

Video
Transcript

TRANSCRIPT

Cultural Factors Influencing Patient-Provider Communication

Example of the LEARN Model

In this video, Dr. Johnson, a middle-aged African-American female, is meeting with her patient, Rasheed, an obese young African-American man, who could be at risk for diabetes.

Dr. Johnson: Good to see you again, Rasheed. How are you?

Rasheed: I am all right...I guess.

Dr. Johnson: Well, you sound a little down. What can I do for you today?

Rasheed: Well, it's my stupid school. They say I have to get a physical.

Dr. Johnson: Oh, well, we can certainly take care of that. I'm just happy to hear that you're not sick. Do you need the physical to play sports?

Rasheed: No, it is not for any kind of sports. I think my teacher thinks there's something wrong with me.

This video from *Quality Care for Diverse Populations* is used with the permission of the American Academy of Family Physicians. Available at:
<http://www.aafp.org/online/en/home/clinical/publichealth/culturalprof/quality-care-diverse-populations/watch-videos.html>.

The views expressed in this video do not necessarily reflect the official policies of the U.S. Department of Health and Human Services or the Health Resources and Services Administration, nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.

Video
Transcript

Dr. Johnson: Why do you say that?

Rasheed: Well, I get tired easy...and sometimes I fall asleep in class...I don't hang out much with the other kids. I just...I guess...I don't like them or school very much.

Dr. Johnson: Well, Rasheed, what do you think? Is what your teacher says true? Have you always felt this way about school and your classmates, or is there something else going on?

Rasheed: Well, I do get tired easy and it is hard to breathe sometimes, especially, like, when I go up the stairs or like...hard keeping up with the other kids when we play football and games after school. And because of this, they laugh at me and make jokes about me being fat. That's why I like to just stay at home and be with my mom.

Dr. Johnson: Well, do you think that jokes are the reason that you don't like school and your classmates?

Rasheed: Well, probably

Dr. Johnson: Well, sounds like we have a lot to talk about. But I tell you what, let's get you a physical first and then we'll talk more later. Okay?

Rasheed: Okay.

Dr. Johnson: Good news, Rasheed, your physical came back normal. But there are a few things that we need to talk seriously about...I get the feeling that you already know what I am about to say.

Rasheed nods his head.



Video
Transcript

Dr. Johnson: Rasheed, the reason that you feel tired and sleepy and uninterested in your friends is probably related to your being overweight. We need to take a look at how to get your weight down...If you lose weight, you will have more energy and you'll feel better about your school and your classmates.

Rasheed: I guess so. I know I am fat and I do wanna play with my friends, but I don't know what to do. I don't have to go on one of those diets, do I? You know how much I love my mother's cooking.

Dr. Johnson: Yes, I do. You forget I've had your mother's cooking, too. I don't think we need to put you on a strict diet, but I do need to talk to your mom about what you eat, when you eat, and how much. The second thing we need to talk about is exercise. I know that you and your family are active in church—rather, the mosque, isn't it?

Rasheed: Yes, we all have a good time there.

Dr. Johnson: Good, I'm glad. You may be able to use your activities there to get together with people your own age and have fun; do something that you enjoy.

Rasheed: What you're talking about sounds a lot like gym class and I hate gym class, but I guess I can give it a try. But what am I supposed to do about school?

Dr. Johnson: Well, is there anyone at school you can talk with? And what about girls?

Rasheed: Well...not really...most of the kids there aren't really interested in talking about anything except for sex. And as for the girls, well, they are not too interested in me.



Video
Transcript

Dr. Johnson: So tell me, Rasheed - and you know you can tell me anything, and no one else needs to know - how do you cope with the kids teasing you and the lack of a good group of buddies?

Rasheed: Well, I spend a lot of time watching TV with my mom; sometimes I think she thinks there is something wrong with me, too.

Dr. Johnson: Rasheed, I know you understand that until we get your weight under control, you won't be enjoying your life as much as you ought to. Tell you what, let's bring your mom in and talk to her about eating habits that would be good for you, your entire family, and help you lose weight at the same time. I know that this is difficult, but being overweight puts you at risk for diabetes and other health problems. Here's what I am going to suggest, Rasheed. In a moment, I'm going to bring your mom in so that we can talk about your weight problem and your risk factors for diabetes. But don't worry—you can still have your mom's home cooking.

Rasheed: Cool, cause those diets are so nasty [Sigh of relief]

Dr. Johnson: And in the meantime, here's my prescription. I want to get involved in activities at your school and at the mosque. Now, I don't mean anything like pumping iron or running a marathon; you will have to work up to that—but activities like flag football, those kinds of things. Anything to get you up and moving. And I think, once you start doing things with your friends, Rasheed, you will feel less isolated and have more energy. How does that sound?

Rasheed: That sounds great. Thanks Dr. Johnson.

Dr. Johnson nods her head.