

SE13b – RECOGNITION OF NURSING

NURSES DELIVERING CULTURALLY SENSITIVE CARE IN THE PACU

Provide one example, with supporting evidence, of a nurse or group of nurses delivering culturally and/or socially sensitive care in an ambulatory area.

NewYork-Presbyterian (NYP) nurses are dedicated to providing culturally and/or socially sensitive care for all patients. To increase cultural/religious competence and sensitivity to people of various faith traditions, the Pastoral Care and Education Department has built a library of resources of significant holy days of the major faith traditions that are represented across NYP campuses, including NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia), and communicates informational cultural and religious resources via emails to the workforce. This growing archive of cultural information helps the workforce (inclusive of nurses) to understand what is important in the lives of co-workers, patients and families. This resource supports the NYP Credo of Respect that “everyone matters.”

The Pastoral Care and Education Department provided information about the Jewish faith and culture, including special dietary considerations, such as Kosher options that are available for patients, and Shabbat (Sabbath) practices. In order to support the observance of Shabbat (Friday after sunset through Saturday after sunset), chaplains distribute Shabbat boxes with electric candles, grape juice, a special cup, spices, and a healing note. [SE13b.1—NYP Jewish Cultural Competency Resources](#)

Nurses Deliver Culturally Sensitive Care

On the morning of January 4, 2024, Carol Borczyk, BSN, RN, CAPA, clinical nurse, PACU (MB3,4-605325) [PACU] (ambulatory care setting), cared for Ms. X.X., a 43-year-old patient who was being prepared for placement of an Ommaya with delivery of intrathecal chemotherapy for metastasized breast cancer. The patient’s primary language was Hebrew. Ms. Borczyk offered the patient interpreter services, which the patient declined at the time, in lieu of having family there to assist with the communication. Language is regarded as a cultural trait due to its inherent connection

with the transmission of cultural information. This concept reflects the understanding that language is not merely a system of communication, but also a carrier of cultural nuances, values, traditions, and shared experiences within a community or society. (O'Brien, Lyman, Mesoudi, & VanPool, 2010).

Upon her assessment, Ms. Borczyk asked if the patient had any cultural requests during her hospitalization, to include any dietary considerations. The patient responded that she adhered to a Kosher diet. Ms. Borczyk let the patient know that the hospital would ensure all her meals were Kosher and communicated her cultural preferences verbally during handoff and documented her cultural care in the electronic medical record.

[SE13b.2—EMR Documentation Interpreter, Kosher](#)

On January 4, 2024, at 11:21 am, following the patient's procedure, Debbie Caruth, BSN, RN, CDE, clinical nurse, PACU, cared for the patient. Upon her admission assessment to the PACU, Ms. Caruth offered the patient interpreter services, noting the patient's primary language was listed as Hebrew, an offer she accepted. Ms. Caruth used the interpreter services available in Hebrew and conducted her assessment providing culturally sensitive care by using interpreter services.

On January 4, 2024, at 4:51 pm, Jenean Igmtat, BSN, RN, CCRN, clinical nurse, PACU, used interpreter services to provide education to the patient on her plan of care and also used interpreter services for providing discharge instructions at 6:00 pm to facilitate communication, demonstrating delivery of culturally sensitive care.

The clinical nurses in the PACU provided culturally sensitive care by preserving linguistic nuances with specific cultural significance through the utilization of interpreter services. [SE13b.3—EMR Documentation Interpreter Services](#)

Reference

O'Brien, M. J., Lyman, R. L., Mesoudi, A., & VanPool, T. L. (2010). Cultural traits as units of analysis. *Philosophical transactions of the Royal Society of London. Series B, Biological Sciences*, 365(1559), 3797-3806.
<https://doi.org/10.1098/rstb.2010.0012>

 

(<https://instagram.com/nyphospital>)



(<http://www.facebook.com/newyorkpresbyterian?sk=wall>)



(<https://twitter.com/nyphospital>)

Cultural/Religious Competency Resources



Overview

To increase cultural/religious competence and sensitivity to people of various faith traditions, the Pastoral Care & Education Department has undertaken an initiative to build a library of resources of the more significant holy days of the major faith traditions that are represented across our campuses. This is a growing archive of cultural information that helps us to understand what is important in the lives of our co-workers and the patients and families that we serve. This resource supports our NYP Credo of Respect that everyone matters. We welcome your feedback and input if there are major holidays from your faith tradition that you would like to have included.



Happy Chanukah

Dec 18, 2023, 2:00 PM
Chanukah, also known as “The Festival of Lights” begins Thursday evening, December 7, 2023. Chanukah lasts for eight days, ending the evening of Friday, December 15, 2023

Happy Chanukah!

(<https://infonet.nyp.org/PCED/Documents/Chanukah2023.pdf>)

Kwanzaa 2023

Dec 18, 2023, 2:00 PM
Kwanzaa is a cultural/ethnic celebration held in the United States and in some nations of the African diaspora.

HAPPY KWANZAA!

(<https://infonet.nyp.org/PCED/Documents/Kwanzaa2023.pdf>)

Christmas 2023

Dec 18, 2023, 2:00 PM
Christmas is a Christian holy day that marks the birth of Jesus, whom Christians believe is the son of God, the messiah, or saviour of the world. Christmas falls on the 25th of December each year.

Merry Christmas!

(/PCED/Pages/NewsItem.aspx?listname=CRCR_Announcements&webpath=/PCED&new sid=20)

Diwali 2023

Nov 6, 2023, 1:00 PM
Sunday, November 12, 2023, is the holy day of Diwali, the biggest and brightest of all Hindu festivals.

Happy Diwali!

(<https://infonet.nyp.org/PCED/Documents/Diwali2023.pdf>)



Upcoming Events

Diwali 2023
(<https://infonet.nyp.org/PCED/Documents/Diwali2023.pdf>)

Chanukah 2023
(<https://infonet.nyp.org/PCED/Documents/Chanukah2023.pdf>)



Archive Events

Easter 2022
(<https://infonet.nyp.org/PCED/Documents/Easter2022.pdf>)

Passover 2022
(<https://infonet.nyp.org/PCED/Documents/Passover2022.pdf>)

Christmas 2023
(<https://infonet.nyp.org/PCED/Documents/Christmas2023.pdf>)

Kwanzaa 2023
(<https://infonet.nyp.org/PCED/Documents/Kwanzaa2023.pdf>)



Cultural Resources

Jewish Cultural Resources
(<https://infonet.nyp.org/PCED/Pages/Jewish-Cultural-Resources.aspx>)

Holocaust Information
(<https://infonet.nyp.org/PCED/Pages/HolocaustRemembrance.aspx>)

Muslim Cultural Resources
(<https://infonet.nyp.org/PCED/Pages/MuslimCulturalResources.aspx>)



 

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<https://twitter.com/nyphospital>

Jewish Cultural Resources



Overview

Welcome to the Jewish Resources page of the Department of Pastoral Care & Education website! Your chaplains are developing resources so that all hospital staff can easily access information about the religious and cultural needs of our Jewish patients.

As with many religions and cultural needs, people have different levels of observance and concerns. Our intention is provide basic guidance with links for deeper exploration, and the reminder to contact your local department for additional details as relevant.

Two of the most familiar needs are for **kosher** diet options (which can be ordered through Food & Nutrition) and **Shabbat** (Sabbath) practices. In order to support the observance of Shabbat (Friday after sunset through Saturday after sunset), chaplains distribute Shabbat boxes with electric candles, grape juice, a special cup, spices, and a healing note.

Stay tuned for more information as we progress through the Jewish liturgical year.

L'Shana Tovah is a traditional greetings at this time of year, meaning Happy New Year !

[Click here \(/PCED/Pages/CRCR.aspx\)](/PCED/Pages/CRCR.aspx) to return to Cultural Resources Page.



Purim 2023

(<https://infonet.nyp.org/PCED/Documents/Purim2023.pdf>)

High Holy Days 2023

(<https://infonet.nyp.org/PCED/Documents/HighHolyDays.pdf>)

Chanukah 2022

(<https://infonet.nyp.org/PCED/Documents/Chanukah2022.pdf>)

Holocaust Remembrance

(<https://infonet.nyp.org/PCED/Pages/HolocaustRemembrance.aspx>)

Yizkor 9 2023

(https://infonet.nyp.org/PCED/Documents/Yizkor_9_2023.pdf)

Language: HEBREW

Assigned Bed: MIL OPERATING

Current Location: MIL PACU

Code: Full ...



Review Transfusion Status

Infection: None

BestPractice Advisory (0)

Attending: McKhann, Guy M, MD

1st Contact w/ ED: McKhann, Guy M...



Summary

Chart Re...

MAR

Intake/O...

Flowsheets

Results

Notes

Education

Care Plan

Orders

Charges

Interprete...

...



Flowsheets

3+

File Selected Add Rows LDA Avatar Add Col Insert Col Device Data Hide Device Data Last Filed Reg Doc Graph Go to Date Responsible More

Vitals Basic Assessment I/O IV Assessment Daily Cares/Safety Screenings IRF Items Level of Observation FIM® Therapeutic Apheresis Daily Cares/Safety

Search (A...)

Accordion Expanded View All

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Interval Start: 0700 Reset Now

- Hide All Show All
- POS...
- SKIN...
- ACTI...
- NUT...
- HYG...
- COM...
- VAP...
- MIS...
- SAF...
- SCH...
- PRO...
- CRIT...
- INTE...
- MED...

Admission (Current) from 1/4/2024 in MIL OPERATING ROOM					
1/4/2024					
0802	0807	1107	1121	1315	Last Filed

Critical Lab Results

Recorder Name					Mikko DeCastro
Recorder Title					RN
Provider Notified Name					farshna Khan
Provider Notified Role					Physician
Critical Labs Method of Communication					
Critical Labs Notification Time					1545

Interpreter/Language Assisted Services

Was interpreter or Linguistic Clinical Communica...	No - Patient/Fa...	N/A	Yes	Yes
Information Interpreted			Admission	Other (Comm
Communication Facilitated Via:			Over the Phone...	Over the Phon
			257152	263
	Patient preferre...			Tal #209694
				Patient preferred f...

Interpreter Services Not Used (Patient/Family Declined)
 Patient preferred family/visitor assisted communication
 Taken
 Borczyk, Carol, RN 1/4/24 0807

Open Sidebar

Navigators

Admission Transfer Discharge ICU Assessment

- Health Care Agents
- Caregiver/Suppo...
- Implants
- Belongings
- Patient Bill of Rig...
- Contact Information
- Patient Contacts

ASSESSMENTS/SCREENINGS

- Pain
- Nutrition
- ADLs
- Psychosocial**
- Suicide Risk
- Substance Use T...
- Substance Use T...
- Elopement Risk
- Fall Risk
- Skin Risk
- Organ Donation
- Patient Goals
- Discharge Planning
- Violence Risk
- LDA Removal
- LDA Review

INTERVENTIONS

Sexual Assault Screening and Assessment

Are there signs/symptoms or suspicion that make you as the clinician concerned for sexual assault? **No**

No

Domestic/Intimate Partner Violence Screening and Assessment - HARK (Humiliated, Afraid, Rape, and Kick)

Are there signs/symptoms or suspicion that make you as the clinician concerned for domestic/intimate partner violence? **No**

No

Human Trafficking Screening and Assessment

Are there signs/symptoms or suspicion that make you as the clinician concerned for human trafficking? **No**

No

Values/Beliefs

Cultural Requests During Hospitalization
Spiritual Requests During Hospitalization

Food guidance
None

Cultural Requests During Hospitalization

Food guidance

KOSHER DIET

Taken

Borczyk, Carol, RN 1/4/24 0811

Suicide Risk

- + New Reading
- ✔ **Suicide Risk Screening**

Flowsheets

Admission (Current) from 1/4/2024 in MIL OPERATING ROOM

1/4/2024

0811

Language: HEBREW
Assigned Bed: MIL
OPERATING ROOM-MIL OR
Current Location: MIL PACU

Code: Full
(no Advance Directives on File)

Search (Ctrl+Space)

Review Transfusion Status

Infection: None

McKhann, Guy M, MD
Attending

1st Contact w/ ED:
McKhann, Guy M, MD

Allergies: Percocet
[Oxycodone-acetaminophen]

Active Treatment/Therapy Plans

Collection Status: Unit Collect
(Auto/Blank)

Level of Care: Acute (Floor)
[1]

No orders to acknowledge

ADMITTED: 1/4/2024 (22 D)

Expected Discharge:
22 d ago

Language: HEBREW

Assigned Bed: MIL OPERATING...

Current Location: MIL PACU

Code: Full ...



Review Transfusion Status

Attending: McKhann, Guy M, MD

Infection: None

1st Contact w/ ED: McKhann, Guy M...

BestPractice Advisory (0)



Summary

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Interprete...

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Flowsheets

3+

File Selected Add Rows LDA Avatar Add Col Insert Col Device Data Hide Device Data Last Filed Reg Doc Graph Go to Date Responsible More

Vitals Basic Assessment I/O IV Assessment Daily Cares/Safety Screenings IRF Items Level of Observation FIM@ Therapeutic Apheresis Daily Cares/Safety

Search (A...)

Accordion Expanded View All

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Interval Start: 0700 Reset Now

Hide All Show All

- POS...
- SKIN...
- ACTI...
- NUT...
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- MIS...
- SAF...
- SCH...
- PRO...
- CRIT...
- INTE...
- MED...

Admission (Current) from 1/4/2024 in MIL OPERATING ROOM					
	0802	0807	1107	1121	1315
					Last Filed

Critical Lab Results

Recorder Name					Mikko DeCastro
Recorder Title					RN
Provider Notified Name					farshna Khan
Provider Notified Role					Physician
Critical Labs Method of Communication					
Critical Labs Notification Time					1545

Interpreter/Language Assisted Services

Was interpreter or Linguistic Clinical Communica...	No - Patient/Fa...	N/A	Yes	Yes
Information Interpreted			Admission	Other (Comm Discharge instructi...
Communication Facilitated Via:			Over the Phone...	Over the Phon Over the Phone (... Tal #209694
Interpreter Name or ID (Optional)			257152	263
Interpreter Services Not Used (Patient/Family Decli...	Taken			Patient preferred f...

Communication Facilitated Via:
Over the Phone (OPI)
 Taken
 Caruth, Debbie, RN 1/4/24 1121

Use of Medical Chaperone (Non- LDA/MAR)

Use of Medical Chaperone				
Sensitive Treatments/Procedures/Tasks Performed				

Open Sidebar

Language: HEBREW

Assigned Bed: MIL OPERATING...

Current Location: MIL PACU

Code: Full ...



Review Transfusion Status

Infection: None

BestPractice Advisory (0)

Attending: McKhann, Guy M, MD

1st Contact w/ ED: McKhann, Guy M...



Summary

Chart Re...

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Intake/O...

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Orders

Charges

Interprete...

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Flowsheets

3+

File Add Rows LDA Avatar Add Col Insert Col Device Data Hide Device Data Last Filed Reg Doc Graph Go to Date Responsible Refresh

Vitals Basic Assessment I/O IV Assessment Daily Cares/Safety Screenings IRF Items Level of Observation FIM® Therapeutic Apheresis Screenings

Search (Alt+Com...)

Accordian Expanded View All

1m 5m 10m 15m 30m 1h 2h 4h 8h 24h Interval Start: 0700 Reset Now

Admission (Current) from 1/4/2024 in MIL OPERATING ROOM		
1/4/2024	1/26/2024	
1651	1800	1800
		Last Filed

Caprini VTE Assessments

BMI

Provider Notification

Reason for Communication				
Provider Name				
Provider Role				
Method of Communication				
Response				
Notification Time				

Interpreter/Language Assisted Services

Was interpreter or Linguistic Clinical Communicator (LCC) Se...	Yes		No - Patient/Famil...
Information Interpreted	Plan of care; Ed...		Discharge instructi...
Communication Facilitated Via:	Over the Phone...		Over the Phone (...
Interpreter Name or ID (Optional)	Tami Rosa 385...		Tal #209694
Interpreter Services Not Used (Patient/Family Declined)	Patient preferre...		Patient preferred f...
Length of Time Interpreter Services Utilized (min) (Optional)			

Information Interpreted
Plan of care; Education
 Taken
 Igmtat, Jenean, RN 1/4/24 1651

- HEALTHCARE D...
- TRAVEL AND EX...
- NUTRITION
- ACTIVITIES OF ...
- ABUSE
- VALUES/BELIEFS
- CONSULTS
- PATIENT BELON...
- BRADEN SCALE
- FALL RISK
- DISCHARGE PL...
- OTHER SCREE...
- VENOUS THRO...
- INTERPRETER ...
- Interpreter/Lan...

Open Sidebar

Language: HEBREW
Assigned Bed: MIL OPERATING...
Current Location: MIL PACU

Code: Full ...



Review Transfusion Status
Infection: None
BestPractice Advisory (0)

Attending: McKhann, Guy M, MD
1st Contact w/ ED: McKhann, Guy M...

Navigation bar with buttons: Summary, Chart Re..., MAR, Intake/O..., Flowsheets, Results, Notes, Education, Care Plan, Orders, Charges, Interpret...

Flowsheets

File, Add Rows, LDA Avatar, Add Col, Insert Col, Device Data, Hide Device Data, Last Filed, Reg Doc, Graph, Go to Date, Responsible, Refresh

Vitals Basic Assessment I/O IV Assessment Daily Cares/Safety **Screenings** IRF Items Level of Observation FIM® Therapeutic Apheresis

Search (Alt+Com...)

Accordian Expanded **View All**

1m 5m 10m 15m 30m **1h** 2h 4h 8h 24h Interval Start: 0700 Reset Now

Admission (Current) from 1/4/2024 in MIL OPERATING ROOM		
1/4/2024	1/26/2024	
1651	1800	1800
Last Filed		

Caprini VTE Assessments

BMI			
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Provider Notification

Reason for Communication			
Provider Name			
Provider Role			
Method of Communication			
Response			
Notification Time			

Interpreter/Language Assisted Services

Was interpreter or Linguistic Clinical Communicator (LCC) Se...	Yes	Yes
Information Interpreted	Plan of care; Ed...	Discharge...
Communication Facilitated Via:	Over the Phone...	Over the Phone...
Interpreter Name or ID (Optional)	Tami Rosa 385...	Tal #209694
Interpreter Services Not Used (Patient/Family Declined)	Patient preferre...	
Length of Time Interpreter Services Utilized (min) (Optional)		

Information Interpreted
Discharge instructions; Education
Taken
Igmat, Jenean, RN 1/4/24 1800

Interpreter/Lan...