

Fall 12-9-2021

## The Impact of Culture on Family-Centered Care

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### Recommended Citation

Akbar, S., MacDermott, S., & Park, K. (2021, December 9). The Impact of Culture on Family-Centered Care. Poster presented at the Virtual OTD Capstone Symposium, University of St Augustine for Health Sciences. Retrieved from <https://soar.usa.edu/otdcapstonesfall2021/5>

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# The Impact of Culture on Family-Centered Care

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## BACKGROUND

Consistent caregiver involvement in therapy services is crucial to increase therapeutic outcomes, and the overall well-being of both parent and child (Lin et al., 2018). Past studies have found that families with diverse cultural backgrounds do not have access to equal family-centered care (FCC) services, resulting in parent disengagement behaviors (D'Arrigo et al., 2020; Hackworth et al., 2018). Lack of acknowledgement of diverse cultures is furthering the existence of cultural discrimination and health care inequities in therapy services (Sood et al., 2014). Presently, there is a lack of literature that describes which cultural factors impact the delivery of effective FCC, specifically the usage of therapist's therapeutic use of self and caregiver engagement.

## PROBLEM

There is a current lack of research on identification of specific cultural factors that impact family-centered care, further causing health disparities and cultural inequity in pediatric therapy.

## PURPOSE

**To identify what cultural factors impact the delivery of FCC in pediatric therapy services, specifically practitioner's usage of the therapeutic use of self and parent engagement in FCC.**

### Outcome objectives:

- Research challenges in the parent-therapist relationship
- Identify how cultural differences impact parent decisions and practitioner's delivery of services

## METHODS

**Research question:** Which cultural factors impact FCC, specifically caregiver engagement and the therapist's therapeutic use of self?

### Survey:

- Therapist survey: 15 questions
- Caregiver: 20 questions
- Both took approximately 15 minutes to complete

### The broad themes:

- Caregiver-therapist relationship
- Caregiver satisfaction
- Therapeutic use of self
- Cultural competency
- Learning style
- Caregiver and therapist engagement

### Inclusion criteria:

- OTs, PTs, SLPs, ABA therapists, and other rehabilitative pediatric therapists currently working with children 0-5 years old
- Caregivers whose 0-5 years old child currently has therapy services

### Cultural Factors Addressed in Surveys

Caregiver Survey	Therapist Survey
• Religion	• Religion
• Gender	• Gender
• Age	• Age
• Race	• Race
• Number of people in household	

### Recruitment:

- Posted to social media websites
- Pediatric therapy site distribution through link or QR code

### Observation:

- Observed caregiver-therapist relationship at two therapy pediatric sites

## RESULTS

Participants (N=60) were asked questions about current delivery of FCC and parent and therapist satisfaction with current services. 32 caregivers (N=32) and 28 therapists (N=28) participated in the survey.

Survey Topics	Caregiver Survey Response	Therapist Survey Response
Involvement	<ul style="list-style-type: none"> <li>81% felt included and understood goals in FCC.</li> </ul>	<ul style="list-style-type: none"> <li>22% were not sure whether caregivers understood goals.</li> <li>89% felt that they include caregivers in FCC.</li> </ul>
Learning style	<ul style="list-style-type: none"> <li>Verbal communication and working hands-on were the most effective style.</li> <li>38% caregivers did not agree that therapists used their learning style.</li> <li>Therapist uses verbal communication and pictures/handouts.</li> </ul>	<ul style="list-style-type: none"> <li>65% felt that verbal communication and visual demonstration was the most effective method to communicate with parents.</li> <li>96% responded that communication style is different with every caregiver.</li> <li>Two therapists reported that some caregivers are uninterested in learning.</li> </ul>
Family routine	<ul style="list-style-type: none"> <li>50% did not agree that child's therapy matched with family routine.</li> </ul>	<ul style="list-style-type: none"> <li>96% prioritized caregiver routines and client's health status more so than family routine.</li> </ul>
Concerns	<ul style="list-style-type: none"> <li>88% felt supported with concerns.</li> <li>Concerns were addressed by therapist by speaking during or after therapy sessions or changed therapy style.</li> </ul>	<ul style="list-style-type: none"> <li>100% of therapists responded that main concerns are child's health status and child's other needs.</li> <li>Most therapists speak with caregivers during or after sessions or alter therapy to fit concerns.</li> </ul>
Feeling respected	<ul style="list-style-type: none"> <li>100% felt that have been treated fairly despite cultural differences.</li> </ul>	<ul style="list-style-type: none"> <li>89% use respecting different beliefs and cultural differences to build a healthy parent- therapist relationship.</li> </ul>

## DISCUSSION

Due to lack of diversity in participants, the impact of cultural factors on FCC were not able to be assessed accurately in this study. This study provided insight on the current delivery of FCC. Results show that communication is essential to both caregiver's and therapist's understanding of each other when building a healthy parent-therapist relationship. This aligns with the therapeutic use of self model, which emphasizes communication and therapist's adapting their therapeutic use of self to the needs of caregivers, in order to sustain parent engagement.

### Future Implications

- Focusing on identification of the impact of cultural factors in FCC at a specific location and community
- Adding socioeconomic information and where children receive therapy
- Including interviews and more open-ended survey questions for more thorough responses about caregiver and therapist satisfaction
- Recruiting participants in person rather than through social media

### References

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