



CULTURAL COMPETENCY IN HEALTHCARE

Culture affects communication. Culture is the underlying context that affects everything you do with other people talking and interacting with others takes more than linguistic communication – it requires an understanding that the other person may have a different sense of what is “normal” or “appropriate” in a given context.

Here is a 5-Step Framework that works well connect with patients of other cultures, honor their individuality, and help them achieve healthy outcomes in the mainstream healthcare culture:

1- Realize **2- Accept** **3- Learn** **4- Implement** **5- Assess with purpose**

REALIZE

Realize that you have acquired perspectives: You have a way of *viewing, thinking, and believing* that is shaped based on your personal experiences. Based on the totality of experiences (yours, mine, theirs, etc.), you have acquired perspectives, and you have interpreted those experiences through the lens of *your knowledge and your beliefs*.

What culture is?

- What you think
- What you feel
- What you value
- What you do and what you do not do
- How you behave



All of this based on human influences around you

ACCEPT

Accept that others “outside” of your group also think, feel, believe, value and, behave different than you based on the totality of their experiences and their group influences.



LEARN

Learn about others from different groups. The best you can do is trying to experience other cultures and other beliefs because you take academic knowledge and move it into real experiences getting a different impact on you.

What to learn from other groups?

- Different perspectives
- Underlying beliefs
- Acceptable and unacceptable behaviors



Getting this knowledge, you will be able to start learning how to navigate across other cultures.

IMPLEMENTATION

Risks about implementation:

- Generalizing based on some knowledge that you have or some experiences that you have with others
- Stereotyping
- Unintentional racism

Please indicate which of the following applies to you:

White	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Irish Traveller	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black Caribbean	<input type="checkbox"/>	Black African	<input type="checkbox"/>
Black Other	<input type="checkbox"/>		

Safer Path:

- *Individual inquiry*: getting to know the person with you work with, instead of seeing them and applying some preconceived notions about them
- *Patient-centered care*: getting to know what they value, assess their perspectives and understand the implications of their perspectives on the desired health outcomes that you are working on.
- *Honor your patients' beliefs* and share a path to wellness

ASSESS VARIATIONS WITH PURPOSE



- *Asses your patients' beliefs* and your beliefs and see how their differ.
Purpose: Adjust your interactions and your communication with your patients to maximize health outcomes.
- *Understand what the patients' normal approach is to accessing care* versus what your system has set up as the normal approach to accessing care.
Purpose: To help your patient navigate care with you in the most effective way.
- *Systemic variations:* the goal is how can you help your patient navigate or access care for themselves? what kind of tips or hacks you have for your patient to help them to advocate for themselves effectively.

