Cultural Competence and Diversity in Health Care

Dr. Dereck J. Rovaris, Sr.
Associate Vice Chancellor for Academic & Multicultural Affairs
LSU Health Sciences Center

Grand Rounds
School of Medicine
LSUHSC
Cultural Competence and Diversity in Health Care

It Aint About You!

It’s About the PATIENT!

Cultural Competence has to do with perspective:

Patient Centered Perspective

Dr. Rovaris LSUHSC
Cultural Competence and Diversity in Health Care

- The case for diversity is stronger than ever: demographic shifts and health reform are among the many issues pushing academic medicine toward inevitable and dramatic transformation.
- Better health for all is, and should be, at the crux of our efforts.
- Broadening the concepts of diversity and inclusion and attaching these to excellence in medical education, research and patient care will require that we build on and enhance our prior work in this arena.
- Moving diversity from a peripheral problem to a core solution means making a choice between preservation and innovation.

Dr. Marc A. Nivet
Association of American Medical Colleges 11/9/10
“CULTURAL COMPETENCE STARTS WITH RECOGNIZING YOUR OWN CULTURE AND BIASES, BECOMING SENSITIVE TO THE CULTURES OF OTHERS (their values and beliefs), AND APPRECIATING THE DIFFERENCES”

- GALANTI -
Cultural Competence and Diversity in Health Care

Obvious / Not So Obvious Manifestations of Culture/Diversity:

- Religion
- Ethnicity (Race)
- National Origin
- Language
- Gender
- Age
- Sexual Orientation
- Socioeconomic Status
- Educational Status
- Mobility (including handicaps)
- Regionalism
Cultural Competence and Diversity in Health Care

The Six ACGME Competencies

- Patient care—overall assessment (safe, timely, effective, efficient, equitable, patient centered)
- Medical Knowledge—what we must know
- Interpersonal and communication skills—what we must say
- Professionalism—how we must behave
- Systems based practice—what is the process? On whom do we depend? Who depends on us?
- Practice based learning and improvement—What have we learned? What will we improve?
Cultural Competence and Diversity in Health Care

“Western”
- Make it Better
- Control Over Nature
- Do Something
- Intervene Now
- Strong Measures
- Standardize - Treat Everyone the Same
- Plan Ahead - Recent is Best

“Others”
- Accept With Grace
- Balance/Harmony with Nature
- Wait and See
- Cautious Deliberation
- Gentle Approach
- Individualize - Recognize Differences
- Time Honored - Take Life As It Comes

Dr. Rovaris LSUHSC
The Cultural Competence Continuum

Sockalingum adapted from Hayes, Cultural Competence Continuum and Terry Cross Cultural Competency Continuum

- Positive
  - Cultural Proficiency
  - Cultural Competence
  - Cultural Precompetence
- Negative
  - Cultural Blindness
  - Cultural Incapacity
  - Cultural Destructiveness

Dr. Rovaris LSUHSC
Cultural Competence and Diversity in Health Care

Cultural Competence Definitions

- **Cultural Destructiveness**: forced assimilation, subjugation, rights and privileges for dominant groups only
- **Cultural Incapacity**: racism, maintain stereotypes, unfair hiring practices
- **Cultural Blindness**: differences ignored, “treat everyone the same”, only meet needs of dominant groups
Cultural Competence Definitions

- **Cultural Pre-competence**: explore cultural issues, are committed, assess needs of organization and individuals
- **Cultural Competence**: recognize individual and cultural differences, seek advice from diverse groups, hire culturally unbiased staff
- **Cultural proficiency**: implement changes to improve services based upon cultural needs, do research and teach
Cultural Competence and Diversity in Health Care

- The Cultural Competence Continuum
  - Where Am I Now?
  - Where Could I Be?
  - It is a journey, not a destination
Communication and Language factors

- Anticipate varied understanding
  - Navajo: Penicillin = “the strong white medicine shot you get for a cold”
- Minimize jargon, e.g., “machine to look at your heart” instead of “EKG”
- Nonverbal communication - is a large part of what people understand
- Nodding may indicate politeness, not comprehension
- Always give the reason or purpose for a treatment or prescription.
Cultural Competence and Diversity in Health Care

- Make sure the patient understands by having them explain it themselves.
- Reinforce verbal interaction with visual aids and materials written in the client’s language.
- Repeat important information more than once.
- Personal information may be closely guarded and difficult to obtain.
- Use interpreters when necessary - better if you know the language or perhaps someone on staff.
- Utilize interpreters you trust (children or other relatives may not always work)

Dr. Rovaris  LSUHSC
In some cultures it may not be appropriate to suggest making a will for dying patients or patients with terminal illnesses; this is the cultural equivalent of wishing death on a patient.

Avoid saying “you must... Instead teach patients their options and let them decide, e.g., “some people in this situation would...”
Cultural Competence and Diversity in Health Care

The LEARN Model  *Berlin and Fowkes*

**Listen** to the patient’s perception of the problem

**Explain** your perception of the problem

**Acknowledge** and discuss differences/similarities

**Recommend** treatment

**Negotiate** treatment

Dr. Rovaris  LSUHSC
Cultural Competence and Diversity in Health Care

Acquiring Cultural Competence

- Starts with AWARENESS
- Grows with KNOWLEDGE
- Enhanced with SPECIFIC SKILLS
- Polished through Cross-Cultural ENCOUNTERS
Cultural Competence and Diversity in Health Care

Remember…

...It’s About the Patient!

Thank you.
Cultural Competence and Diversity in Health Care

RESOURCES*


*List compiled by D. Rovaris & Shannon Mangum
Cultural Competence and Diversity in Health Care

Cultural Competence and Diversity in Health Care

- Center for Cross-cultural Health – [www.crosshealth.com](http://www.crosshealth.com)
- Center for Multicultural and Multilingual Mental Health Services – [www.mc-mlmhs.org/cultural.html](http://www.mc-mlmhs.org/cultural.html)
- Cultural Competency in Medicine – [www.amsa.org](http://www.amsa.org)
- [http://www.findtbresources.org/material/CCGuide.pdf](http://www.findtbresources.org/material/CCGuide.pdf)
- Cross Cultural Resources - [www.medicine.uscf.edu/resources/guideline/culture/html](http://www.medicine.uscf.edu/resources/guideline/culture/html)
- CulturedMed - [www.culturemed.sunyet.edu](http://www.culturemed.sunyet.edu)
- Diversity in Health and Illness – [www.culturediversity.org/index.html](http://www.culturediversity.org/index.html)
- DiversityRx – [www.diversityrx.org](http://www.diversityrx.org)
Cultural Competence and Diversity in Health Care

- EthnoMed – www.ethomed.org
- Health Care Education Association @ www.hcea-info.org/html/educational.html
- Health and Culture – www.health.csuohio.edu/healthculture
- National Center for Cultural Competence – www.nccc.georgetown.edu
- Racial and Ethnic Difference in the Health of Older Americans – www.nap.edu/books/0309054893/html
- Test Yourself for Hidden Bias – www.tolerance.org/hidden_bias/
- Transcultural and Multicultural Health Links – www.web.nmsu.edu