

Cultural Competency in Practice



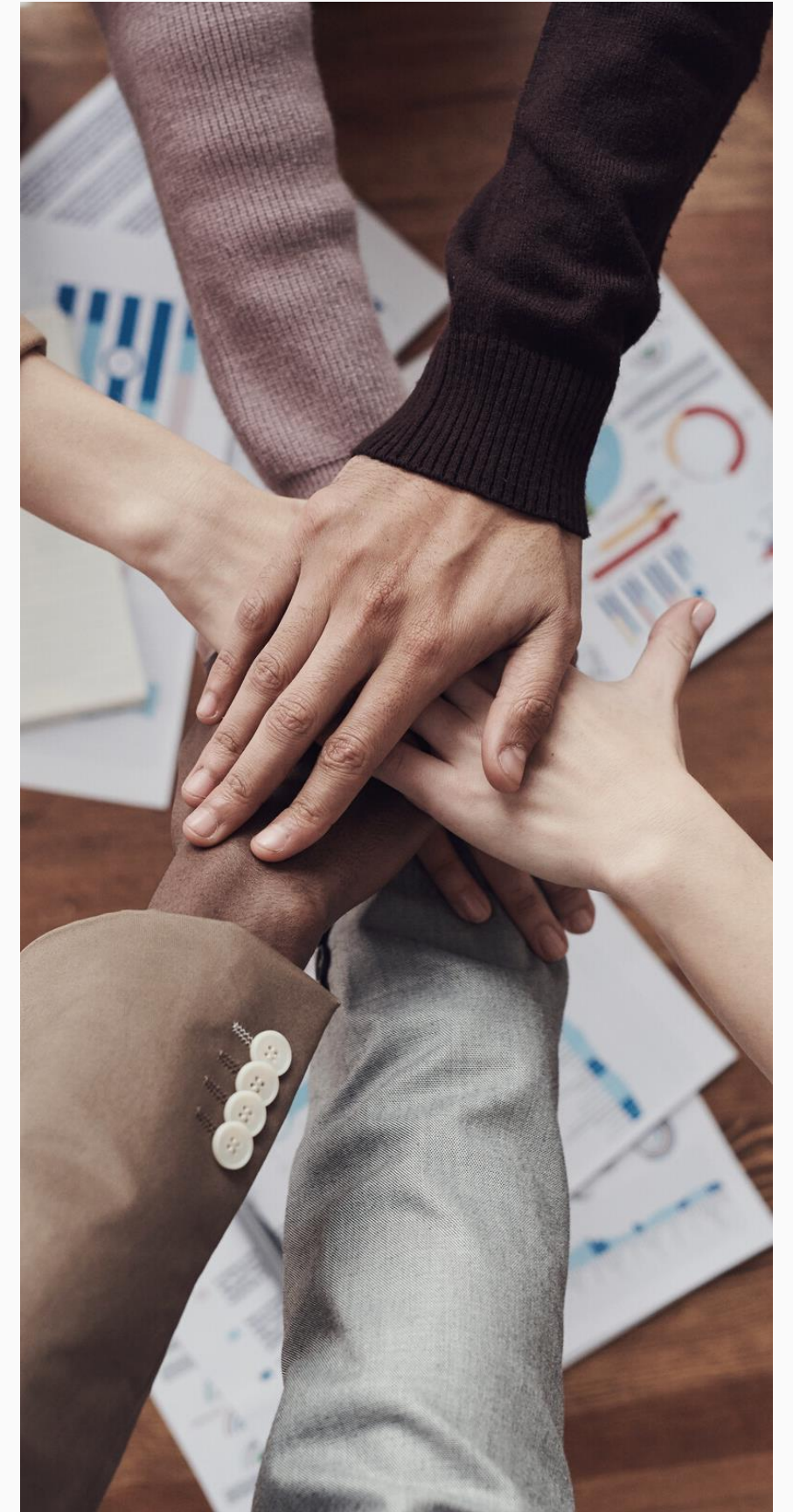
EQUITY, DIVERSITY, AND INCLUSION AS
DETERMINANTS OF HEALTH

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● Objectives

- Define and understand Cultural Competency
- Recognize instances of
 - Cultural Impasse
 - Implicit Bias
 - Microaggressions
- Cultural Competency and Social Determinants of Health
- Discover the Five Steps to Cultural Competency



Discussion/Thinking Points

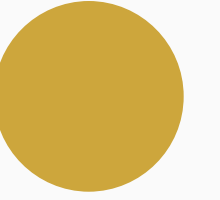


From the Whova App

- Personal Assessment
- Organizational Assessment
- Your daily practice



Cultural Competence: Defined



- Culture: Ideas, beliefs, or values that an individual uses to define themselves and that may influence their behaviors.
- Cultural Competency is a process that is dynamic, on-going, and continuous (Isaacs and Benjamin, 1991).
- Skills and experiences that support awareness and respect of other people's definition of culture.





Visible and Invisible Diversity

What you see is never what you get.

- Diversity encompasses issues from race, age, experience, ability, sexual identity, socioeconomic status (and more).
- Our differences (diversity) can be visible or invisible and its important to recognize and avoid any assumptions about what we see.

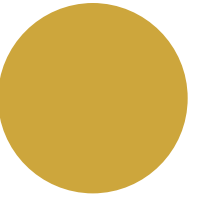


The Cultural Impasse

A communication barrier.

- Also known as "cultural bump", this occurs when one person has certain expectations of behavior from someone else but receives something other than what they expected (Jiang, 2001).
- An instance where one party is unable to communicate or engage successfully with another party.
- May be an awkward or hurtful conversation.





Implicit Bias

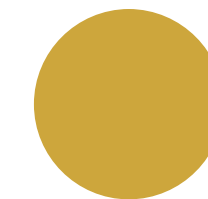
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- ✓ A negative feeling, attitude or belief towards people, ideas, areas, or more (Ungvarsky, 2019).
 - ✓ May also be known as Unconscious Bias.
 - ✓ Is considered a form of prejudice (Ungvarsky, 2019)



Microaggressions

Subtle but damaging.

- Cultural Impasse + Implicit Bias = Microaggression.
- Can be verbal, nonverbal (behavioral), environmental, or institutional (Washington, Birch, & Roberts, 2020; Zakauska, 2020).
- May be experienced more often by people of marginalized groups (Zukauskas, 2020).
- It's not about intent, it's about impact.



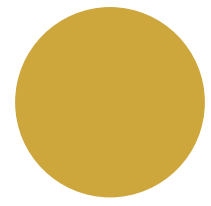


SDoH and Health Equity

◆ Hidden drivers of health inequities.

- Social Determinants of Health are the conditions under which people are born, grow, work, live, and more.

- Incorporating Cultural Competency best practices can reduce health inequities, especially in marginalized populations.



Putting it in to Practice



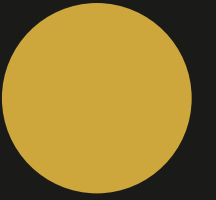
◆ Step 1: Awareness of Self and other

◆ Step 2: Acknowledgement

◆ Step 3: Honest Validation

◆ Step 4: Negotiation

◆ Step 5: Action - Choices and Options



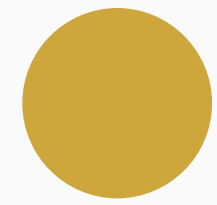
Awareness of Self and the Other

◆ Self-assessment, exploration or reflection

- Confront biases using tools like the Implicit Association Test (Staats, 2015).
- Commit to having an attitude dedicate to change (Orlandi, 1992).

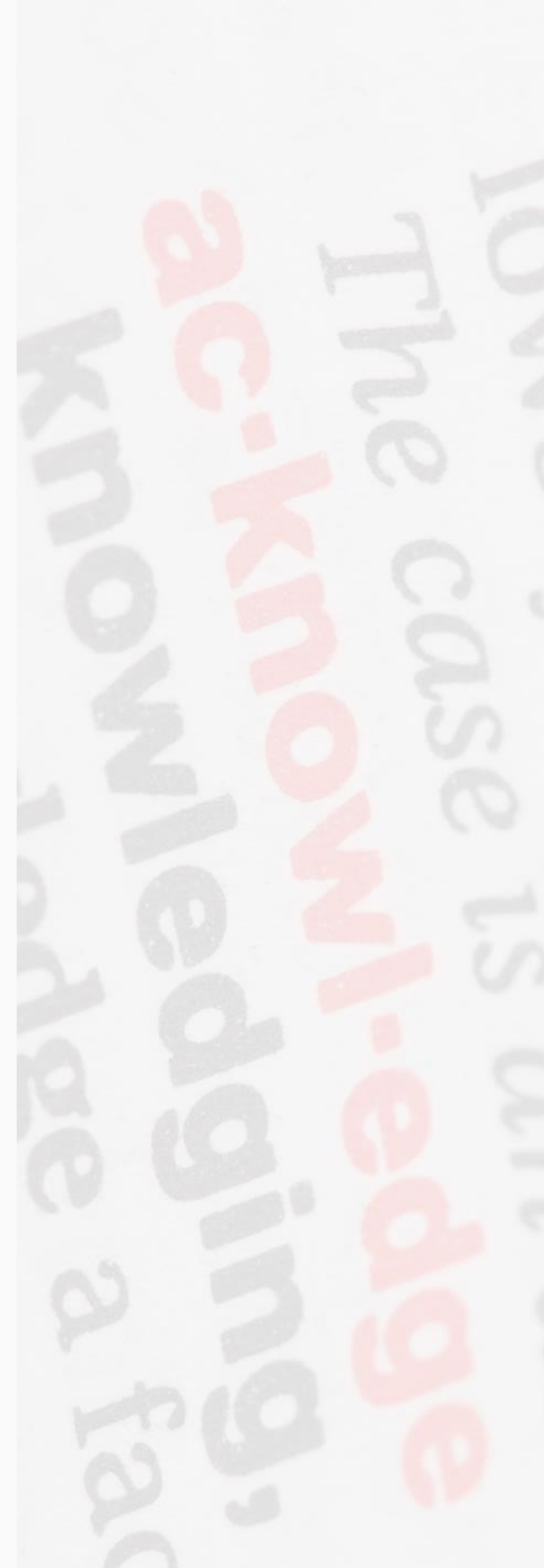
◆ Gather and share information

- Broaden knowlege and awareness about issues, positions, interests, needs and current realities.
- Commit to having a constructive, knowledgeable affect (Orlandi, 1992).

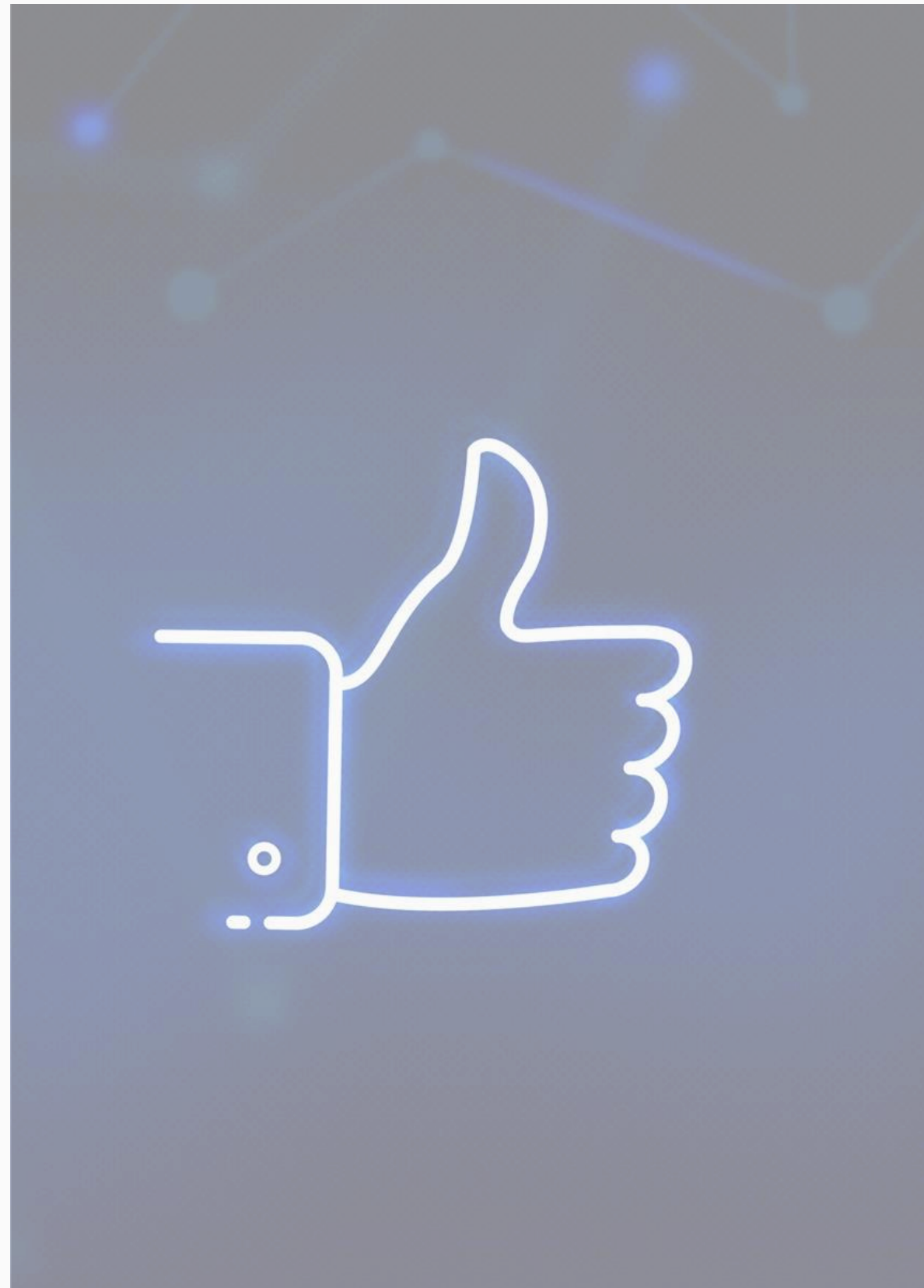


Acknowledgement

- Like awareness of self and other but, instead of confronting biases and cultural competency of "self", there conversation is about cultural incompetency and the potential implications.



Honest Validation

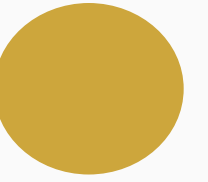


✓ Verbal or non-verbal action.

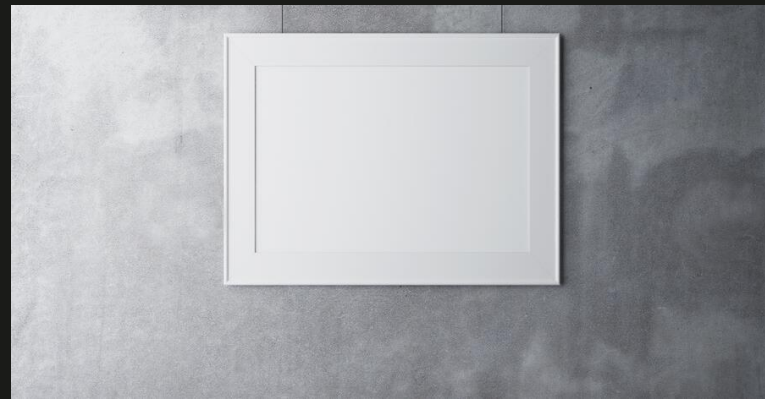
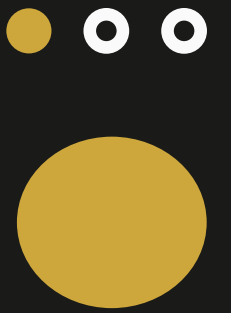
- Attentive Listening
- Active Listening
- Affirmative Listening

✓ Validate differences.

- Sharing is powerful
- Acknowledging power differentials



Negotiation



Reframe

A culmination of acknowledgement and honest validation, its a sincere move towards changing the conversation and sharing power.




Develop Options

In developing options, work together to solve problems and create a cycle of effective communication from a culturally competent lense.



Action: Choices and Options

- Meaningful engagement - it's more than just a training.
 - Test assumptions to align conscious and unconscious ideals (Staats, 2015).
 - Take time to process.
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Discussion and Questions

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Equity and Inclusion

Professional Development

Available Modules:

- Diversity, Equity, and Inclusion Defined
- The Principles of Cultural Competency
- Understanding the Dynamics of Difference
- The Five Steps to Cultural Competency
- The Culture of Western Medicine
- Culturally Competent Use of Language Services
- Building Culturally Competent Community Partnerships
- Building Culturally Competent Systems of Care



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