Design Document: Infusing Cultural and Linguistic Competence into the Recruitment and Retention of Nurses

September 2023

Notes to Reviewers

Focus: Please prioritize the accuracy and comprehensiveness of the content during this review phase. Evaluate its effectiveness in addressing the current problem. Does it align with the specified objectives? Does this plan encompass the required topics?

Questions: Questions for reviewers will be highlighted in yellow. All questions will need to be answered before design can begin. Look to the right of the page for notes from the designer.

Feedback: Please use "suggesting" feature of the Word document.

Timeline to review: XXX

1	Business Purpose	Company	XXX Hospital System is a prominent healthcare provider situated in a large metropolitan area characterized by its diverse population, including a significant immigrant community of Hmong and Somali natives. Approximately X% of the hospital admissions per year comprise patients from these communities.
		Need	While we are proud to serve such a diverse patient population, we recognize that our medical personnel often face challenges related to cultural and linguistic differences, leading to barriers in effective care delivery. It is estimated that these cultural and linguistic challenges contribute to suboptimal patient outcomes and healthcare disparities within our hospital system. This training program is specifically designed to assist professionals working within XXX Hospital System in promoting cultural competence in recruitment and retention of nurses. By doing so, we aim to address the existing gaps in our healthcare services and enhance the quality of care provided to patients from diverse cultural backgrounds.
		Goals	Initiate a dialogue about the significance of cultural competence in relation to the recruitment and retention of nurses.

		Help participants assess the organization's implementation of various strategies to promote cultural competence in recruitment and retention of nurses.	
		Help participants generate action plans aimed at enhancing cultural and linguistic competence within the organization.	
2	Target Audience	This training is offered to hospital administrators and HR professionals who have direct impact on recruitment and retentions of nurses.	
3	Training Time	3 hours 15 minutes long	
4	Training Recommendation	Format	This course will be conducted in a virtual instructor-led training format.
5	Deliverables	PowerPoint Deck Facilitator Guide Participant Guide	
6	Learning Objectives	State the significance of cultural competence in relation to the recruitment and retention of nurses.	
		Assess the organization's implementation of various strategies to promote cultural competence in recruitment and retention of nurses.	
		Generate an action plans aimed at enhancing cultural and linguistic competence within the organization	
7	Training Outline	Introduction	Welcome (3 min)
			Announcements (5 min)
			Poll (5 min)

			How would you rate your organization's current level of cultural competence in its recruitment and retention practices? A) Not Yet Started B) Early Stages of Implementation C) Making Moderate Progress D) Well-Established and Integrated E) Leading in Cultural Competence Results shown on the screen.

			Statistics/Problem (6 min)
			
			   a) Importance of care providers who understand or share cultural characteristics with their patients is significantly higher for non-white adults.
			   b) Nurse demographics in the US is predominantly white.
			   c) There is a discrepancy between the need and the current number of culturally diverse staff among nurses.

			Learning Objectives (3 min)
		Cultural Competence	Definition (3 min)
			Benefits (3 min)
		Culturally and Linguistically Appropriate Services (CLAS)	Poll (5 min) Describe your experience with CLAS. A) Not familiar B) I am somewhat familiar C) I know it well but haven't done any work on implementing it. D) I am using it in my current work Results shown on the screen.
			CLAS Overview (10 min)
			Poll (5 min)

			Which aspect of cultural competence do you believe has the most impact on the recruitment and retention of nurses within your organization? A) Leadership's commitment to diversity and inclusion. B) Providing linguistically appropriate services and multilingual staff. C) Incorporating cultural competence into onboarding and professional development. D) Fostering open discussions about cultural differences and biases. E) Developing equitable compensation policies.
		Reflection and Planning Tool	Purpose and structure (10 min)

			Breakout Room (15 min)
			  a) Go through each strategy listed in the tool and rate the degree to which your organization has implemented them.
			  b) Rate each strategy, make sure to identify the strengths you've already built and the gaps that need attention.

			Check in (10 min)
			  a) Where do you see your organization standing?
			  b) What strategies are already in place, and which ones need improvement?

			BREAK

			Breakout Room (15 min)
			  a) Discuss and share an example of a successful initiative or practice your organization has implemented to promote cultural competence in either recruitment or retention.
			  b) What were the outcomes of this initiative, and how did it contribute to creating a more inclusive and diverse environment?

			Check in (10 min)
			  a) What are some strategies you heard mentioned?
			  b) What impact did they have?

			Strategy (5 min)
			a) Prioritize areas of effort where some aspects are already in place or where planning is currently underway. This approach may allow you to see immediate, short-term progress. b) Tackle one or two big strategies that the team decided were "not yet" or "somewhat" in place. c) Use this as an opportunity to accomplish a longer-term strategy—perhaps something that you have been wanting to implement for a long time.
			Template introduction (5 min)
			Breakout Rooms - Action Plan (30 min) a) Prioritize strategies. b) Set clear goals. c) Outline steps for implementation.
			Check in (10 min) a) What are the top three action steps you would recommend for your organization to enhance cultural competence in recruitment and retention? b) How do you plan to implement these steps, and what potential challenges might you anticipate?
		Summary	Wrap up
			Q&A
8	Assessment Plan	Knowledge Checks	Polls and informal knowledge checks after activities
		Post Course Survey and Markers	6 months after: Survey on new strategy implementation results 1 year after: Self-report questionnaire using HR data comparison on nurse demographics