PURPOSE
The project aim was to increase nurse’s transcultural self-efficacy (TSE) score by providing cultural awareness (CA) and sensitivity education and positively impacting the patient experience.

BACKGROUND
Organizations strive to meet the needs of culturally diverse patients by ensuring employees are culturally competent (CC). This project was implemented on a 27-bed medical/surgical unit in an academic center in the Texas Medical Center, Houston, Texas. The unit primarily serves urology, VIP and global patients. Nurses were provided with limited education on CA and sensitivity.

METHODOLOGY
Curriculum was developed focused on CA and sensitivity. A test was created to measure nurse’s baseline knowledge prior to class and retested at the end. A Transcultural Self-Efficacy Tool (TSET) was completed prior to class and administered one month after class to identify any increase in TSE. Finally, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) scores for communication with nurses (CWN) and courtesy and respect were assessed 3 months prior to educational intervention and 6 months post education.

RESULTS
Education on CA and sensitivity resulted in an 18% increase from pretest vs. posttest. Nurses transcultural self-efficacy strength (SEST) score increased in all three subscales of the TSET showing a significant increase. The mean SEST calculated a:

- 25% increase in cognitive domain
- 26% increase in practical domain
- 8% increase in the affective domain

HCAHPS scores 6 months after class averaged above goal of Vizient 75th percentile rank for communication with nurses (84.8) Vizient (83.5) and nurses treat with courtesy and respect (91.1) Vizient (89.6).

IMPLICATIONS
- Education is key. Experienced nurses must have the knowledge and competencies to deliver CC care.
- More studies are needed.
- Without training and CC, there can be poor health outcomes.
- Increasing a nurse’s TSE can positively impact patient satisfaction.