Health equity minute: cultural humility

Providing culturally responsive care can be a challenge, but it can be achieved through cultural humility. Consider watching this 30-minute documentary by San Francisco State University professor Vivian Chávez. It mixes poetry with music, interviews, archival footage and images of community, nature and dance to explain what cultural humility is and why we need it.

Cultural humility requires us to acknowledge our own cultural biases and limitations, and results in effective ways to personalize care according to a patient's cultural needs.
Here are some tips to help you incorporate cultural humility into your practice:

- Develop self-awareness: Reflect on your own cultural background, experiences and biases to understand how your cultural lens may influence your interactions with patients.
- Learn about your patients' cultures: This can involve reading literature, attending cultural events or engaging with community members. Click here to explore cultural perspectives.
- Practice active listening: Listen actively and attentively to patient concerns and perspectives without inserting your own beliefs or values.
- Use culturally appropriate communication: Be mindful of language and communication styles in different cultures. For example, some cultures may value direct communication. Other cultures may prefer indirect communication.
- Be open to feedback and learning: Be willing to accept feedback from your patients and colleagues.

To aid providers in their efforts to provide culturally and linguistically appropriate services for their patients, Security Health Plan provides health equity and cultural sensitivity awareness training and resources in the Provider Manual. Providers are expected to review and complete the Security Health Plan Provider Manual training and review resources yearly. Click on the titles to access the training and resources below.

Highlighted Resources and Trainings from the Security Health Plan Provider Manual

Understanding the Dynamics of Difference
With the increasing diversity of people living in the communities we serve, Security Health Plan has provided this Health Equity, Diversity and Inclusion (HEDI) training video to help increase cultural awareness and enhance understanding of the dynamics of cross-cultural exchanges at several levels, including relationships between individuals, organizations and larger systems. This training reinforces being open to and acknowledging differing

perspectives, worldviews and values, and understanding the significance of cultural identity. It is crucial to be aware of the diversity within and between groups in terms of history, demographics and social interactions. Providers can receive 1 CME for completion of the training.

A Physician's Practical Guide to Culturally Competent Care
The Office of Minority Health is committed to improving the health of racial and ethnic minority populations through the development of health policies and programs that will aid in eliminating health disparities. A Physician's Practical Guide to Culturally Competent Care is a free, online learning program accredited for physicians, physician assistants and nurse practitioners. The program is designed to equip individuals with knowledge, skills and awareness to best serve all patients, regardless of cultural or linguistic background. Providers can receive 9 CME for completion of the training.

Think Cultural Health: Effective Cross-Cultural Communication Skills Checklist
This checklist aids in improving cultural and linguistic appropriateness in health care practices.

Additional Training and Resources

The National LGBTQIA+ Learning Modules
The National LGBTQIA+ Health Education Center provides CME credit training opportunities regarding the LGBTQIA+ population.

Wisconsin Center for Public Health Education and Training Cultural Competency and Humility
The Wisconsin Center for Public Health Education and Training course is aimed towards health professionals. The training aims to define and understand concepts of culture, cultural awareness, cultural humility, and cultural competence while highlighting capacities and skills necessary to work effectively across diverse cultures.

Cultural Humility and Hospital Safety Culture
A journal of clinical psychology in medical settings research article regarding cultural humility and hospital safety culture.

Ethnomed
Ethnomed provides information about cultural beliefs, medical issues and other topics related to the health care of immigrants to the United States, many of whom are refugees. Education about cultural humility and information about specific cultures such as Hmong

and Hispanic are available.

My Diverse Patient
My Diverse Patient website offers learning experiences, techniques and ideas for practitioners to incorporate into their practice and help provide the individualized care every patient deserves.

Thank you for your dedication to providing high-quality and culturally humble care to all. patients.

References/Sources

Tervalon, M., & Murray-Garcia, J. (1998). Cultural humility versus cultural competence: a critical distinction in defining physician training outcomes in multicultural education. Journal of Health Care for the Poor and Underserved, 9(2), 117-125.

Foster, J. (2009). Cultural humility and the importance of long-term relationships in International Partnerships. The Journal of Transcultural Nursing, 38(1), 100-109.