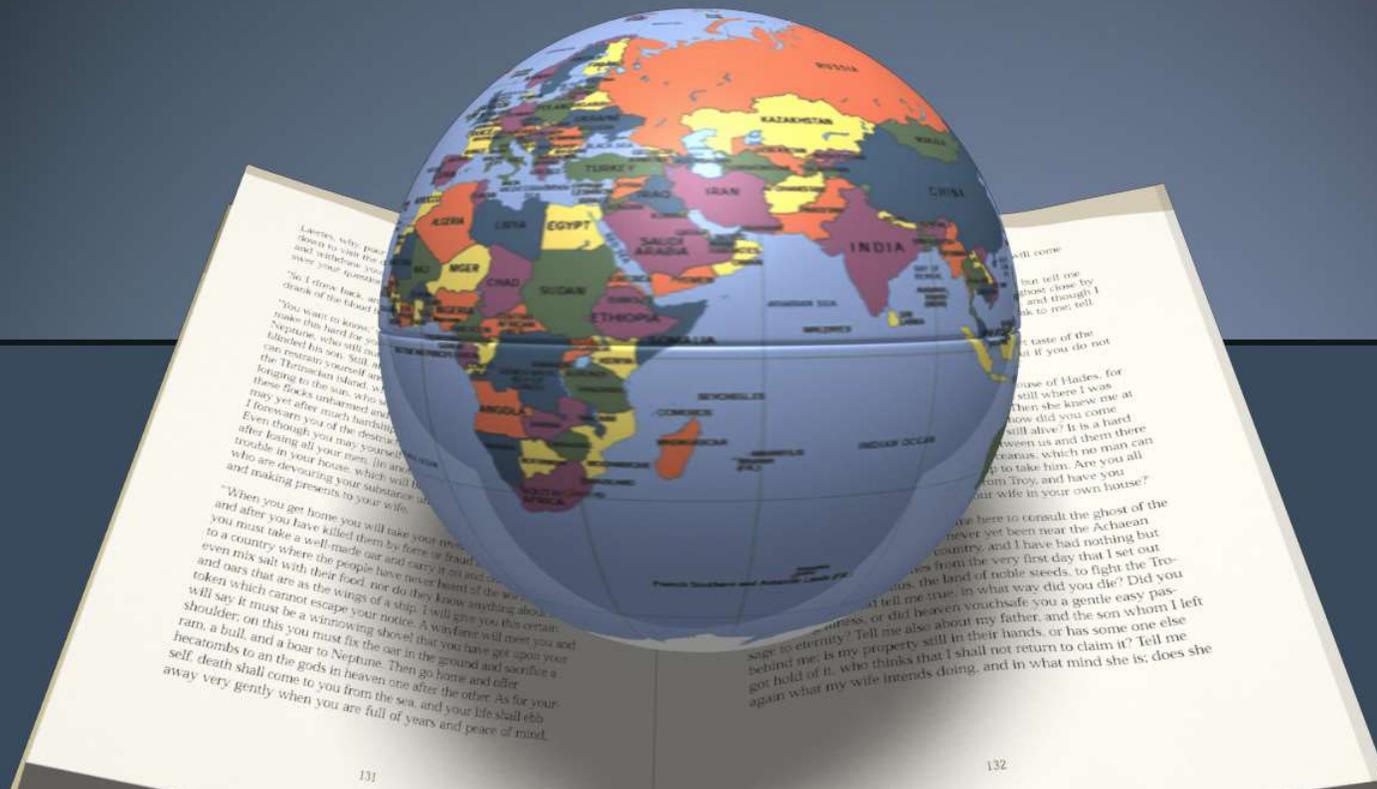


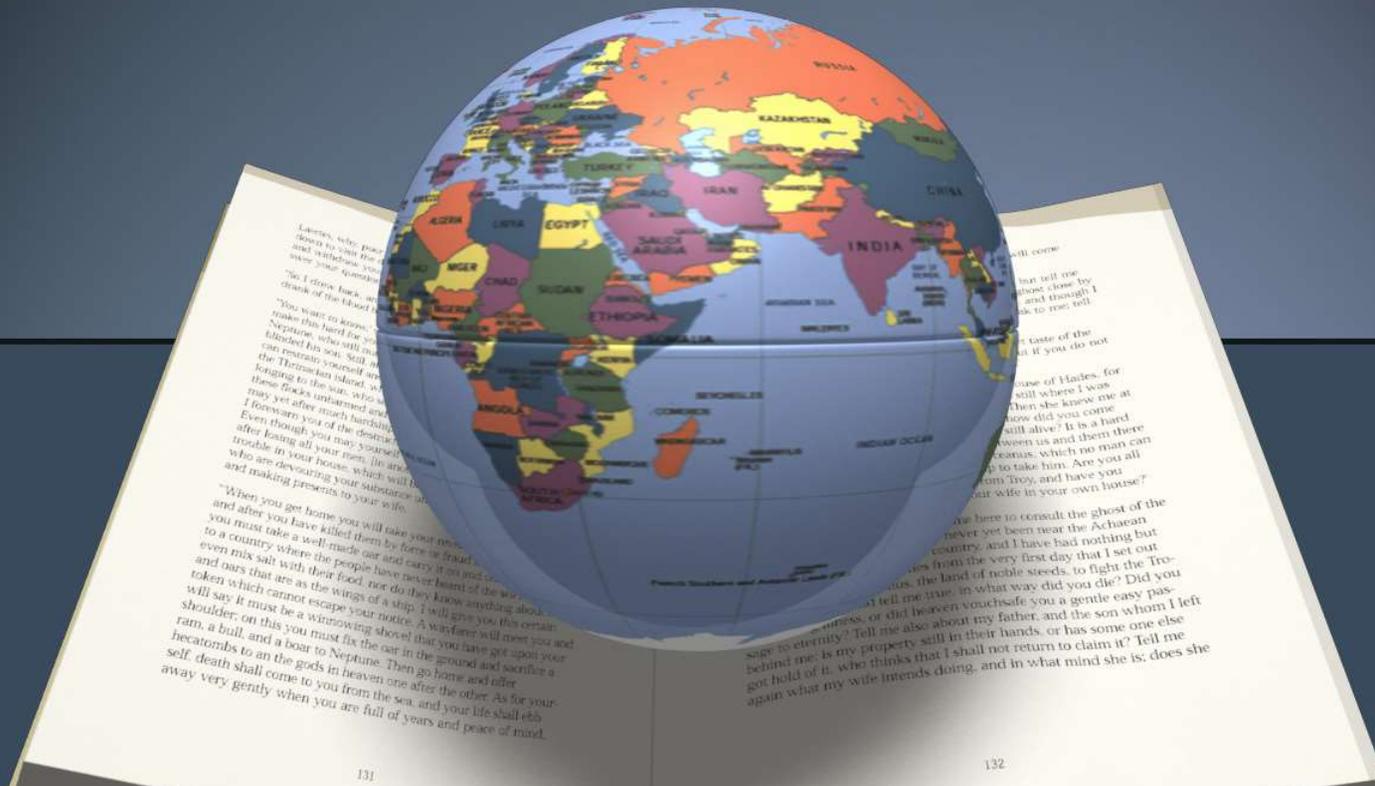
Human Diversity

Cultural Competence



Human Diversity....

Simply means the differences inherent among people



Human Diversity

... is the variety of people or different cultures in a society and their interactions, including (*but not limited to*):

Age

Ethnicity

Religion

Sexual orientation

National origin

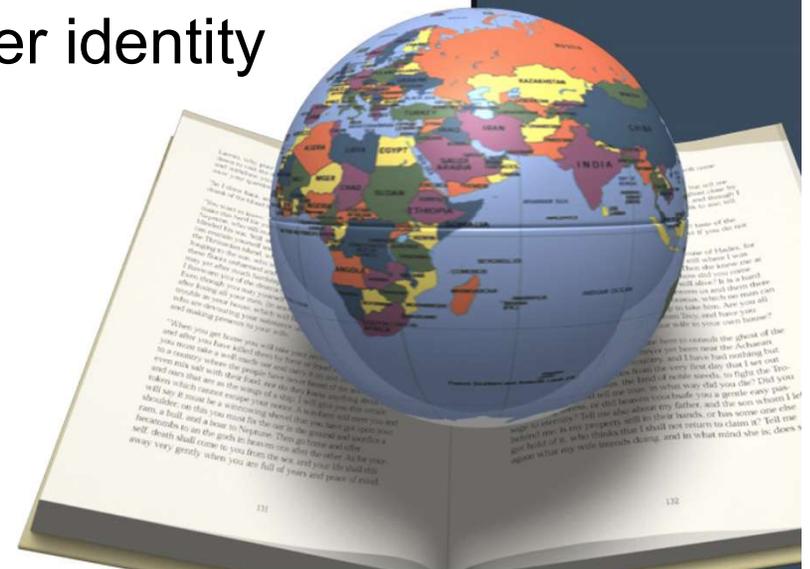
Socio-economic status

Color

Gender

Disabilities

Gender identity





American Culture



What does culture have to do with it?

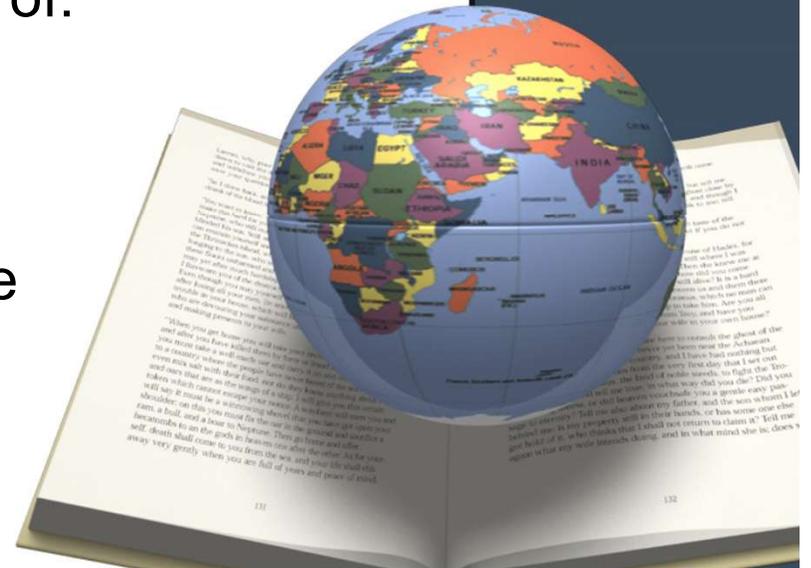
Culture = All of the socially transmitted behavior patterns, arts, beliefs, institutions, and all other products of human work and thoughts by particular classes, communities, or populations

Culture affects our perception of:

good vs. bad

right vs. wrong

acceptable vs. unacceptable



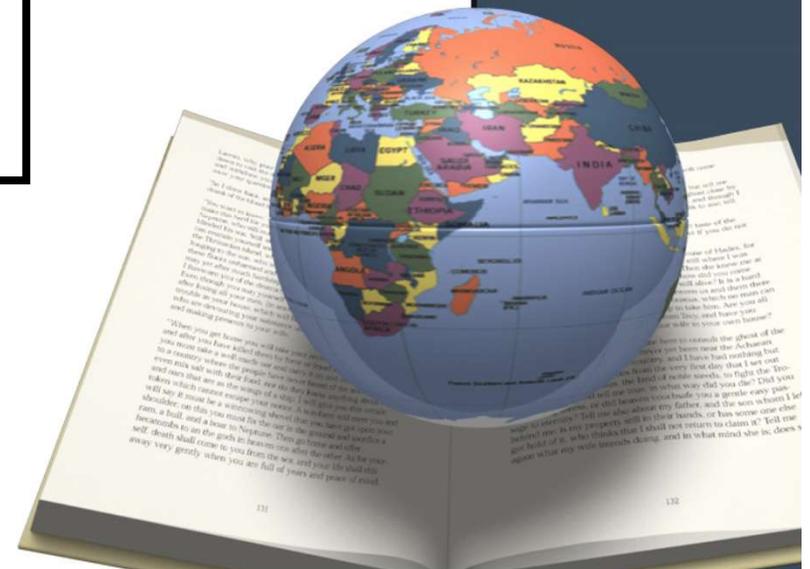
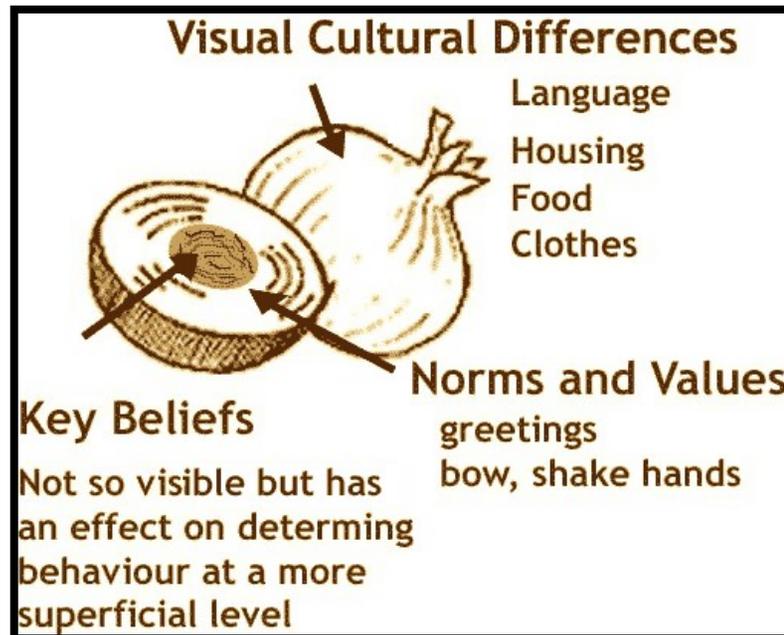
Where does culture come from?

In Childhood: Children learn basic activities as eating, walking, talking, dressing, bathing, etc.

As Adults: People learn new behavior or new ways to perform thanks to education, travels, etc.



How do you recognize culture?



**External (surface)
culture (10%)**

- Explicitly learned
- Conscious
- Easily changeable
- Objective knowledge

Behaviours
Traditions Customs
Easily observable with touch, taste, smell, sound

**Internal (deep)
culture (90%)**

- Implicitly learned
- Unconscious
- Difficult to change
- Subjective knowledge

Core values
Attitudes
Beliefs
Assumptions
Perceptions
Priorities
Difficult to observe

Ethnicity

Person's distinctive racial, national, religious, linguistic, or cultural heritage

Race = ethnicity

In the US race is most often used to distinguish between African Americans and Caucasians

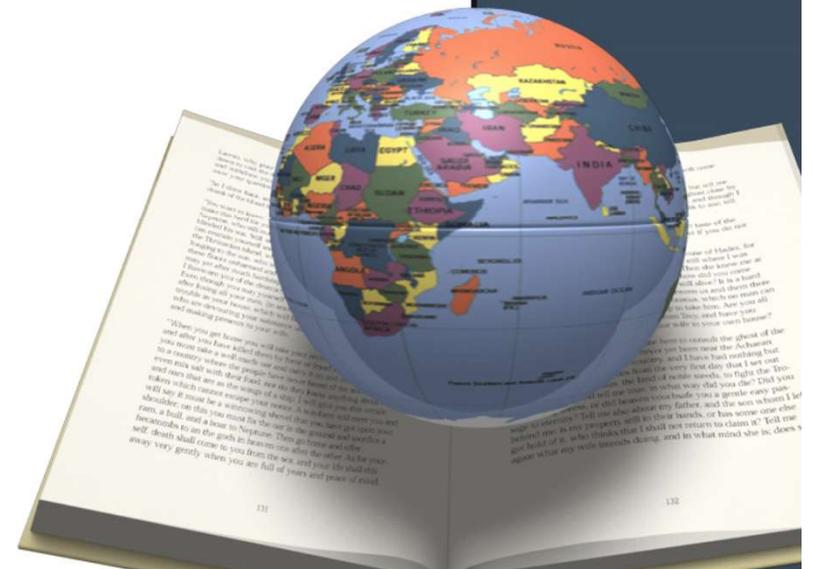


Table 10-2 pg 112

| Table 10-2 | Some of the Core Values Exhibited by the More Prevalent Ethnic Cultures within the Population of the US |
|-------------------|---|
| Ethnic Group | Core Values |
| African Americans | Extended family Cooperation Spirituality Interdependence |
| Latino | Extended family Father as patriarch Respect Hierarchical relationships |
| Mexican American | Extended family (close knit) Curanderism (Mexican folk healing) Frequent contact with native country Respect |
| Native Americans | Extended family Spiritualism Collectivism Unified whole universe |
| U. S. Mainstream | Individualism Affluence (material comfort, consumerism) Competition Personal achievement and success |

Chapter 10 page 113

| Language | Saying |
|----------|-------------------------|
| English | Hold your breath |
| Spanish | Contenga la respiracion |
| French | Tenee votre souffle |
| German | Halten Sie ihren Atem |
| | |
| English | X-ray |
| Spanish | Radiografia |
| French | Rayon-x |
| German | Rontgenstrahle |

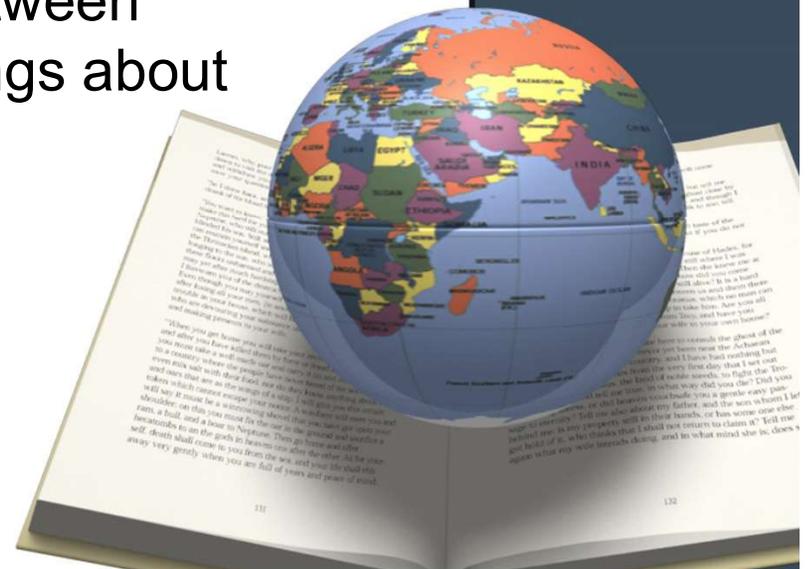
Stereotyping

Advantage

It enables us to respond rapidly to situations because we may have had a similar experience before.

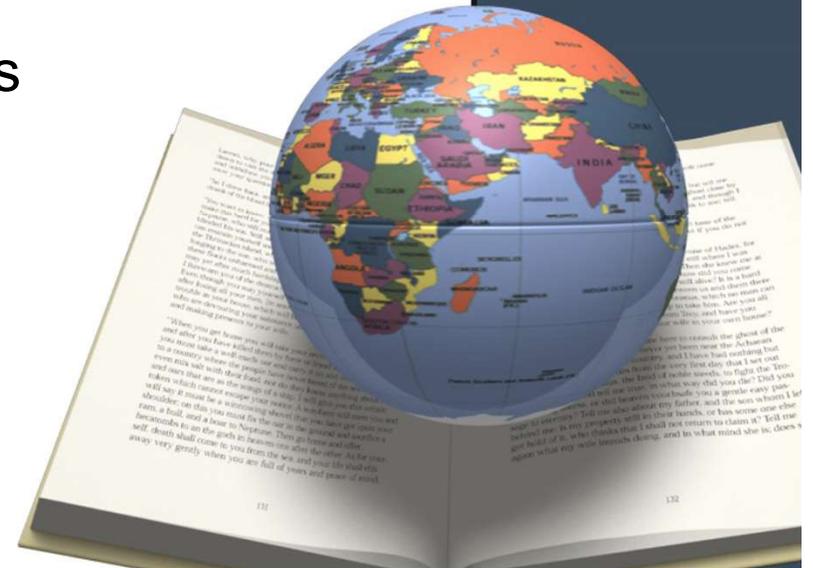
Disadvantage

It makes us ignore differences between individuals; therefore we think things about people that might not be true (i.e. make generalizations).



Disparities in American Healthcare

1. Access to healthcare
2. Quality of care
3. Patient perceptions
4. Communication between staff and patient
5. Utilization of cultural resources

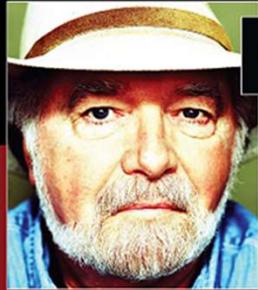


Each culture has a unique healthcare system based on beliefs, customs and available technology.



There is a direct relationship between culture and health practices.

– Ex. Hygiene, herbal care, trust in doctors



Chest Pain. Identical Symptoms. Matching Histories.



Which Patient Doesn't Get the Appropriate Tests?

for more information: www.stop-disparities.org



“Racial and ethnic minorities tend to receive a lower quality of health care than non-minorities, even when access-related factors, such as patient's insurance status and income, are controlled.”



Same Injury. Same Hospital. Same Provider.



Which Patient Gets 50% Less Pain Medication At Discharge?

for more information: www.stop-disparities.org

The advertisement features two portraits of women: a white woman on the left and a Black woman on the right. The text is set against a black and red background.

Physicians report no explicit preference for white versus black patients, however the Implicit Association Test (IAT)* revealed implicit preference favoring white Americans.



Unconscious Racial Stereotyping = Unequal Treatment.



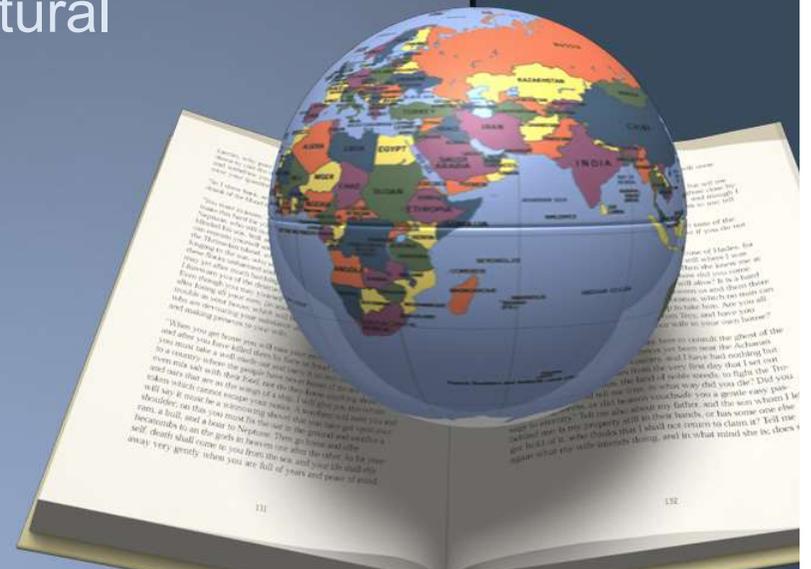
Which Patient Gets Your Best Care?

for more information: www.stop-disparities.org

Healthcare providers unconsciously apply information contained in racial/ethnic stereotypes to interpret symptoms and make decisions.

Cultural Competence

- = A set of congruent behaviors, attitudes, and policies that enables effective work in cross-cultural situations
- = A relatively new movement in American healthcare in response to the Cultural Revolution, or “globalization”



Barriers to Cultural Competence

- Awareness
- Language
- Lack of education
- Personal bias
- Flexibility



5 Steps to Cultural Competence

1. Awareness & Acceptance of Differences
2. Self-Awareness
3. Dynamics of Difference
4. Knowledge of the Client's Culture
5. Adaptation of Skills



1. Awareness and Acceptance

- Become aware of differences and how they affect an individual's perception of health
- Accept cultural values that may be at odds with your own values without prejudice



2. Self-awareness

- Appreciating your own unique cultural values and how they shape your behavior
- Realize there will be conflicts with particular patient cultures and learning to how accommodate those patients



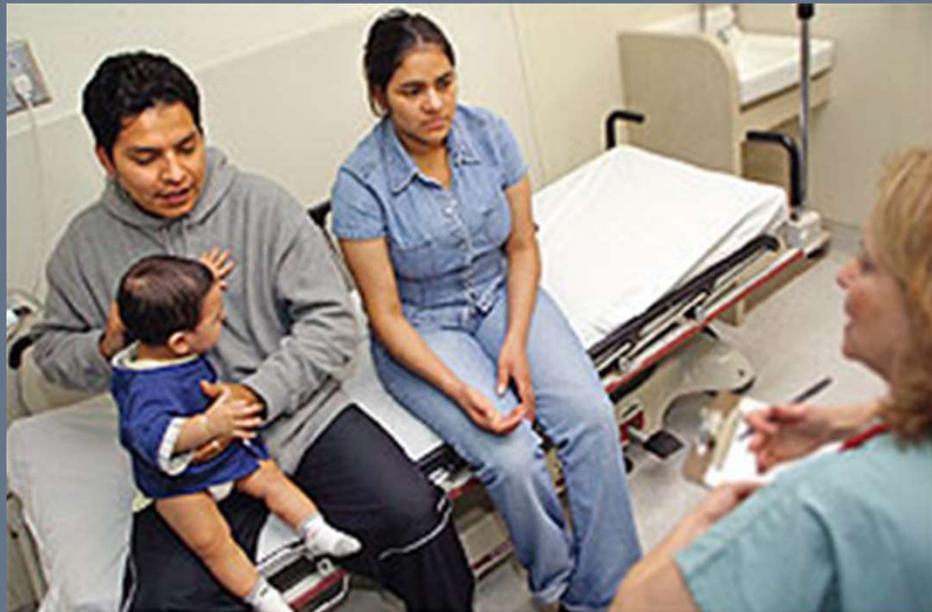
3. Dynamics in Difference

- Cultural differences between patient and caregiver can result in misjudgments and miscommunications
- Realize the potential for miscommunication and know how to set it right



4. Knowledge of Clients' Culture

- Educate yourself about the local culture and various ethnic groups present in your community
- Understanding your patient's culture may help in interpreting their behaviors and giving the appropriate treatment



5. Adaption of Skills

- Make slight alterations to general practices in order to accommodate cultural differences
- Staff interpreters, modify discussion with non-biological family members, and avoid direct eye to adapt normal practices to fit your patients' personal needs



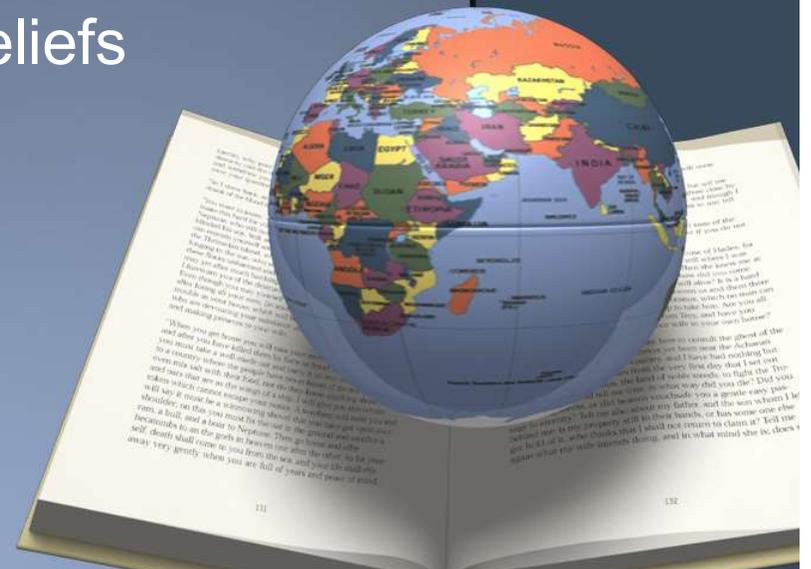
Your Goal....

Be Honest

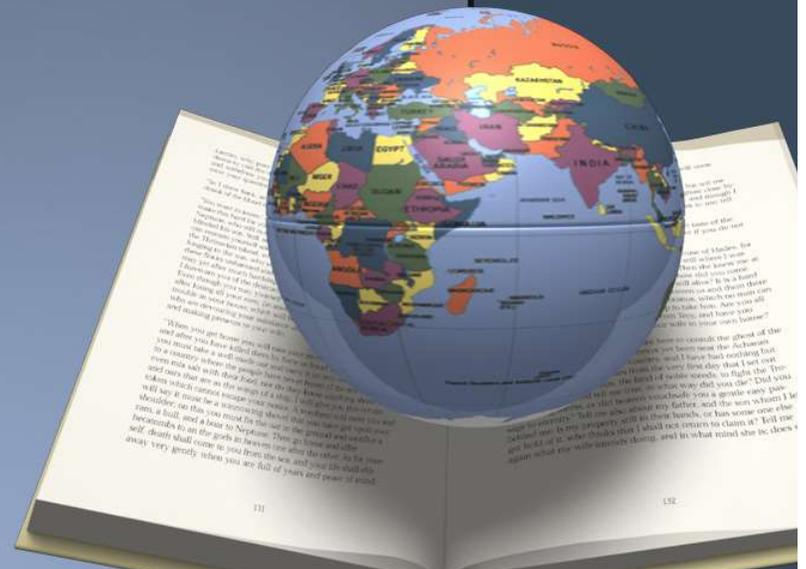
Self-awareness includes the attitudes and prejudices you already possess

Be Committed

Learning to appreciate all sides of a situation requires stepping outside the comfort of your own cultural beliefs



What is the newest diversity that has been making headlines in the news for the last several years?



Transgender



- A patient arrives and the radiology request states male, but patient states they are female.....

