Cultural Humility: Expanding Views of Diversity & Inclusion



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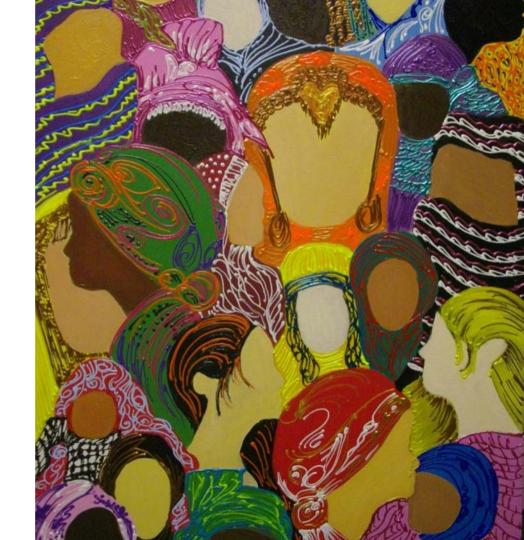
Learning Objectives

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



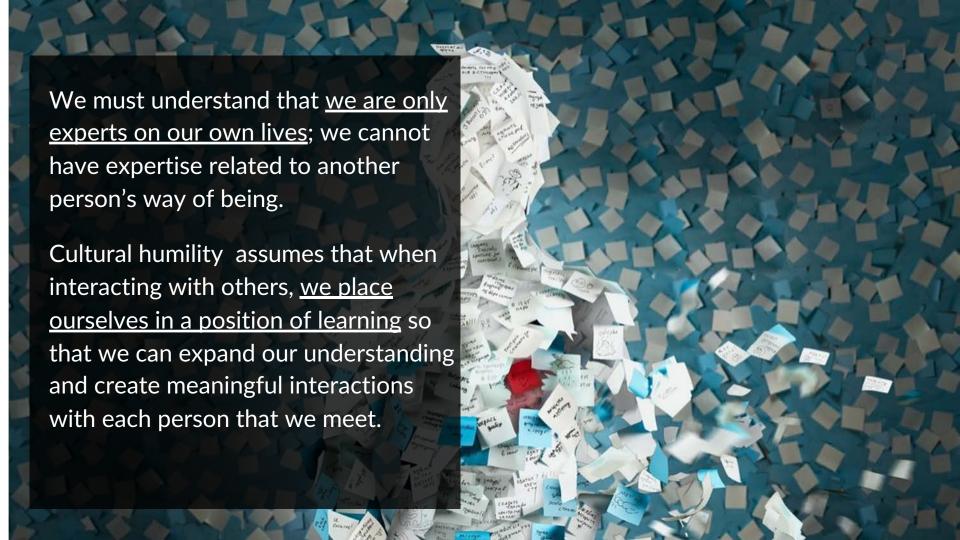


Cultural Humility

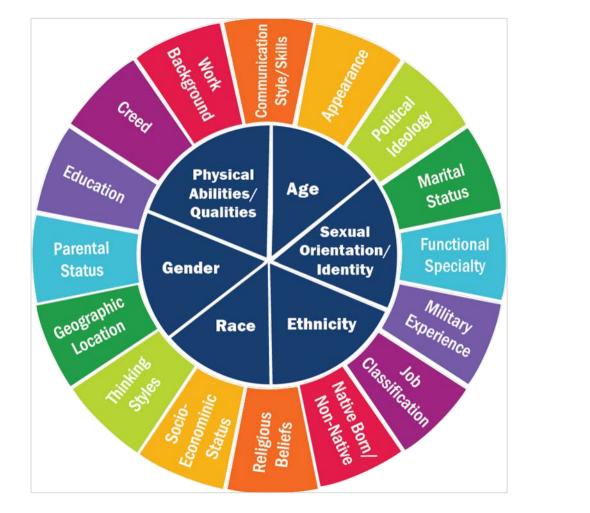
Cultural humility incorporates a lifelong commitment to selfevaluation and self-critique, to redressing the power imbalances in the patient-physician dynamic, and to developing mutually beneficial and nonpaternalistic clinical and advocacy partnerships with communities on behalf of individuals and defined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

Source: Cultural humility versus cultural competence: A critical distinction in defining physician training outcomes in multicultural education. Melanie Tervalon; Jann Murray-Garcia. Journal of Health Care for the Poor and Underserved; May 1998;

9, 2; Research Library pg. 117









MEET ME WHERE I AM...
FINDING POINTS OF INTERSECTION

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SMALL GROUP EXERCISE

DOES YOUR WORKPLACE HAVE A CULTURE?:

auma

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 NBfriendly OB referral.



Implicit

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

"the other").



Thank You for Your Participation.

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