

Case Comprehensive Cancer Center Cultural Competency Series
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Eliciting the Patient's Experience of Illness through Narrative and Reflection

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Objectives

Creating an environment where patients are allowed and encouraged to tell their illness story is a crucial yet often overlooked component of cultural competence in healthcare settings.

Introduction

A factor that often gets overlooked when it comes to cultural competence is the patient's "voice" or "narrative and reflection" about their illness. Healthcare providers tend to be disease focused, while patients seek medical care because of their illness. This can cause disconnect to happen from a provider's treatment of disease and a patient's need for treatment of illness. Studies show that allowing and encouraging patients to tell their illness story can be transformative to the patient and provide important knowledge about the individual to the healthcare provider. Yet, narrative and reflection is a topic many are unfamiliar or uncomfortable with.

Content & Resources

- x Link to PowerPoint presentation drawn from "Think Cultural Health" (www.thinkculturalhealth.hhs.gov) website continuing education resources content.
- x Reference list of journal articles re: patient narrative and reflection.
- x Kleinman model for creating shared understanding.
- x BATHE method for eliciting patient experience of illness (Stuart & Leiberman 1993).
- x Ann Jurecic "Illness as Narrative" book (2012)
- x Rita Charon "Narrative Medicine; A Model of Empathy, Reflection, Profession and Trust" (JAMA 2001)

Cultural Competency in ACTION: Steps to start your journey!

List 3 self-reflection questions or items to consider related to the topic.

List 3 strategies or action steps that will help the reader enhance their skills in the topic area.

- x Consider the patient's experience of illness as a crucial part of patient centered culturally competent care .
- x Identify

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Kleinman A., Eisenberg L., Good B. (1978) Culture, illness and care: Clinical lessons from
anthropologic and cross cultural research. *Annals of Internal Medicine* 88(2):251-258.

Lieberman, J., Stuart M. (1999). The BATHE method: Incorporating counseling and psychotherapy
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https://cccm.thinkculturalhealth.hhs.gov/GUIs/GUI_intro_curriculum.asp

Background: "What is going on in your life?"

Affect: "How do you feel about what is going on?"

Trouble: "What about the situation troubles you most?"

Handling: "How are you handling that?"

Empathy: "That must be difficult for you."

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Leiberman, 1993 (Stuart & ...)