

# Enhancing Cultural Competence in Health Care

## *The Road to Effective Practices in a Multicultural Community*

Lake Okeechobee Rural Health Network, Inc,  
(Health Council of Southeast Florida)  
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# How we interact with others.....

...is determined in large part by how we see the world (*world view*), how we see ourselves (*self-identity*), and how we see others who are different from ourselves (*dynamics of difference*)....



# Session Objectives

- ✓ To examine our own cultural identity and consider the culture of others
- ✓ To identify awareness of personal stages of cultural competence
- ✓ To review Culturally and Linguistically Appropriate Services (CLAS) Standards
- ✓ To understand the appropriate attitudes, behaviors, and skills that contribute to culturally competent individuals and organizations.
- ✓ Have fun!

# Norms

- Be Open
- Listen Deeply, Respect Others When They're Talking
- Self-Responsibility for Own Learning
- Use "I" Language; Don't Generalize
- Goal is Not to Agree- But to More Fully Understand
- Say "Ouch" Then Educate
- No Dumping/Blaming



# Culture

An integrated pattern of human behavior that includes thoughts, communications, languages, practices, beliefs, values, customs, courtesies, rituals, manners of interacting and roles, relationships and expected behaviors of a racial, ethnic, religious or social group; and the ability to transmit these to succeeding generations

Source: National Center for Cultural Competence of Georgetown University, 2006

# Culture extends beyond race/ethnicity...

- ❑ Life situations (e.g., homeless, going through divorce, etc.)
- ❑ Differently-abled (e.g., hearing impaired or visually impaired culture)
- ❑ Age, (e.g., generational culture)
- ❑ Geography (e.g., rural culture versus urban culture; Mexican culture versus United States mainstream culture)

# Cultural Competence...

The integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices, and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes .

**Source: National Technical Assistance Center for  
State Mental Health Planning (Davis, 1997)**

LORHN Conference, October 2018 DS





## What Cultural Competence is...

- Includes skills that enable individuals to increase their understanding and appreciation of cultural differences and similarities.
- Allows providers to understand, appreciate, and work with individuals of cultures other than their own.
- Involves the willingness and ability of a system to value the importance of culture in the delivery of services to all segments of the population.



# Lake Okeechobee Rural Health Network's Mission

“To improve access to quality healthcare for rural residents of Glades, Hendry, Martin, Okeechobee, and Palm Beach Counties and stimulate the financial viability of providers and communities within the Network through planning and coordinated utilization of limited health care.”

# Health Council of Southeast Florida

**... develop regional health plans containing data, analysis, and recommendations that relate to health care status and needs in the community.**

**... improve access to health care, reduce disparities in health status, assist state and local governments in the development of sound and rational health care policies, and advocate on behalf of the underserved.**

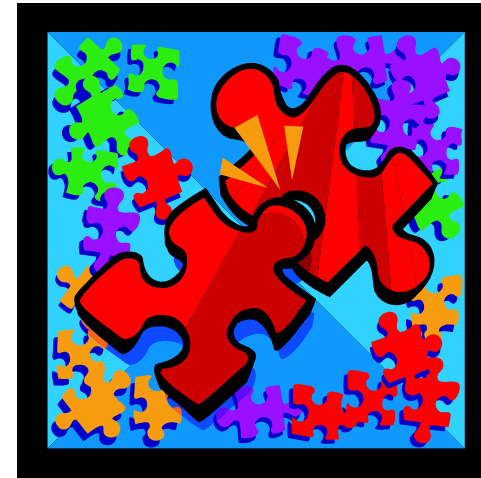
**...study the impact of various initiatives on the health care system, provide assistance to the public and private sectors, and create and disseminate materials designed to increase their communities' understanding of health care issues.**



# Personal Cultural Identity is Key

What are your *diversity* memberships?

- Ethnic group/race/nationality
- Gender
- Religion
- Age
- Geography
- Mental/physical ability
- Politics
- Sexual orientation
- Socio-economic status



And what do you believe about them?

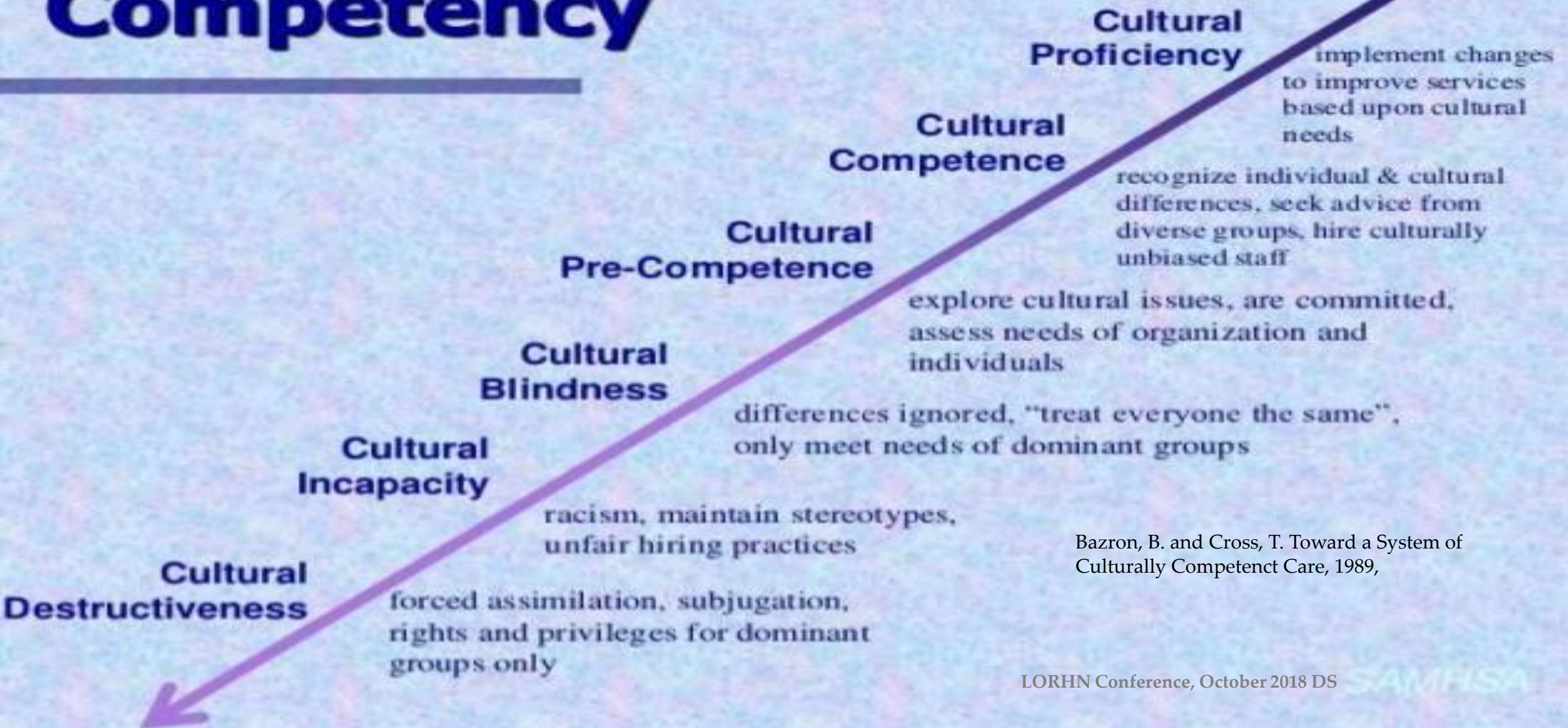
Are you conscious of groups within each community?

# ACTIVITY





# Continuum of Cultural Competency



Bazron, B. and Cross, T. Toward a System of Culturally Competent Care, 1989,

# Culture Is Inherent in Family Support Practice

- It informs our understanding of **when** support is needed.
- It influences **how** and **from whom** we seek support.
- It influences how we **attempt to provide** support.



# A Definition Specific to Systems of Care

- The integration of knowledge, information, and data about individuals and groups of people into:
  - Clinical standards
  - Skills
  - Service approaches and supports
  - Policies
  - Measures
  - Benchmarks
- This occurs on the individual, program and system level
- This promotes effective work in cross-cultural situations

(Cross et al., 1989; Davis 1997)

- Language
  - Non-verbal communication
    - Gestures, facial expressions, eye contact may have different meanings in certain cultures
  - Stereotyping
    - Assignment of characteristics or beliefs about another culture based on prejudice or limited exposure
  - Racism
  - Ethnocentrism
    - Belief that one's ethnicity provides the true or correct view of the world
- ....**are some common barriers to cultural competence**



# Essential Elements of Cultural Competence

- Name the differences: **Assess Culture**
- Claim the differences: **Value Diversity**
- Reframe the differences: **Manage the Dynamics of Difference**
- Train about differences: **Adapt to Diversity**
- Change for differences: **Institutionalize Cultural Knowledge**

# Delivery of Culturally Competent Care

- Know where your client was born and what the implications of birthplace have on health care.
- **Know what language your client speaks at home.**
- Know whether your client has specific dietary patterns based on his/her culture.
- **Know your client's religion and what treatments may be prohibited because of its teachings.**
- Know the level of independence the client had before the visit. Know whether independence is a problem for the client or a welcome asset to the quality of the client's life.

# Delivery of Culturally Competent Care

- Know the support systems in the client's life.
- **Have the client describe how health issues are handled at home to be aware of the role of family in the patient's culture.**
- Understand the importance of individualizing each situation based on the multitude of cultural issues that can arise.
- **Assess the emotional state of the client and try to determine the cultural dimensions that support it.**
- Allow the client to assist you in learning words that describe his/her illness or situation.



# Enhancement of Cultural Competence

- Development of skills through training, use of self-assessment for providers and systems,
- Implementation of objectives to ensure that governance, administrative policies and practices,
- Clinical skills and practices are responsive to the culture and diversity within the populations served.
- Ongoing process of continuous quality improvement.

A photograph of a desert landscape at sunset. A two-lane asphalt road with yellow double lines curves through the foreground and middle ground. In the background, there are dark, jagged mountain peaks silhouetted against a bright orange and yellow sky. The sun is low on the horizon, creating a strong lens flare effect. The overall mood is serene and contemplative.

*Cultural Competence is a life-long journey, not a destination.*



# Cultural Competence Resources

- Bridging the Cultural Divide in Health Care Settings The Essential Role of Cultural Broker Programs; National Center for Cultural Competence Georgetown University Center for Child and Human Development Georgetown University Medical Center (SPRING/SUMMER 2004)
- Goode T. Applying Cultural and Linguistic Competence to a Framework for Creating Learning Spaces for the Enhancement of Experiential Learning. Washington, DC: National Center for Cultural Competence, Georgetown University Center for Child and Human Development; 2013.
- [TED Talk: The Danger of a Single Story](#), Chimamanda Ngozi Adichie Addresses intersectionality in cultural competency (March, 2014)
- Cultural Competence Planning Guide; Washington State Department of Social and Health Services (2011-2014)

# Cultural Competence Resources

- U.S. Dept. of Health and Human Services, Health Resources and Services Administration, Office of Minority Health, “Conceptualizing **Cultural** Competence and Identifying Critical Domains” <http://www.hrsa.gov/OMH/cultural/sectionii.htm>
- U.S. Dept. of Health and Human Services, Office of Minority Health, National Standards for Culturally and Linguistically Appropriate Services in Health Care. Washington, D.C. 2001
- U.S. Dept. of Health and Human Services, Office of the Surgeon General, Mental Health: Culture, Race and Ethnicity. Rockville, 2001



The Danger of a Single Story – View and Comment: How it is relevant to the training today

- [https://www.ted.com/talks/chimamanda\\_adichie\\_the\\_danger\\_of\\_a\\_single\\_story?language=en#t-382170](https://www.ted.com/talks/chimamanda_adichie_the_danger_of_a_single_story?language=en#t-382170)