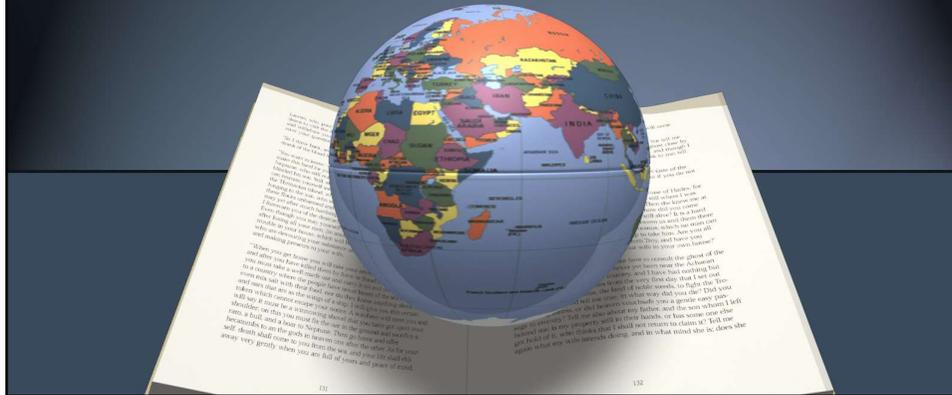


Human Diversity

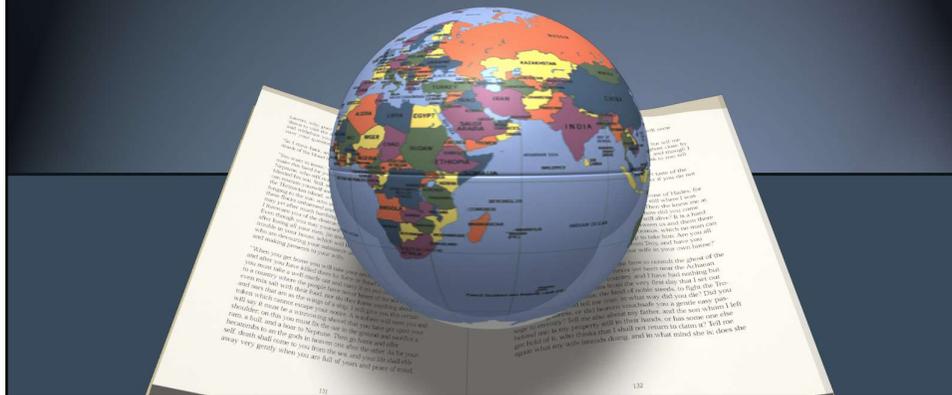
Cultural Competence



1

Human Diversity....

Simply means the differences inherent among people

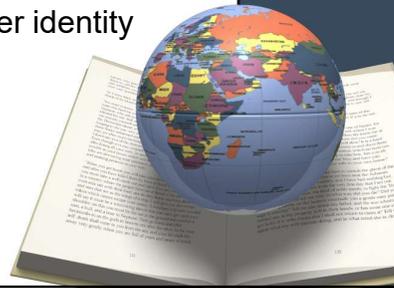


2

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



3



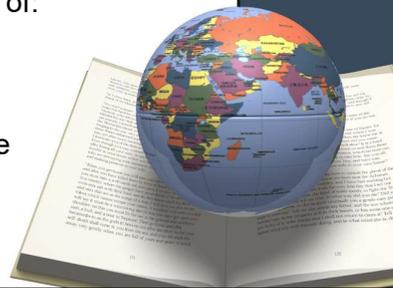
4

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



5

Where does culture come from?

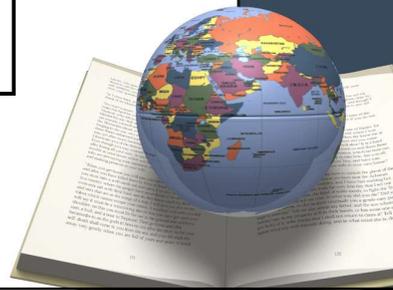
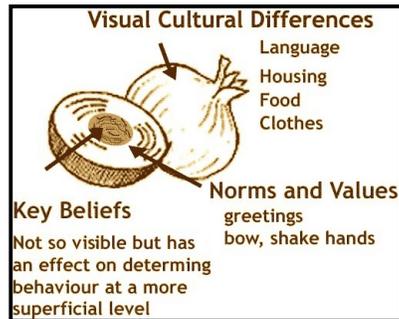
In Childhood: Children learn basic activities as eating, walking, talking, dressing, bathing, etc.

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

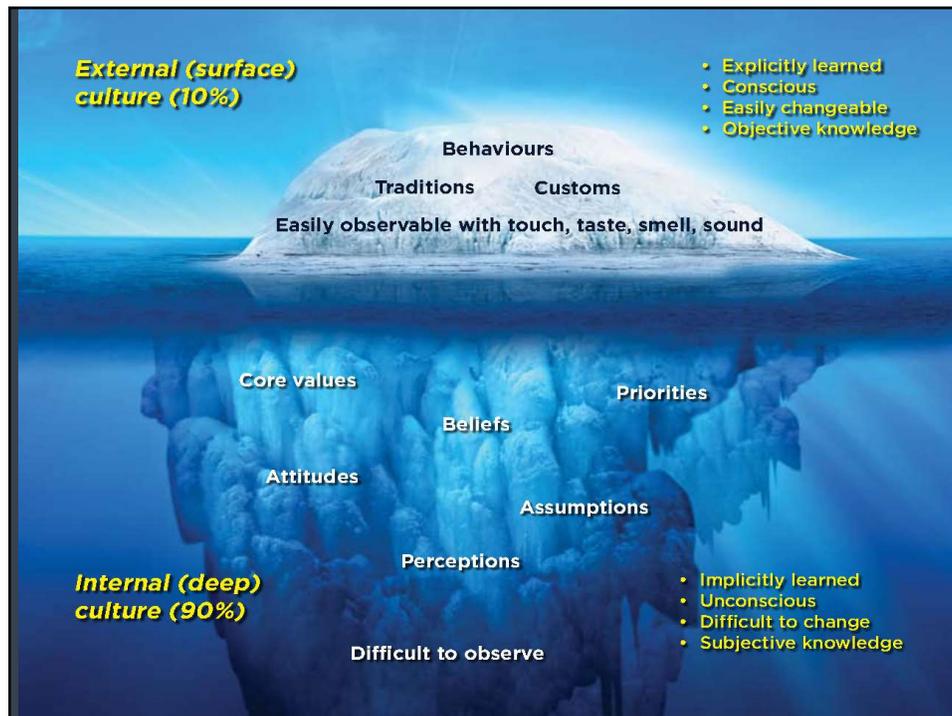


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How do you recognize culture?



7



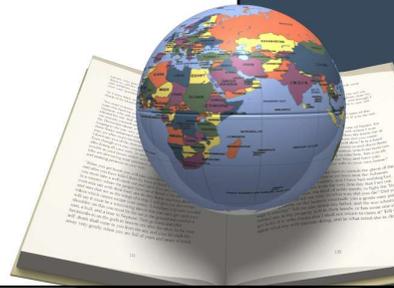
8

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



9

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

10

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

11

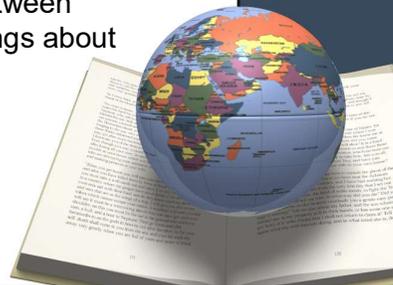
Stereotyping

Advantage

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

Disadvantage

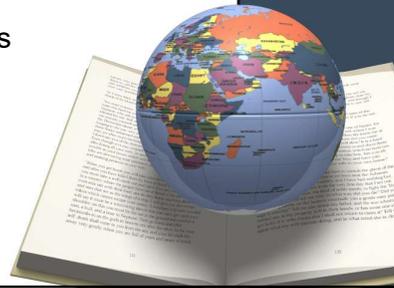
It makes us ignore differences between individuals; therefore we think things about people that might not be true (i.e. make generalizations).



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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



13

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

14



“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.”

15



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

16



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.

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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”



18

Barriers to Cultural Competence

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



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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



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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



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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



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3. Dynamics in Difference

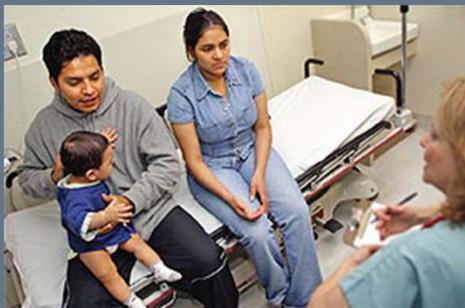
- Cultural differences between patient and caregiver can result in misjudgments and miscommunications
- Realize the potential for miscommunication and know how to set it right



23

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



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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



25

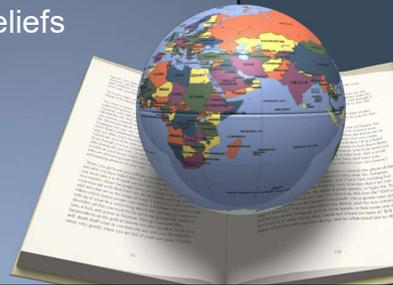
Your Goal....

Be Honest

Self-awareness includes the attitudes and prejudices you already possess

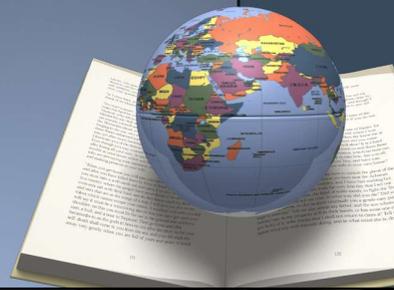
Be Committed

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



26

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

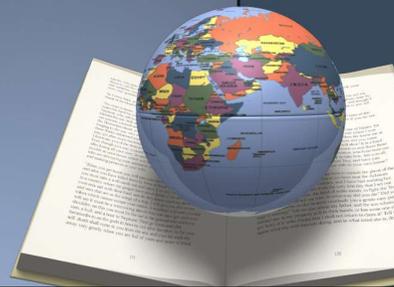


27

Transgender



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



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