Cultural Competency: The Basics

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The Purpose of This Training Is To:

• Provide a definition for cultural and linguistic competency
• Identify definition of culture
• Encourage providers to think about how they identify their own culture
• Inform providers on primary and secondary dimensions of culture
• Discuss how provider can develop diversity competence
What is cultural competency?

A congruent set of:

• Behaviors
• Attitudes
• Skills
• Policy
• Procedures

...that come together in a system, agency, or among professionals that enables effective interactions in a cross cultural framework.

As defined by the U.S Department of Health and Human Services
What is linguistic competence?

“Providing readily available, culturally appropriate oral and written language services to limited English proficiency (LEP) members through such means as bilingual/bicultural staff, trained medical interpreters, and qualified translators.”

As defined by the U.S Department of Health and Human Services
What is cultural and linguistic competence?

• The ability of health care providers and health care organizations to understand and respond effectively to the cultural and linguistic needs brought by the patient to the health care encounter.

• Cultural competence requires organizations and their personnel to:
  • Value diversity.
  • Assess themselves.
  • Manage the dynamics of difference.
  • Acquire and institutionalize cultural knowledge.
  • Adapt to diversity and the cultural contexts of individuals and communities served.

As defined by the U.S Department of Health and Human Services
Why is cultural competency important?

• Increases respect and mutual understanding among those involved
• Increases participation and involvement of other cultural groups
  • Treatment planning
  • Linking a member to community resources
• Increases trust and cooperation
• Helps overcome fear of mistakes, competition, or conflict
• Promotes inclusion and equality
• Allows for individual growth and curiosity
• Improves the quality of services
Dimensions of Culture

Primary Dimensions of Diversity
• Elements that we are born with
  • Race
  • Gender
  • Sexual Orientation

Secondary Dimensions of Diversity
• Elements that we have more control over
  • Education
  • Marital Status
  • Communication Style
Dimensions of Culture

- Physical Abilities/Qualities
- Age
- Gender
- Race
- Ethnicity
- Sexual Orientation/Identity
- Marital Status
- Political Ideology
- Functional Specialty
- Military Experience
- Native Born/Non-Native
- Job Classification
- Religious Beliefs
- Socio-Economic Status
- Geographic Location
- Thinking Styles
- Parental Status
- Education
- Communication Style/Skills
- Appearance
- Work Background
- Creed
How does your culture influence you?

- Take a minute to think about how you identify your own culture
  - Traditions
  - Shared Values
  - Norms
  - Customs
  - Art
  - History
  - Folklore
  - Religious or healing practices
  - Institutions of a racial, ethnic, religious, or social group
- Think about how your culture influences you
  - Your decisions
  - Your thoughts
  - Your prejudices
  - [https://www.youtube.com/watch?v=E1MI_h0H1cw](https://www.youtube.com/watch?v=E1MI_h0H1cw)

*Video Source [www.youtube.com](http://www.youtube.com) by Gail Price-Wise*
How can we promote cultural competency?

Awareness: Awareness is consciousness of one's personal reactions to people who are different

• What causes you to react?
• What do you tell yourself?

Remember: Becoming culturally competent is a process, not an endpoint.
How can we promote cultural competency? continued

Knowledge you know about some cultural characteristics, history, values, beliefs, and behaviors of another ethnic or cultural group.

• Be curious
• Ask questions
• Engage with members about their culture
How can we promote cultural competency? continued

Sensitivity: knowing that differences exist between cultures, but not assigning values to the differences (better or worse, right or wrong)

• Treat each person as an individual
• Respect their values, traditions, and religious beliefs as you engage a member in care
• https://youtu.be/2qoGcJC3egk

*Video source from www.youtube.com referencing Grey's Anatomy
How can we promote cultural competency? continued

Skills: to demonstrate genuineness, empathy, warmth, openness, and flexibility; to improve our understanding of cultures different than our own

• Your clinical expertise is valuable
• Meet a member where they are
Remember these steps when communicating across cultures:

Simplify and Specify
Clarify and Confirm
Organize and Outline
Rephrase and Reframe
Explain with Examples

*https://international.illinois.edu/assets/docs/resources/communication-strategies.pdf
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Thanks