interview subject had?
- How did the person expect to be treated in an encounter with the health care system?
- In what way did the health care system meet, or not meet, the person's expectations?



- In what way did the health care system not respect the values and beliefs of the person?
- What would you change, if anything, about our current system to better respond to the needs of the person you interviewed?
- Describe your reaction to the experience of interviewing your subject. Did you learn anything that surprised you? Did you examine a stereotype that you might have held in a different light?
- How will you take what you learned from this assignment and apply that knowledge to your practice as a physician



CONSENT FOR INTERVIEW

I, _____, agree to participate in an interview conducted by a medical student as an instructional activity in the required medical curriculum in the School of Medicine at the Oregon Health and Science University (OHSU).

The purpose of this interview is to help medical students better understand your issues with access to healthcare and to build his/her skills in working with interviewees. With your consent, s/he would like to interview you and, if applicable, other members of your household or family today. The interview will be used as part of an essay assignment and, therefore, the essay will be reviewed by one or two faculty members from OHSU. If you wish it, you may request that your name(s) can be changed in the essay.

Your consent, or lack of consent, to be interviewed will in no way affect your health care at Oregon Health & Science University.

I understand that:

1. The interview is being conducted for teaching purposes and will be reviewed by the student conducting it and one or more faculty members from OHSU.
2. I can request at any time that the interview be immediately terminated.
3. I can request at any time to have my name or my family members names changed in the essay assignment to be formulated from the interview.
4. This consent applies only to the interview being conducted today.

Any personal information you reveal to faculty or students will be kept strictly confidential. Maintenance of your personal dignity and respect for your sense of privacy is of paramount importance in this instructional program.

The Oregon Health and Science University, a Public Corporation, is covered by the Oregon State Liability Fund. If you suffer any injury from this educational activity, compensation would be available to you only if you establish that the injury occurred through fault of the University, its officers, or employees. If you have further questions, you may call Janet Billups, J.D. at 494-5222.

Printed name of Interviewee/Guardian

Date

Signature of Interviewee/Guardian

Relationship to interviewee

Printed name of Medical Student

Signature of Medical Student