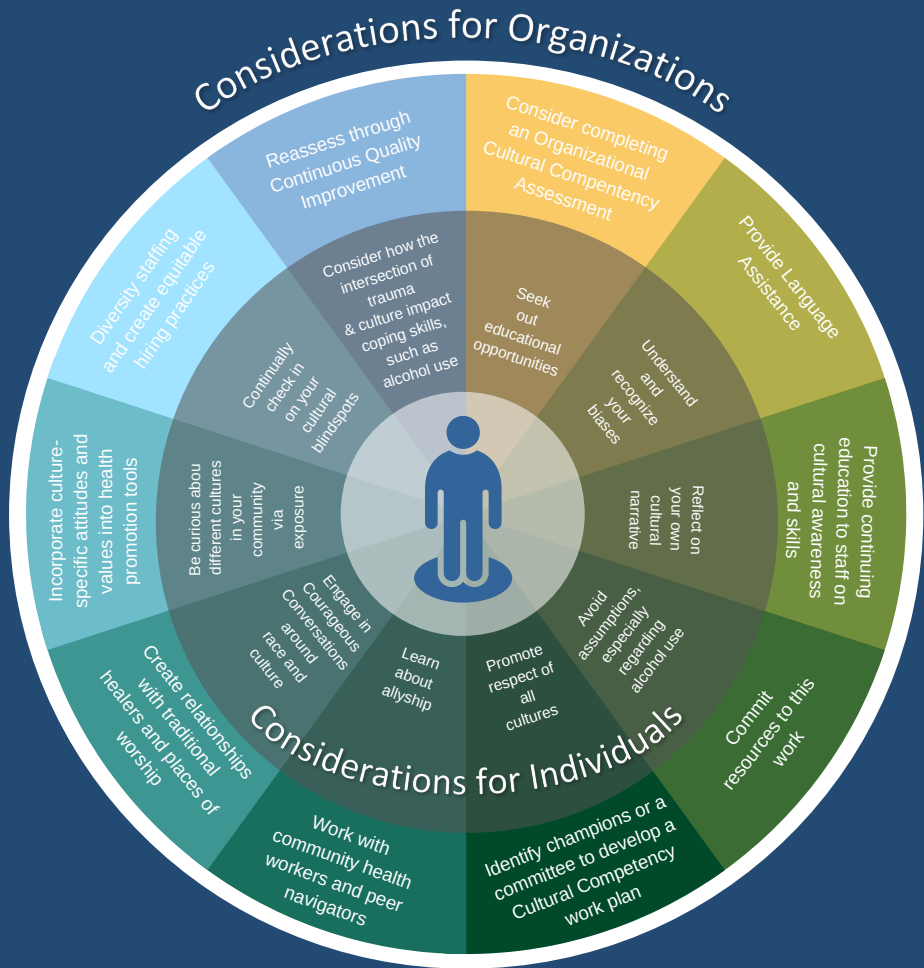


Being Culturally Competent in Primary Care: Alcohol Use Conversations

Cultural Competence

"Cultural competence in healthcare refers to the "ability of systems to provide care to patients with diverse values, beliefs and behaviors, including the tailoring of healthcare delivery to meet patients' social, cultural and linguistic needs." *



Best Practices

1. Create a safe space to discuss alcohol use for everyone

- Determine what safety means to the individual you are working with (i.e. space, the characteristics of the interviewer)
- Appreciate that some may be worried about safety when sharing their personal alcohol use with you
- Normalize the conversation: we talk to everyone about alcohol

2. Stigma

- Appreciate that there is an increased risk for AUD/SUDs in populations impacted by trauma (i.e. LGBTQ, immigrants, BIPOC).
- Recognize that alcohol might be used as a coping skill
- Be aware that admitting alcohol consumption may be difficult when it may violate their religious beliefs and/or be experienced as shameful to them

3. Address the Limits of Confidentiality

- Acknowledge confidentiality concerns and be transparent about the situations in which information will be shared
- Provide options based on concerns which may include interpreters disclosing and/or community finding out (i.e. phone interpretation versus in-person interpreter)

4. Language Comprehension

- Recognize that language comprehension is more than reading (i.e. is the client regulated enough to understand the material that is being signed, are options provided, such as video instructions, that include more than written language)
- Provide information in the preferred language
- Establish client pronouns
- Use patient-centered language and avoid stigmatizing language, i.e. alcohol use instead of alcohol abuse
- Use Time to Ask poster and visuals to teach

References

*AHRQ <https://psnet.ahrq.gov/perspective/cultural-competence-and-patient-safety>



www.lunderdineen.org/alcohol-use-time-ask



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In collaboration with Massachusetts General Hospital



TIME TO ASK

*Education that transforms
conversations about alcohol use*

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