What is Cultural Competency?

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Why?

✓ have healthier, more satisfied clients;
✓ increase staff competency and satisfaction;
✓ improve business;
✓ become more marketable when responding to RFRs;
✓ comply with anti-discrimination laws;
✓ protect your federal funding; and
✓ improve your ability to secure funding.
What is Cultural Competency?

- Cultural Sensitivity
- Cultural Responsiveness
- Cultural Awareness
- Cultural Effectiveness
- Cultural Humility
- Cultural Literacy

The ability to interact effectively with people of different cultures.
Phases of Cultural Competency

**Cognitive Phase**
- Awareness of one’s own cultural views
- Awareness of one’s attitude towards different cultures

**Affective Phase**
- Knowledge of different cultural values, beliefs, and practices
- Respecting cultural differences

**Active Phase**
- Cross-cultural skills
- Cross-cultural tools
- Cross-cultural prevention, screening, and care strategies
- Cross-cultural policies/protocols
Culture

... integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups
Culture cont’d

Everyone has a culture

Culture is complicated by multiple layers of identity

There is diversity within cultures

Cultures evolve
Culture may influence:

- health, healing, and wellness belief systems
- how illness, disease, and their causes are perceived;
- appropriate method of treatment;
- and the behaviors of patients who are seeking health care and their attitudes toward health care providers.
Cognitive Phase

Attitudes, Beliefs, Bias,
Prejudices, Unconscious Bias,
Isms …
We must learn to become comfortable with the uncomfortable and uncomfortable with the too comfortable.

-- David Tulin
Forms of Oppression

BELIEFs
- Stereotype
- Prejudice
- Bias
- Ethnocentrism

FEARs
- Homophobia
- Addictophobia
- Xenophobia

ACTIONs
- Sexism
- Racism
- Transgender Oppression
- Heterosexism
- Classism
- Ableism
- Religious Oppression
- Ageism/Adultism
Definitions of Racism

hatred of one person by another

… not just the sum total of all the individual acts that discriminate, harass, stereotype, or otherwise mistreat people of color. The accumulated effects of centuries of racism have given it an institutional nature that is more entrenched than racial prejudice.

system of advantage based on race

prejudice plus power

culturally sanctioned beliefs, which, regardless of intentions involved, defend the advantages whites have because of the subordinated position of racial minorities

a highly organized system of 'race'-based group privilege that operates at every level of society and is held together by a sophisticated ideology of color/'race' supremacy
Racism is …

1. A legacy
2. Privilege and Power
3. Operates on three levels*:
   1. Institutional
   2. personally mediated
   3. internalized

Ways to Implement Cognitive Phase

Self Reflection

• What was I told about certain social or cultural groups?
• What was my first interaction with/introduction to a certain social or cultural group?
• How do I perceive my race/ethnicity?
• Who are a part of my personal, social and professional interactions?
• How have I experienced oppression (the oppressed or oppressor)?
Ways to Implement Cognitive Phase cont’d

Resources

What Is Race?
http://www.pbs.org/race/001_WhatIsRace/001_00-home.htm

White Privilege: Unpacking the Invisible Knapsack
Peggy McIntosh
http://www.slcan.org/whiteness_handouts.pdf
Resources (limited list)

Institute of Medicine

National Center for Cultural Competence

EthnoMed

National Standards for Culturally and Linguistically Appropriate Services in Health Care (Office of Minority Health)

National Prevention Information Network

HHS Action Plan to Reduce Racial and Ethnic Health Disparities

HHS National Stakeholder Strategy for Achieving Health Equity
Resources cont’d

Making CLAS Happen: Six Areas for Action (June 2009)
MDPH – Office of Health Equity
A guide to implementing the CLAS Standards in a variety of public health settings.

To view and download the guide, go to:
www.mass.gov/dph/healthequity