CULTURAL COMPETENCE

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Callaway Gardens

"If you talk to a man in a language he understands, that goes to his head.

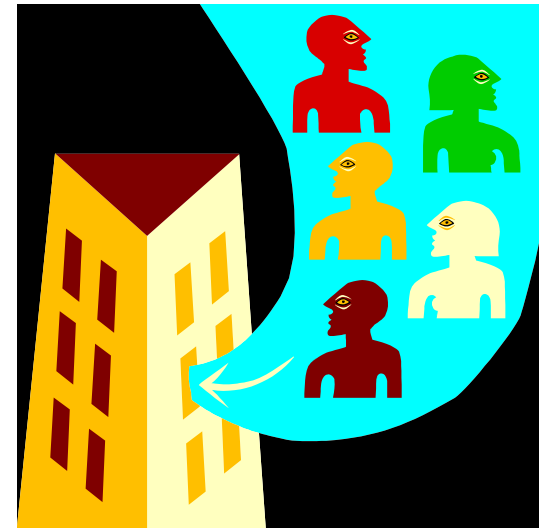**If you talk to him in his language, that goes to his heart."**

- Nelson Mandela

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Objectives

- Participants will be able to define Culture and Cultural Competence

- Participants will understand the barriers to Cultural Competence

- Participants will receive skills to reach individual and organizational cultural competence.

WHY IS CULTURAL COMPETENCE IMPORTANT?

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CULTURE

Culture

The shared values, traditions, norms, customs, arts, history, folklore, and institutions of a group of people that are unified by race, ethnicity, language, nationality, or religion

Source: "Perspectives of Difference," Division of General Internal Medicine, University of California, San Francisco

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Culture

■ Culture refers to the integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.

Office of Minority Health, U.S. Department of Health and Human Services

Culture

- Culture is the "lens" through which you view the world.
- It is central to what you see,
- How you make sense of what you see,
- How you express yourself.

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One definition..

Cultural competence is acceptance and respect for difference, continuing self-assessment regarding culture, attention to the dynamics of difference, ongoing development of cultural knowledge and resources, and flexibility within service models to work toward better meeting the needs of minority populations.

Cross, T. L., Bazron, B. J., Dennis, K. W., Isaacs, M. R. (1989). Towards a culturally competent system of care. Washington DC: CASSP Technical Assistance Center, Georgetown University Child Development Center.

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2016

Fundamental Patterns of Cultural Difference

What is different?

1. Communication Styles
2. Attitudes Toward Conflicts
3. Decision Making Styles
4. Approaches to Knowing

What is hidden below the surface?

1. Beliefs
2. Values
3. Expectations
4. Attitudes

Visible cultural differences

Invisible cultural roots

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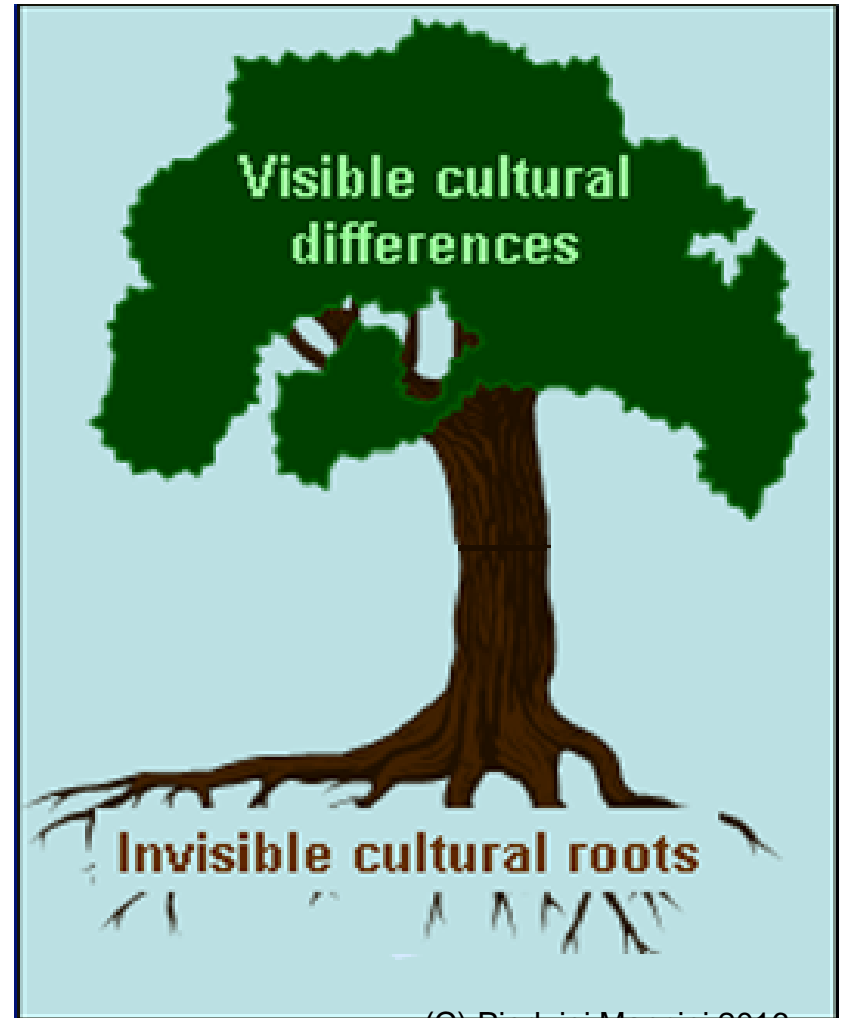
- <u>Above the water line:</u> Aspects of culture that are explicit, visible, taught.

- <u>At the water line:</u> the area where official explanations and teachings become irrational, contradictory, inexplicable-- where theology becomes faith

- <u>Below the water line:</u> "Hidden" culture: the habits, assumptions, understandings, values, judgments ... that we know but do not or cannot articulate.
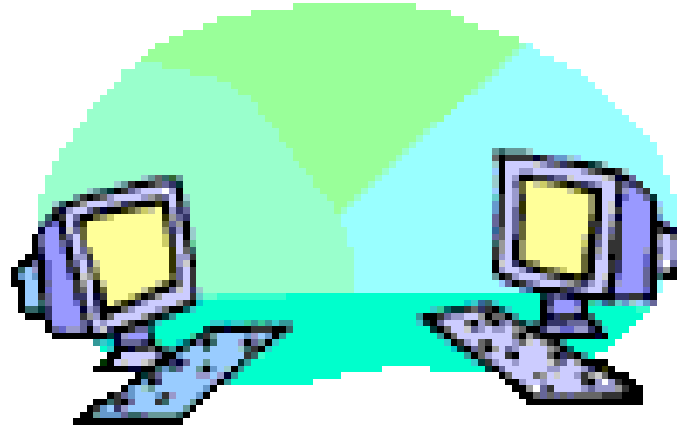
The Cultural Competence Continuum

☐ Where Am I Now?

☐ Where Could I Be?

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Cultural Competence at the Individual level

■ An examination of one's attitude and values and the acquisition of the values, knowledge, skills and attributes that will allow an individual to work appropriately in cross cultural situations.

Survey

http://www.understandingprejudice.org/iat/

https://implicit.harvard.edu/implicit/

The Cultural Competence Continuum

Positive

Cultural Proficiency

Cultural Competence

Cultural Precompetence

Cultural Blindness

Negative

Cultural Incapacity

Cultural Destructiveness

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■ Continuum Definitions

☐ <u>Cultural Destructiveness</u>: forced assimilation, subjugation, rights and privileges for dominant groups only

☐ <u>Cultural Incapacity</u>: racism, maintain stereotypes, unfair hiring practices

☐ <u>Cultural Blindness</u>: differences ignored, "treat everyone the same", only meet needs of dominant groups

■ Continuum Definitions…

<u>Cultural Pre-competence</u>: explore cultural issues, are committed, assess needs of organization and individuals

<u>Cultural Competence</u>: recognize individual and cultural differences, seek advice from diverse groups, hire culturally unbiased staff

<u>Cultural proficiency</u>: implement changes to improve services based upon cultural needs, do research and teach

BARRIERS TO CULTURAL COMPETENCE

Barriers To Cultural Competence

1. Ethnocentrism : Inability to accept another culture's world view; "my way is the best."

2. Discrimination : Differential treatment of an individual due to minority status; actual and perceived; e.g., "we just aren't equipped to serve people like that."

3. Stereotyping : Generalizing about a person while ignoring presence of individual difference; e.g., "she's like that because she's Asian – all Asians are nonverbal."

Barriers to Services

☐ Communication

☐ Different cultural explanations for the problems

☐ Inability to find culturally competent services

☐ Mistrust

☐ Cost

☐ Clinical Bias

Poor linguistic access causes:

– Decreased access to services,

– Poor comprehension,

– Low satisfaction,

– Reduced quality of care and

– An increase in health care costs.

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Barriers

LEP

Accessibility

Availability

Affordability

Acceptability

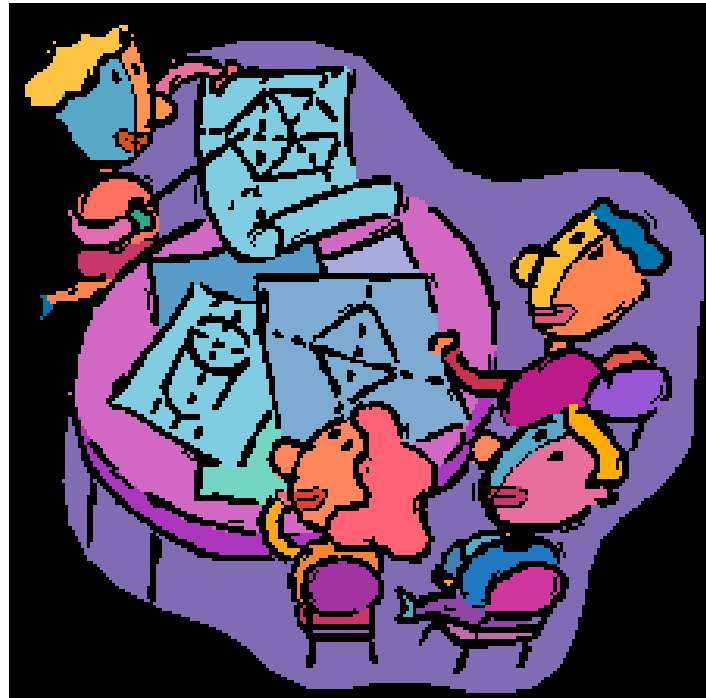Appropriate

Adaptable

Systemic/

Organizational/

Structural

Clinical/Socio Cultural

Intergenerational

How does your agency/organization <u>view</u> diversity?

Skills for Cultural Competency (Organizational)

Culturally Competent Organizations

Invests in Building Capacity for Cultural Competency and Inclusion

- The organization has policies, procedures, and resources that facilitate the ongoing development of cultural competence and inclusion.

- The organization is willing to commit the resources necessary to building or strengthening relationships with groups and communities.

- The organization's members are representative of the focus population.

Culturally Competent Organizations

Practices Strategic Planning that Incorporates Community Culture and Diversity

- The organization collaborates with other community organizations, and organization members are involved in supportive relationships with other community groups.

- The organization is seen as a partner by other community organizations and members.

Culturally Competent Organizations

Implements Prevention Strategies Using Culture and Diversity as a Resource

- Community members and organizations have had an opportunity to create and/or review audiovisual materials, public service announcements, training guides, printed resources, and other materials to ensure they are accessible to and appropriate for their community or the focus population.

Culturally Competent Organizations

Evaluates the Incorporation of Cultural Competence

- There is a regular forum for a wide variety of community members to provide both formal and informal feedback on the impact of interventions in their community.

Action Steps for Achieving Cultural Competence

Action Steps

1.   Develop support for change throughout the organization (who wants change and who does not?).

☐ Is this a top-down mandate? How deep is the "buy-in"? Do you need a committee to work on this issue?

Action Steps

2.   Identify the cultural groups to be involved. Who needs to be involved in the planning, implementation and reinforcement of the change?

3.   Identify barriers to cultural competence at work in your organization. What is not working? What will slow you down or stop you?

Action Steps

4.   Assess your current level of cultural competence. What knowledge, skills and resources can you build on? Where are the gaps?

5.   Identify the resources needed. How much funding is required to bring about the changes? Where can you find the resources?

Action Steps

6.   Develop goals and implementation steps and deadlines for achieving them.

7.   Commit to an ongoing evaluation of progress (measuring outcomes) and be willing to respond to change.

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Muchas Gracias