

It's the Way of My People

Understanding Cultural and Generational Differences for Improved Patient Care & Team Performance

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Communalism

- Cultural value system found among Black populations.
- Values relationships between friends, family members, and non-blood-related relatives.

Familistic Values

- Cultural value system found among Hispanic communities.
- Places needs of the family above one's own needs.
- Honoring family members.
- Characterizing oneself in relation to one's family.
- Sense of respect and obligation to family throughout life.

Final Piety

- Cultural value system found among Asian communities.
- Younger generations have responsibility for caring for older family members.
- Viewed as shameful for an adult child to place an aging parent in institutionalized care facility.

How Cultural Differences Matter in Healthcare

Health History Disclosure

Degree and Depth of Information Desired

- Eastern cultures may desire less detail in diagnosis, prognosis, treatment choices & side effect communication.

Diagnosis of Terminal Disease

- It is common in Eastern cultures for health professionals to not disclose the true diagnoses.
- Especially in terminal cancer cases.

Questions asked by Patients

Privacy Expectations

Decisions to Avoid Care

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Ask patients how they prefer to receive information.

- Big picture.
- Detailed information.

Individuals in the same geographic location may have different levels of desire for information.

These desires can change with aging.

## **Cultural and Health Literacy**

- Overall lower level of health literacy among Korean American immigrants than Whites.

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- Lower levels of insurance is a factor.
- Summary: Health literacy correlated less with culture; more with socioeconomic status.

## Notes

## Understanding Generational Differences for Improved Patient Care

### Role of Generational Diversity

A generation is defined as an 'identifiable group that shares birth years, age location and important life events at critical developmental stages'

### Greatest Generation / Silent Generation

Born between 1925 - 1945.

#### COMMUNICATION

- Seek health information directly from the dentist.
- Tend not to use technology as a communication tool.

#### DECISION MAKING

- Prefer to have health care providers direct their care.
- May have Boomer or Generation X influencing decision making.

### Baby Boomers

Born between 1946 - 1964

#### COMMUNICATION

- Are curious and ask many health-related questions.
- Expect to have two-way communication with health providers & will bring their own perspectives.
- Comfortable with technology communication

#### DECISION MAKING

- Prefer high quality, individualized care.
- Want to be involved with their treatment plan.
- Sandwich Generation: May be making decisions and caring for both parents and children.

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**COMMUNICATION**

- Parents (Generation X) responsible for nearly all communication.

**DECISION MAKING**

- Mostly done by parents (Generation X – Millennial).
- Older Post Millennials involved in their care.

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Understanding Cultural Differences for Improved Team Performance

**Barriers to Effective Team Performance**

- Inconsistency in team membership
- Lack of time
- Lack of information sharing
- Hierarchy
- Defensiveness
- Conventional thinking
- Complacency
- Varying communication styles
- Conflict
- Lack of coordination and follow-up
- Fatigue
- Workload
- Lack of clarity in organizational goals

The Impediments of Teamwork

**Agenda**

Understanding the difference between practice agenda and personal agenda. Everyone brings their own personal agenda to the table. Understanding someone’s personal agenda can help in preventing workplace issues. How do we focus the team on practice agenda?

**Bullying**

- Rudeness
- Hostility
- Violence
- Verbal attacks
- Aggression
- Belittling
- Harassing
- Sabotage

- Mobbing
- Public humiliation
- Belligerence
- Antagonism
- Cruelty

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**Why do people bully in the workplace?  
Why don't people stop bullies in the workplace?**

**Sabotage, Mobbing & Harassing are some of the most often seen bullying methods in the dental practice.**

## Understanding Generational Differences for Improved Team Performance

### Mult-Generational Teamwork

Today's work environment has 5 generations working together.

- Silent Generation – 2%
- Baby Boomers – 29%
- Generation X – 34%
- Millennials – 34%
- Post - Millennials – 1%

### Generation Shapes:

- Attitudes
- Beliefs
- Work habits
- Approach to communication
- Expectations and views of leadership
- Professional and educational goals

### Common Generational Issues:

- Work-life balance
- Scheduling
- Work standards







## Millennials

34% in Workforce

### DEFINING EVENTS

- Violence and terrorism (9/11 & Columbine).
- Princess Diana's death.
- Grown up in a multicultural, multiethnic, global workforce.
- Born to older mothers.
- 60% born into homes where both parents work.

### CHARACTERISTICS

- More racially and ethnically diverse than other generations.
- More educated.
- More technology sophisticated.
- Achievement oriented.
- Multitaskers.
- Group oriented.
- Civic minded.
- Seek work-life balance.
- Accept divergent values.

### COMMUNICATION PREFERENCES

- Favor collective, cohesive and collaborative approach to teamwork.
- Quick feedback.
- Team discussions.
- Read less.

### COACHING PREFERENCES

- Expect more coaching.
- Seek structure and guidance.
- Value internships.

### RECOGNITION

- Personal feedback.
- Flexible scheduling.

## Post-Millennials

1% in Workforce

### DEFINING EVENTS

- Do not know a world without international terrorism.
- Exposed to the suffering of national disasters in real time.
- Information always has been at their fingertips.
- Read less.
- Sleep less.
- Close to family.

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CHARACTERISTICS

- Confident but cautious.
- Seek autonomy in the workplace.
- Many are still in school.

COMMUNICATION PREFERENCES

- Technology driven.
- Text and email.

COACHING PREFERENCES

- Facilitate self-reflection and self-evaluation.
- Will locate information as needed.

RECOGNITION

- Seek instant feedback.

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Team Building Activities

- Provides enhanced trust.
- Resolves conflict.
- Develops sense of personal accountability to the team.

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