

Cultural Humility: Expanding Views of Diversity & Inclusion

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Learning Objectives

By the end of this section, participants should be able to:

- *Understand the difference between cultural humility and cultural competence*
- *Recognize the role of diversity and inclusion in quality improvement*
- *Identify culturally responsive approaches to client barriers*

Cultural Competence

Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system or agency or among professionals and enable the system, agency, or professionals to work effectively in cross-cultural situations





Cultural Humility

Cultural humility incorporates a lifelong commitment to self-evaluation and self-critique, to redressing the power imbalances in the patient-physician dynamic, and to developing mutually beneficial and nonpaternalistic clinical and advocacy partnerships with communities on behalf of individuals and defined populations.

We must understand that we are only experts on our own lives; we cannot have expertise related to another person's way of being.

Cultural humility assumes that when interacting with others, we place ourselves in a position of learning so that we can expand our understanding and create meaningful interactions with each person that we meet.



The image features a vibrant orange border composed of a repeating geometric pattern of triangles and lines, creating a textured, woven appearance. This border frames a central white rectangular area.

WHO AM I...REALLY?





MEET ME WHERE I AM...

FINDING POINTS OF INTERSECTION



DOES YOUR WORKPLACE HAVE A CULTURE?:

SMALL GROUP EXERCISE

Historical Trauma

A combination of immense losses and traumatic events perpetrated upon an entire culture through policy and upheld by the justice system.

- Land
- Culture
- Language
- People (due to diseases and war)
- Ways of life
- Economic systems
- Ceremonies
- Family structure (forced into boarding schools)



**Cultural
connectedness is a
protective factor.**

1 Minute Case Studies





Fasting Mother

Due to once-yearly religious fasting, a mother, who exclusively breastfeeds, is having trouble feeding her 6 month old child. Formula has been suggested, but she is reluctant.

Living in a Food Desert

A client lives in an area designated as a food desert. She does not have stable transportation and needs fresh food sources to assist in maintaining her health.



Undocumented Parent

An undocumented client is fearful of attending her appointment for her HIV+ child, who is a citizen. She will not return calls and lives in an unstable environment.



Non-Binary Parent

A client who presents as male comes in for an appointment. He signs in as Jelante and appears to be in his first trimester of pregnancy. He says that he is here to inquire about switching medical case management services and needs a NB-friendly OB referral.



Implicit Bias

An Implicit Bias is a preference for OR prejudice against a person or group of people.

Interrupting/reducing bias requires that we learn how to pause, slow down or be more mindful in how we make decisions and relate to others (or those that we perceive to be "the other").

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Reflections: Quality Improvement Opportunities

Thank You for Your Participation.

