



Cultural Competency and Communication in the Healthcare Sector

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AGENDA

- Communication as a Tool to Access the Healthcare Job Market
- Communication Culture in the Healthcare Sector
- Managing Healthcare Interactions Professionally

Communication as a Tool to Access the Healthcare Job Market



Understanding the Healthcare Job Market



Effective Communication in Job Search



Navigating Interviews



Networking Strategies

Understanding the Healthcare Job Market

Total Number: In 2021, there were approximately **259,695** internationally educated health care professionals (IEHPs) aged 18 to 64 in Canada, making up 13% of Canadians in the same age group with postsecondary education in a health field.

Language Proficiency: Most IEHPs (98%) could speak at least one of Canada's official languages, with a majority proficient in English. Quebec had a higher proportion of IEHPs with French as their mother tongue.

Educational Background: Over one-third of IEHPs had a bachelor's degree, and about one-fifth had a degree in medicine, dentistry, or optometry.

Fields of Study: About one-third of IEHPs studied nursing, followed by those trained to be physicians, pharmacists, and dentists.

Understanding the Healthcare Job Market

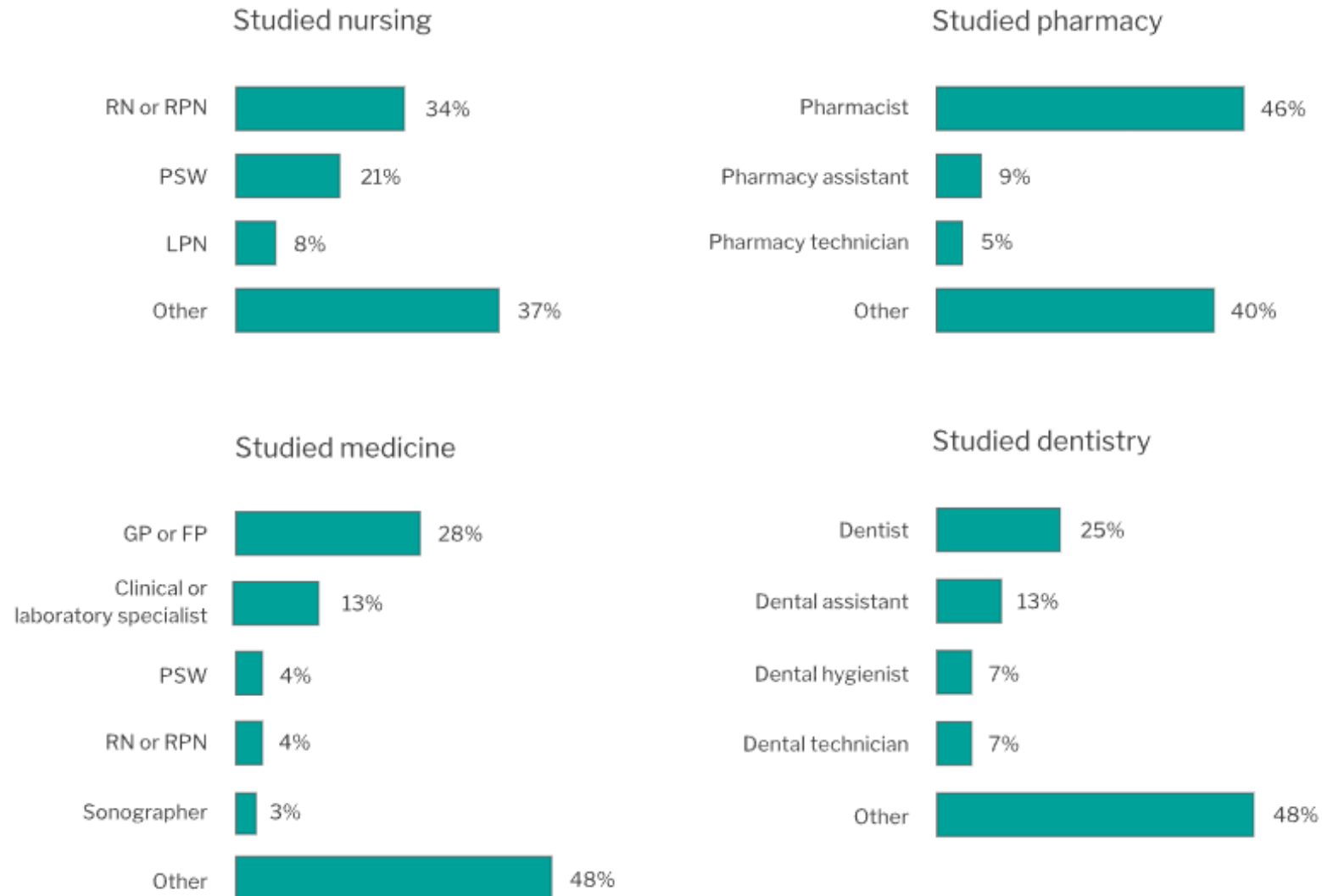
Employment Rate: About 76% of internationally educated health care professionals (IEHPs) aged 18 to 64 were employed, compared to 80% of Canadian-educated health care professionals (CEHPs).

Field of Study: The employment rate varied by field of study, with the highest rate among those who studied nursing (80%) and the lowest among those who studied dentistry (72%).

Health Occupations: Among employed IEHPs, 58% worked in health occupations. The proportion varied by field of study, with the highest among those who studied nursing (69%) and the lowest among those who studied dentistry (60%).

Statistics Canada: Internationally educated health care professionals in Canada: Sociodemographic characteristics and occupational distribution

Top occupations of internationally educated health professionals who are employed in Canada, by field of study, 2021



Challenges Faced by IEHPs

Nearly half (47 percent) of immigrants with health care education and training are either unemployed or underemployed and unable to use their education and experience in Canada (Statistics Canada).

The licensing and career pathways for many IEHPs are fraught with barriers; many never return to their professions in Canada.

<https://ocasi.org/>

The outlook for Ontario's health care and social assistance sector remains positive for the 2023-2025. With a large number of retirements brought on in part by both an aging workforce and by the pandemic, the demand for physicians, nurses, and personal support workers is high.

Sectoral profile - Health Care and Social Assistance: Ontario 2023-2025 - Job Bank

Effective Communication in Job Search



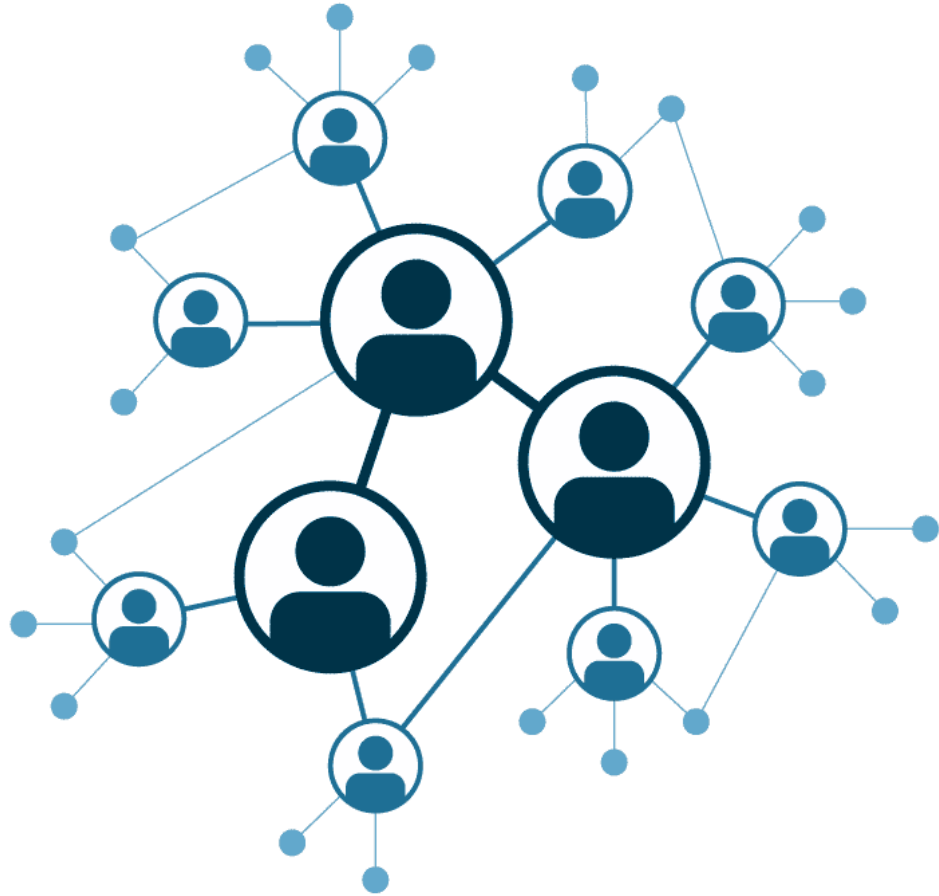
1. First impressions matter
2. Showcasing skills and experience
3. Demonstrating professionalism
4. Tailoring to the job
5. Avoiding misunderstandings
6. Highlighting communication skills
7. Building confidence

Navigating Interviews

1. Preparation
2. First impressions
3. Effective communication
4. Showcase your skills
5. Body language
6. Handling difficult questions
7. Follow up



Networking Strategies



1. Networking opportunities
2. Genuine relationships
3. Social media
4. Networking events
5. Informational interviews
6. Professional groups
7. Mentorship

Communication Culture in the Healthcare Sector



Norms and Expectations



**Cultural Sensitivity in
Communication**



Norms and Expectations

1. Patient centered communication
2. Interdisciplinary collaboration
3. Documentation standards
4. Formal and informal communication
5. Context



Cultural Sensitivity in Communication

1. Understanding cultural differences and their impact on communication
2. Strategies for effective cross-cultural communication

Managing Healthcare Interactions Professionally



**Best Practices for Verbal
Communication**



**Best Practices for Written
Communication**



**Culturally Sensitive
Communication**

Best Practices for Verbal Communication

1. Techniques for Clear and Effective Verbal Communication

- ✓ Clarity and brevity
- ✓ Tone and pace
- ✓ Non-verbal cues

2. Active Listening Skills

- ✓ Full attention
- ✓ Reflective listening
- ✓ Empathy



Best Practices for Written Communication



1. Writing Clear and Concise Emails and Reports

- ✓ Structure and organization
- ✓ Purpose and audience
- ✓ Proofreading

2. Documentation Standards in Healthcare

- ✓ Accuracy and Completeness
- ✓ Confidentiality
- ✓ Consistency

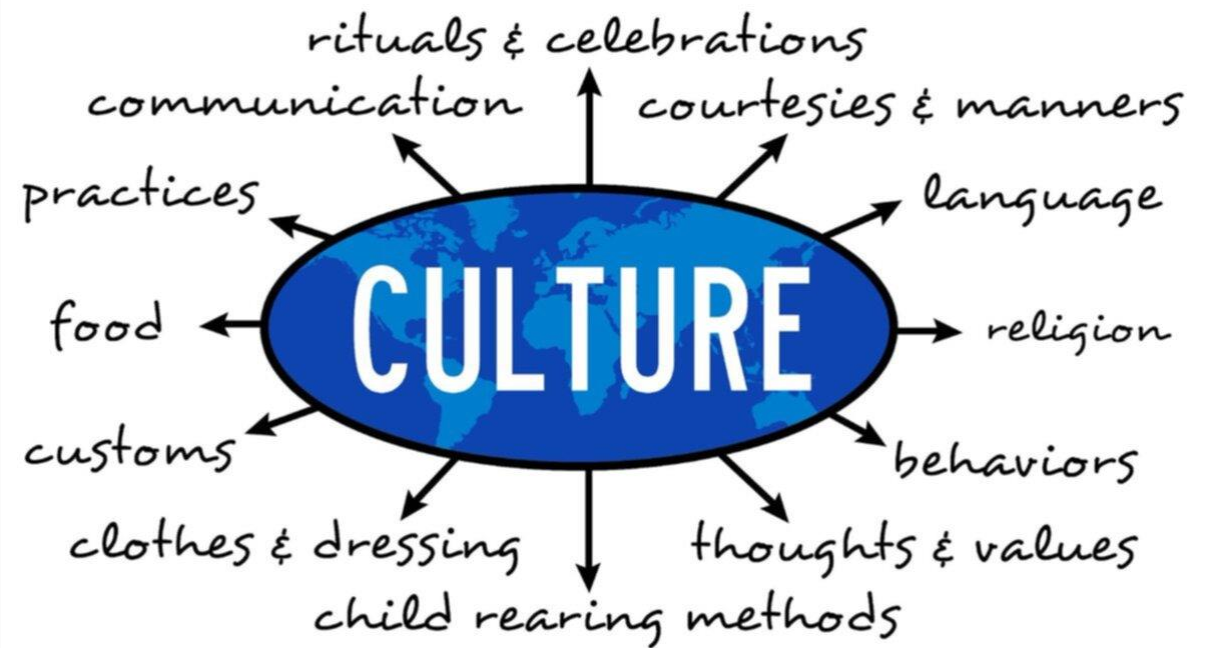
Culturally Sensitive Communication

1. Communication is Respectful and Inclusive

- ✓ Cultural awareness
- ✓ Inclusive language
- ✓ Patient preferences

2. Difficult Conversations and Cultural Sensitivity

- ✓ Preparation
- ✓ Respect and empathy
- ✓ Conflict resolution



SUMMARY



Communication as a Tool to Access the Healthcare Job Market



Communication Culture in the Healthcare Sector



Managing Healthcare Interactions Professionally

OVERVIEW OF LANGUAGE PROGRAMS

Community
ESL programs

College EAP
and ELTE
programs

OSLT Courses

<https://co-oslt.org/>

Thank you

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