

Meeting the Challenges for the Plain Community in Healthcare

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Regional Burn Center

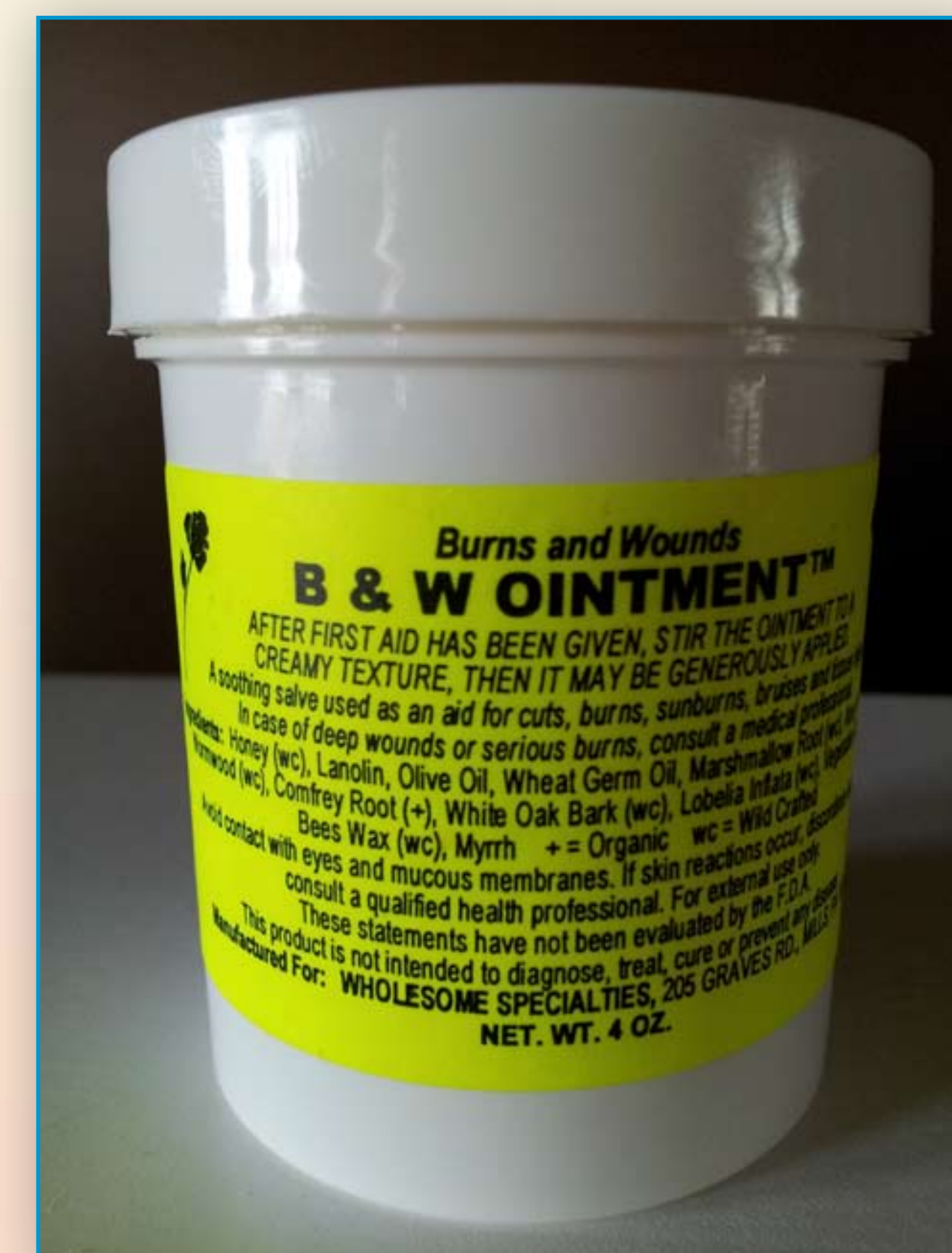
Lehigh Valley Health Network, Allentown, Pennsylvania

Poster Objective

Detail a strategic effort to deliver culturally sensitive care to the Plain Community

Significance & Background

- The Plain Community has a high potential for burn and traumatic injuries, some of which may require a higher level of care
- The Plain Community prefers homeopathic and herbal remedies, which can make them reluctant to seek care in a hospital
- When treating burn wounds, the Caregivers of the Plain Community prefer to perform the dressing changes themselves utilizing Burn and Wounds (B&W) ointment and burdock leaves



Implications for Practice

- Respect for cultural practices
- Incorporation of non-traditional wound care methods
- Development of mutual respect and teamwork with the Plain Community
- Request from the Plain Community for single source billing

Strategies

- Provided education to staff on cultural sensitivity related to the Plain Community
- Incorporated the application of B&W ointment and burdock leaves by the Plain Community Caregivers in the acute care setting under the supervision of the Burn Center medical team
- Utilized the Burn Outreach Coordinator as a liaison to the Plain Community
- Instituted TeleBurn services in a natural food store frequented by the Plain Community
- Developed identification cards for the Plain Community that initiate single source billing on admission

Outcomes

- Increased Plain Community admissions to Lehigh Valley Health Network
- Developed mutual trust and respect between the Plain Community and the burn team
- Enhanced willingness of the Plain Community to explore contemporary healthcare options



Future Plans

- Dissemination of education and resources to Plain Communities outside of our region
- Development of expanded services that are accessible to the Plain Community in their own regions
- Increased utilization of culturally congruent care throughout Lehigh Valley Health Network



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