

# **Providers' Expressed Need to Care for Somali Families: A Case Study of Children's Hospital and Regional Medical Center, Seattle**

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**Objective:** This study describes key types of knowledge, and also resources or mechanisms for obtaining this knowledge, of providers at Seattle Children's Hospital and Regional Medical Center (Children's) in working with Somali families.

**Methods:** Nineteen health care providers were recruited by the Principal Investigator, Rebecca Osborn, to participate in a semi-structured interview about the knowledge and resources required when caring for Somali patients. Eligible participants included all clinicians at Children's, not including mental health staff. Participants also completed a brief demographic questionnaire.

**Results:** Demographic composition of providers included: Caucasian (95%), female (84%), nurses (RN=51%) between the ages of 35 and 44 (42%). Providers overwhelmingly expressed a need for greater direction with respect to the provision of care to Somali families, and cross-cultural care in general. Further, providers' requested more institutional support, in areas of staffing, training, and resources.

**Conclusions:** These results suggest providers would benefit from greater direction in cross-cultural care, and immediate application of these findings to practice. Although these findings are not necessarily relevant to communities outside of Children's, future research would benefit from better understanding how hospital systems can best support providers in cross-cultural practice, and in doing so, improve patient care.

## *Thesis Committee*

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