

Unit three Powerpoint® Slides

Youth Friendly General Practice: Advanced Skills in Youth Health Care

Unit Three - Creating a Youth Friendly and Culturally Sensitive Practice



NSW Centre for the Advancement of Adolescent Health

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Learning objectives - Unit Three

- To understand and apply key principles of culturally competent consultation
- To identify characteristics of a youth friendly general practice
- To identify practical strategies for making practice more youth friendly & culturally sensitive
- To identify local youth services and referral pathways

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Program outline - Unit Three

- 1 - Cross-cultural issues in adolescent health care
- 2 - Culturally competent consultation
- 3 - Characteristics of youth friendly General Practice
- 4 - Making your practice youth friendly
- 5 - Local services & referral pathways

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Cross-cultural issues

What are some of the important points to consider in conducting a culturally sensitive consultation with a young person from a different cultural background?



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Cultural diversity

- About 22% of Australian young people are born overseas
- 16% are from a non-English speaking background

Young people from Culturally and Linguistically Diverse (CALD) backgrounds may be exposed to a variety of stressors including:

- conflict between traditional cultural values and those of the mainstream culture
- migration, resettlement and acculturation difficulties
- refugee experience
- exposure to racism or discrimination

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Culturally competent consultation

- Be sensitive to gender issues (eg. physical exam of young women; exploring sexual health issues)
- Be respectful, open and non-judgmental about different cultural norms (eg. eye contact, reticence to discuss family or feelings)
- Assess whether intergenerational and cultural differences are impacting on their health and development

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Culturally competent consultation

- Identify cultural influences in the young person's life but avoid cultural stereotyping
- Ensure language barriers are minimised
- The most important source of cultural information is the patient themselves
 - enquire about the young person's cultural background and how they define their cultural identity

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Culturally sensitive history taking

When taking a patient history or conducting a psychosocial assessment (eg HEADSSS), enquire about acculturation and identity issues:

- *How does the young person view themselves within the context of their culture?*
- *In which ways do they follow/ not follow the norms of their culture?*
- *What has changed since they became an adolescent? Are they treated differently by parents, sibling, relatives?*

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Activity - Culturally competent consultation

- Case discussion in small groups
- Use Unit Three resource Case Studies - Culturally and Linguistically Diverse (CALD) Young People

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Case study discussion - culturally competent consultation

- *What are some of the cultural issues to consider in providing consultation to the young person in the case study?*
- *What are some of the important things to do in conducting a culturally sensitive consultation in terms of communication strategies, attitudes and approach?*

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Culturally competent consultation

- Where relevant, ask about beliefs within their culture of origin regarding:
 - symptoms, their cause and management
 - cultural or traditional health practices
- Ask about experiences that may have adversely affected their health & development - e.g. migration; refugee experience; exposure to war and trauma; etc.

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Culturally competent consultation

- In many cultures health care is a family responsibility
- Respect parents' authority with regard to decision-making - while helping them to recognise the young person's growing need for independence
- Accommodate cultural issues in the management plan (without compromising quality of care)
- Check their understanding of the diagnosis and treatment instructions

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Culturally competent consultation

- Never use family members as interpreters
- Where there are language difficulties, use a professional interpreter - this can be organised through the *Translating and Interpreting Service (TIS)*:

Free GP Priority Telephone Interpreting Service - available 24 hours: 1300 131 450



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Characteristics of youth friendly General Practice

What are some of the key characteristics of a youth friendly general practice?



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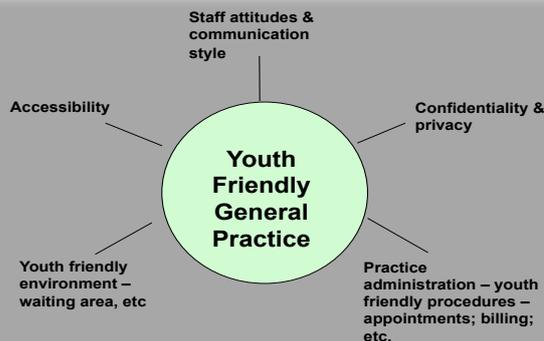
Youth friendly general practice

- Young people are more likely to use a service if it has a 'youth friendly' environment that is psychologically as well as physically accessible
- The most important factors identified by adolescents' in using GP services are:
 - confidentiality and privacy
 - staff attitudes and communication
 - convenience of access
 - the physical environment of the service - reception area and waiting room
 - administrative procedures and costs

NSW Access Study (NSW CAH 2002)



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Creating a youth friendly and culturally sensitive practice

Key strategies:

- A practice environment that promotes safety & security for young people
 - welcoming environment
 - youth friendly pamphlets, posters, magazines
 - make privacy and confidentiality explicit
- Practice staff
 - understand youth health & developmental issues
 - can use youth friendly communication skills
 - adopt culturally sensitive attitudes & practices



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Youth friendly & culturally sensitive practice

- Establish practice administrative procedures that:
 - reduce structural barriers to young people's access
 - reduce costs where possible - bulk bill; use medication samples
 - Medicare card application forms available



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Youth friendly & culturally sensitive practice

- GP attitude and interpersonal skills
 - awareness of adolescent health and developmental issues
 - non-judgmental approach
 - uses youth friendly communication skills
 - knowledge of risk and protective factor framework
 - ability to conduct psychosocial risk assessment (e.g. HEEADSSS)
 - culturally sensitive approach with young people from diverse cultural backgrounds



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Small group discussion

Youth friendly practice review



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Youth friendly & culturally sensitive practice

- Develop a network of professional resources to assist with complex problems and ensure collaborative care
- Allied health services - psychologist, psychiatrist, alcohol and drug services, sexual assault centres, mental health services, family counselling programs
- Youth specific services - youth health centres, youth refuges, hospital-based adolescent units, school counsellors



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Small group activity

Local services and referral pathways for collaborative management



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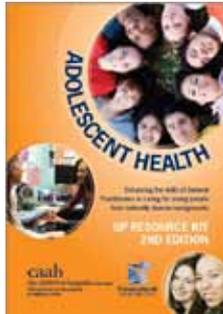
Wrap up and evaluation

- *What have you find most valuable or interesting about the topics and activities covered in the ALM?*
- *What knowledge or skills have you learnt that you will be able to apply in your work with young people at your practice?*
- *What areas do you need further training in to improve your skills in youth friendly practice?*



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Adolescent Health GP Resource Kit




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