



Multicultural Competence within the Healthcare Fields

Caitlyn Lee and Brittany Pomilee
Maryville University

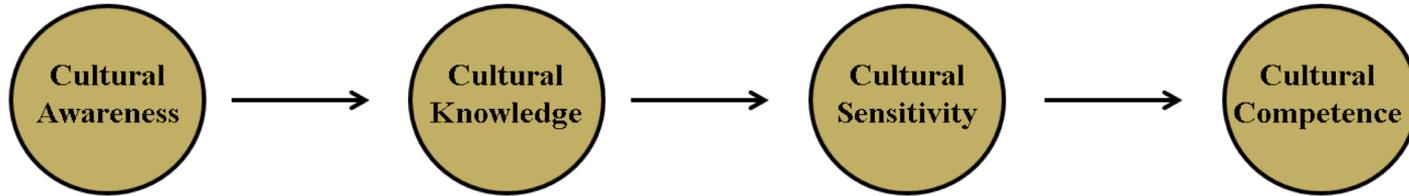




What is Multicultural Competence?

The Definition and Significance of Diversity
and Inclusion

Cultural Competence Model™



“Me-Centered” Analysis

What are my values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors? (Who am I?)

“Other-Centered” Analysis

What are other’s values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors

Knowledge Analysis

How are my values, beliefs, norms, customs, traditions, styles, biases, stereotypes, and behaviors the same or different from others ?

What additional cultural knowledge, awareness, and/understanding do I need?

Sensitivity Analysis

Am I open to accepting and respecting differences? Why or why not? What are the benefits? What are the challenges for me?

Can I avoid assigning judgments, be better or worse, right or wrong, to cultural differences? Why or why not?

Competence Analysis

What adjustments both in the way I think and behave do I need to make in order to effectively operate in a different cultural context?

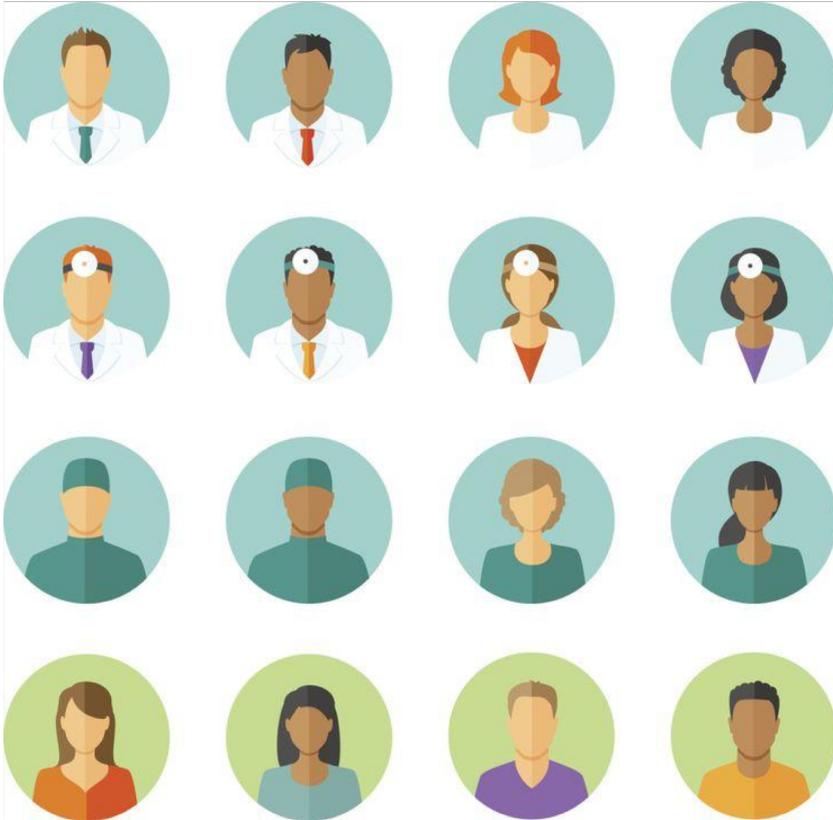
This four-part cycle is a continuous developmental process.

Multicultural Competence within the Medical Field

Areas of Impact:

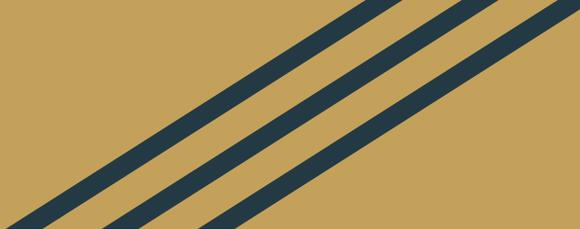
- Language
- Faith/Religion
- Age and Ability
- Gender and Sexual Orientation
- Socioeconomic Status

“Cultural competence in health care describes the ability of systems to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery to meet patients' social, cultural, and linguistic needs.”



Elizabeth Pathy Salett
President of National Multicultural Society
Washington, D.C. 2004

“Multiculturalism (...) does not assume that any cultural tradition is ideal or perfect. It looks to the equitable participation of all individuals in society. It assumes that our nation can be both unified and diverse, that we can be proud of our heritage and of our individual group identities while at the same time working together on common goals. It is a reciprocal process based on democratic principles and a shared value system.”



Who am I?

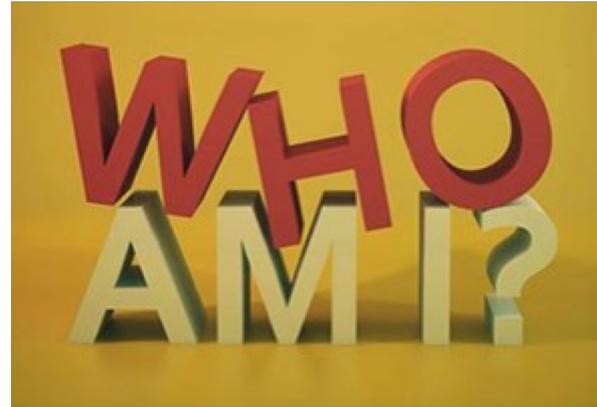
Understanding Self-Identification

Components of Identity

How we choose how to identify ourselves

- Career/Major
- Political Views
- Religious Beliefs
- Relationships
- Ethnic Identity
- Personality
- Body Image

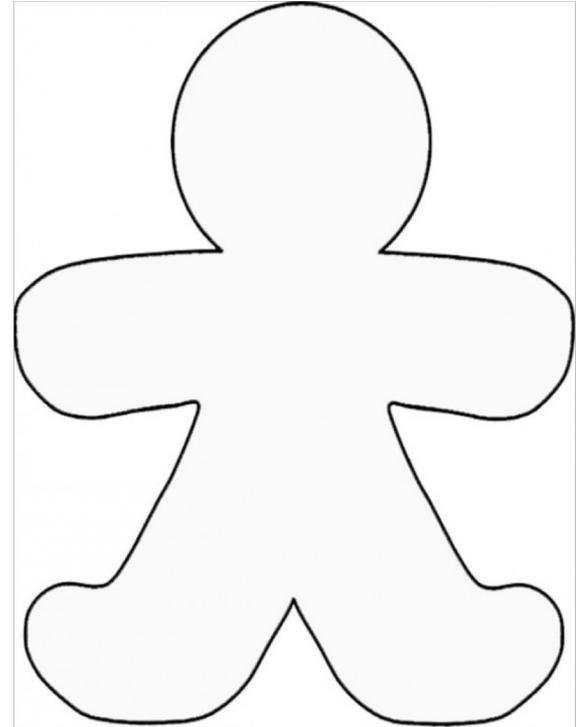
Influenced by our past, present, and future self



Self Identity Activity

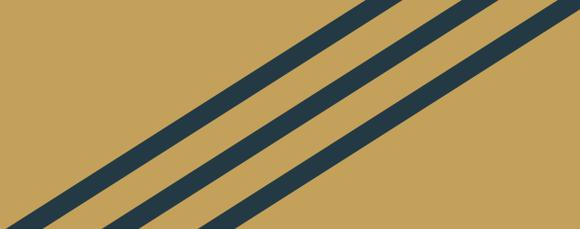
Instructions:

The handout you are receiving is a representation of yourself. Please use the space provided to state the identities that have the strongest influence on how you see yourself as a person.



Why Know Your Self- Identity?

- Build a greater understanding of who you are and what your beliefs are
- Be able to understand that others have their own beliefs
 - Coworkers/ Patients
 - Via other identities



How Can I Become Culturally Competent?

Strategies for Healthy Dialogues

L.A.R.A. and Ting

Tool developed by NCCJ St. Louis to facilitate a nonviolent and active way of listening

L: Listen

“We listen with Ting”

A: Affirm

Find your common ground (yes, there is one)

R: Respond

Share your views

A: Add

Make it personal

“Ting is an ancient Chinese character for listen. In it are 6 other characters that represent *how* we listen.”

Ears: We use our ears to hear the speaker

Mind: To comprehend the speaker’s views

Eyes: To read body language

Heart: Empathize with the speaker

King/Queen: Respect the speaker like they are royalty

One-ness: Build solidarity

Constructive Conversation Activity

Use the techniques LARA and TING to facilitate a healthy dialogue regarding controversial healthcare topics.

1. Grab a partner and sit across from them
2. Each group will be given a topic to discuss (i.e. religious medical practices, abortion, etc.)
3. One person will be in support of the topic while the other will disagree.
4. Using the techniques mentioned, you will be given 5 minutes to discuss.
5. We will reflect on our experiences after time is up.



What Does This Look Like For Your Profession?

An Inside Look to Your Healthcare Field



Caitlyn and Brittany

Multicultural Counseling

“What is cultural competence and why is it important?”

<https://www.youtube.com/watch?v=MTh3pe8N3DQ>

This suggests that within your respected field, the differences between the provider and the client should be made aware of and acknowledged. With this, the provider will be able to accept everyone’s individuality and provide services that do not conform the client.

Scenarios within Specific Health Professions: Pre-Medicine

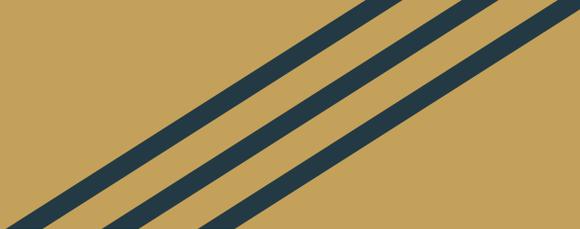
Lana has a past medical history of Chronic Kidney Disease (CKD) and in result, she has become severely anemic. The patient is unresponsive and in need of an emergent blood transfusion. Her family declines and explains that they are Jehovah Witnesses. They elaborate that their faith prohibits the ingestion of blood and ask for other options. You return to your station and begin to make fun of the family for making such a “stupid” medical decision.

Scenarios within Specific Health Professions: Physical Therapy

Marwa is a Sudanese teenager who was born and raised in the United States. Growing a love for her culture, she began dressing up in the tribal attire of South Sudan . Upon arrival to the physical therapist office for her first visit, the physical therapist requested a translator prior to an encounter with Marwa.

Scenarios within Specific Health Professions: Music Therapy

You are a music therapist and your client, Barbara, suffers from Alzheimer's. She currently resides in a nursing home facility and rarely engages with the staff, family, and/or other residents. Barbara's family requests that you play something from her South African heritage, but you decline and stick to your set list. Barbara remains disinterested and confused.



How Can I Move Forward?

Practicing Multicultural Competence in the
Workplace

How Can I Implement This?

- Seek educational opportunities to further your knowledge and explore with like professionals
- Take time to understand yourself as a cultural being
- Familiarize yourself with the latest research for your specific practice
- Attend cultural community events to further guide your knowledge outside of work
- Practice a variety of verbal and nonverbal techniques
- Apply systematic intervention skills to relieve clients from potential stressors
- Seek help from other professionals as appropriate
- Refer to culturally skilled professionals to better suit the needs of your client
- Further develop the ability to judge appropriate tools and techniques based on your client's preferences
- Develop an understanding of current oppressions and advocate for your client
- Always include your client on all of these processes

References

Arredondo, P., Toporek, M. S., Brown, S., Jones, J., Locke, D. C., Sanchez, J. and Stadler, H. (1996)

Operationalization of the Multicultural Counseling Competencies. AMCD: Alexandria, VA

Betancourt, Joseph R, et al. "CULTURAL COMPETENCE IN HEALTH CARE:" 2002. Research regarding cultural competency within the healthcare fields in regards to minorities in leadership roles as well as treating those of a different culture.

National Conference for Community and Justice (NCCJ). This organization offered resources such as LARA and TING to communicate effectively..