

Building Trust Across Cultures: Lessons from Culture and Language Coaching in [Bilingual] Pediatric Care

Culture and Language Coaching at Children's Mercy Hospital Kansas City

Building Trust Across Cultures: Lessons from Culture and Language Coaching in [Bilingual] Pediatric Care



Francisco Martínez "Paco", MA, CHI-S™, COTE
Children's Mercy Hospital Kansas City
fjmartinez@cmh.edu

Disclosure Statement

I declare that I do not have relevant financial relationship(s) to disclose with ineligible companies.

Housekeeping Notes

- Use the chat for comments related to the webinar topic.
- A Q&A session will take place at the end of the presentation. Please use the Q&A box to submit your questions anytime.
- The webinar will be recorded and posted in the Health Literacy Solutions Center webinar archives.
- If you experience technical issues, please refresh your Zoom or note in the chat for assistance.
- After the webinar, you'll receive an email with a short evaluation form.
- To receive continuing education credit, you must complete the evaluation to obtain your certificate.

Building Trust Across Cultures: Lessons from Culture and Language Coaching in [Bilingual] Pediatric Care



Francisco Martínez "Paco", MA, CHI-S™, COTE
Children's Mercy Hospital Kansas City
fjmartinez@cmh.edu

About the CMH Culture and Language Coaching Program, CLCP

Brief background about the CLCP at CMH KC

For more information about the CLCP use this link:

[Culture and Language Coaching Program - Children's Mercy](#)



Story time

For our discussion and reflection:

As you listen to this story, please try to identify the strategies we used for building trust.

- Attitude, or how we approached what we do
- Culture, our patient and our own
- Language use with the right attitude for the right purpose
- Intentional listening
- Use of common language and Teach-Back



Discussion and Reflection:

Building Trust Across Cultures

Humility to Provide Safe and Effective Communication

Remember we are discussing:

- Attitude: Humility, empower the patient and their caregivers
- Culture: Socializing and person-centered
- Language use: Humility (mirroring language)
- Intentional listening: don't assume, ask questions, summarize, mirror
- Teach-Back: humility from the beginning to set up this task for the patient, empower them again and again, congratulate any little win.

What Questions Do You Have?

Please type your questions in the Q&A box.

Lessons Learned at CLCP

Approach all your visits with curiosity and humility

Listen intentionally for an honest person-centered care

Use Teach-Back on yourself

Use short statements and plain language and mirror the person's language

Do not surprise your patients or clients asking them to do Teach-Back.

Residents and other practitioners' success stories.

When applying the same attitude and skills on visits with interpreters, they also see better communication and results.

Thank You for Attending



Empowering Professionals: Knowledge • Skills • Mastery