


Cultural Competency, Cultural Humility, Cultural Agility: What's the Difference
Howard County Webinar

Allison M. Jackson, MD, MPH
Division Chief, Child & Adolescent
Protection Center
Washington Children's Foundation
Professor of Child & Adolescent
Protection
Associate Professor of Pediatrics
The George Washington University
School of Health Sciences

Learning Objectives


- Increase knowledge of the impact of implicit biases in healthcare
- Reflect on your own sociocultural identities and those of others
- Enhance ability to be culturally agile
- Develop a plan to increase cultural humility in the workplace



Polling Instructions

- Send text **AllisonJacks509** to 22333

February 12, 2020





Culture

Art/ Drama/ Music, Attitudes, Beliefs, Language, Customs, Rituals, Behaviour, Faith/ Religion, Food

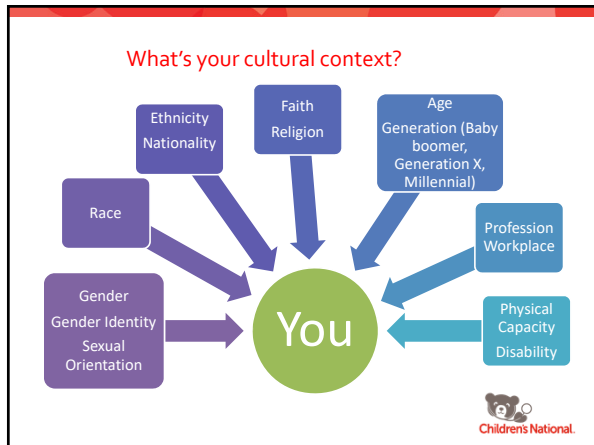
Merriam-Webster SINCE 1828

Definition of culture (Entry 1 of 2)

- 1 a 1 the customary beliefs, social forms, and material traits of a racial, religious, or social group
also 1 the characteristic features of everyday existence (such as diversions or a way of life) shared by people in a place or time
// popular culture
// Southern culture
- b 1 the set of shared attitudes, values, goals, and practices that characterizes an institution or organization
// a corporate culture focused on the bottom line
- c 1 the set of values, conventions, or social practices associated with a particular field, activity, or societal characteristic
// studying the effect of computers on print culture
// Changing the culture of materialism will take time ...
— *Prissy O'Mara*
- d 1 the integrated pattern of human knowledge, belief, and behavior that depends upon the capacity for learning and transmitting knowledge to succeeding generations

- 2 a 1 enlightenment and excellence of taste acquired by intellectual and aesthetic training
- b 1 acquaintance with and taste in fine arts, humanities, and broad aspects of science as distinguished from vocational and technical skills
// a person of culture

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What's your cultural context?

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Reflection: Culture and you

- Are there things that your co-workers may not know about you?
- Are there things that might be assumed based on your appearance?



Explicit vs. Implicit Bias

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Explicit <ul style="list-style-type: none"> – Intentional, conscious, controllable thoughts and beliefs – Based on perceptions/stereotypes of a group – Generally less acceptable | <ul style="list-style-type: none"> • Implicit <ul style="list-style-type: none"> – Attitudes or beliefs ascribed to people in an unconscious manner – Ranges from invisibility to insensitivity to derogatory – Unrecognized by some – “Death by a thousand cuts” for those impacted |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Implicit Bias....



The Messages of Microaggressions

Theme	Microaggression	Message
Alien in own land When Asian Americans and Latino Americans are assumed to be foreign born	"Where are you from?" "Where were you born?" "You speak good English." A person asking an Asian American to teach them words in their native language.	You are not American. You are a foreigner.
Ascription of intelligence Assigning intelligence to a person of color on the basis of their race.	"You are so articulate." Asking an Asian person to help with a Math or Science problem.	People of color are generally not as intelligent as Whites. It is unusual for someone of your race to be intelligent. All Asians are intelligent and good in Math / Science.
Color Blindness Statements that indicate that a White person does not want to acknowledge race.	"When I look at you, I don't see color." "America is a melting pot." "There is only one race, the human race."	Denying a person of color's racial / ethnic experiences. Assimilate / acculturate to the dominant culture. Denying the individual as a racial / cultural being.
Criminality – assumption of criminal status A person of color is presumed to be dangerous, criminal, or violent on the basis of their race.	A White man or woman clutching their purse or checking their wallet as a Black or Latino approaches or passes. A store owner following a customer of color around the store. A White person wants to ride the next elevator when a person of color is on it.	You are a criminal. You are going to steal / You are poor / You do not belong / You are dangerous.
Denial of individual racism A statement made when Whites deny their racial biases.	"I'm not a racist. I have several Black friends." "As a woman, I know what you go through as a racial minority."	I am immune to racism because I have friends of color. Your racial oppression is no different than my gender oppression. I can't be a racist. I'm like you...
Myth of meritocracy Statements which assert that race does not play a role in the success of a person.	"I believe the most qualified person should get the job." "Everyone can succeed in this society, if they work hard enough."	People of color are given extra unfair benefits because of their race. People of color are lazy and / or overdependent and need to work harder.
Pathologizing cultural / communication styles The notion that the values and communication styles of the dominant / White culture are ideal.	Asking a Black person "Why are you here to be so loud / animated?" Just calm down. To an Asian or Latino person: Why are you so quiet? Who want to know what you think, the more verbal. "Speak up more." Dismissing an individual who brings up race / culture in work / school setting.	Assimilate to dominant culture. Leave your cultural baggage outside.

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Theme	Microaggression	Message
Second-class citizen Occurs when a White person is given preferential treatment as a consumer over a person of color	Person of color mistaken for a service worker. Having a taxi cab pass a person of color and pick up a White passenger. Being ignored at a store counter as attention is given to the White customer behind you. "You people..."	People of color are servants to Whites. They couldn't possibly occupy high-status positions. You are likely to cause trouble and / or travel to a dangerous neighborhood. Whites are more valued customers than people of color. You don't belong. You are a lesser being.
Environmental microaggressions Macro-level microaggressions, which are more apparent on systemic and environmental levels	A college or university with buildings that are all named after White heterosexual upper class males. Television shows and movies that feature predominantly White people, without representation of people of color. Overcrowding of public schools in communities of color. Overabundance of liquor stores in communities of color.	You don't belong / You won't succeed here. There is only so far you can go. You are an outsider / You don't exist. People of color don't / shouldn't value education. People of color are deviant.
How to offend without really trying	"Indian give" "That's so gay" "She watched on the bet." "I jessed him down." "That's so White of you." "You people..." "We got gyped!" Imitating accents or dialects. Others?	

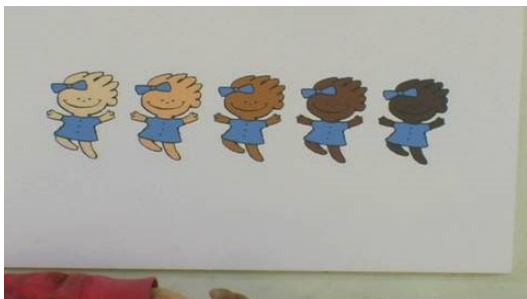
Adapted from:

Wing, C., Capalanga, T., Davis, B., Holder, N., & Exline (2017). Racial Microaggressions in Everyday Life: Implications for Clinical Practice. *American Psychologist*, 62, 4, 271-286.

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Is anyone immune from implicit bias?



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Explicit vs. Implicit Bias

- Questions for personal reflection
 - What's your bias?
 - Implicit Association Test (IAT):
<https://implicit.harvard.edu/implicit/takeatest.html>



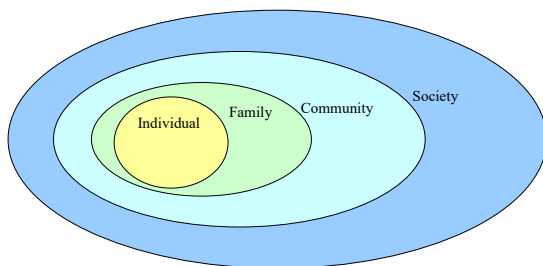
Personal reflection on experiences with bias

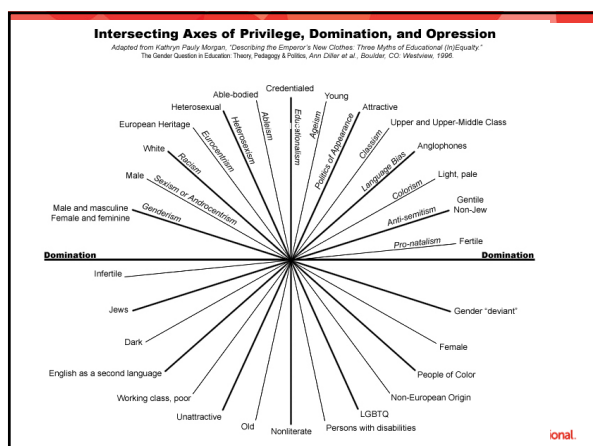
Have you ever
experienced
explicit bias?

Have you ever
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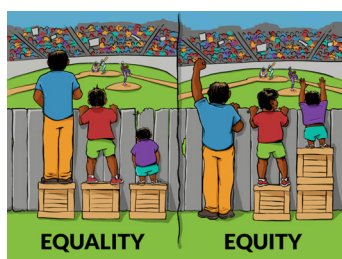
Ecological Context for Implicit and Explicit Biases





Another view of systemic bias

- Equality: treating everyone the same
- Equity: promotion of fairness
- Removal of systemic barriers (fence and boxes removed)



Interaction Institute for Social Change | Artist: Angus Maguire

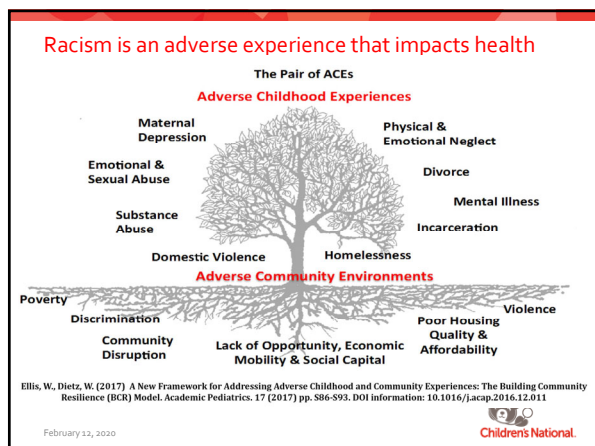
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How is this relevant to healthcare?

“Racial/ethnic disparities in children’s health and health care are extensive, pervasive and persistent, and occur across the spectrum of health and health care.” (AAP Technical Report- Racial and Ethnic Disparities in the Health and Health Care of Children 2010)

- Diagnosis of appendicitis
- Evaluations for child abuse
- STI testing
- Pain management





Trent M, Dooley DG, Dougé J, AAP SECTION ON ADOLESCENT HEALTH, AAP COUNCIL ON COMMUNITY PEDIATRICS, AAP COMMITTEE ON ADOLESCENCE. *Pediatrics*. 2019

POLICY STATEMENT Organizational Principles to Guide and Define the Child Health Care System and/or Improve the Health of All Children

The Impact of Racism on Child and Adolescent Health

abstract


The American Academy of Pediatrics is committed to addressing the factors that affect child and adolescent health with a focus on issues that may leave some children more vulnerable than others. Racism is a social determinant of health that has a profound impact on the health status of children, adolescents, emerging adults, and their families. Although progress has been made toward racial equity and equity, the evidence to support the continued negative impact of racism on health and well-being through implicit and explicit biases, institutional structures, and interpersonal relationships is clear. The objective of this policy statement is to provide an evidence-based document focused on the role of racism in child and adolescent development and health outcomes. By acknowledging the role of racism in child and adolescent health, pediatricians and other pediatric health professionals will be able to proactively engage in strategies to optimize

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So where's the good news?

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We can all do something.....




Cultural Competency

- Competent: having the necessary ability, knowledge, or skill to do something successfully.

2/12/2020


Becoming Culturally Competent: Definitions

- The ability to understand, appreciate, and interact with persons from cultures and/or belief systems other than one's own, based on various factors (*Segen's Medical Dictionary*. © 2012 Farlex, Inc.)
- Knowledge and understanding of another person's culture; adapting interventions and approaches to health care to the specific culture of the patient, family, and social group. (*Medical Dictionary for the Health Professions and Nursing* © Farlex 2012)

2/12/2020


The fallacy of cultural competence

- Competence suggests an endpoint for success, when this is truly an ongoing, lifelong process

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Becoming Cultural Agile: Definition

- The ability to understand and support diverse cultural identities from one context to the next (*Cultural Agility for Leaders 2016 Avion Consulting*)
 - Culture: shared group ideas of reality (knowledge, identity and language)
 - Agility: ability to move quickly, and to adapt

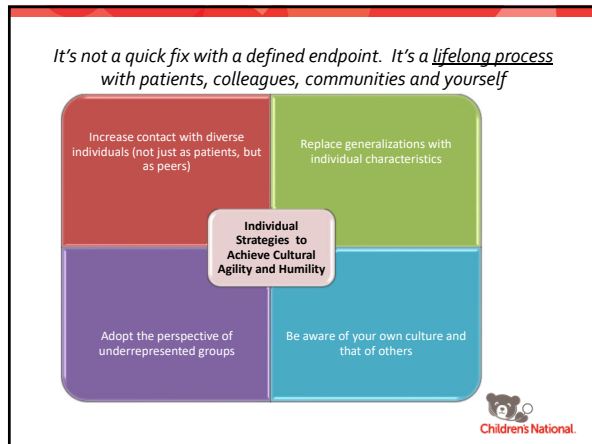


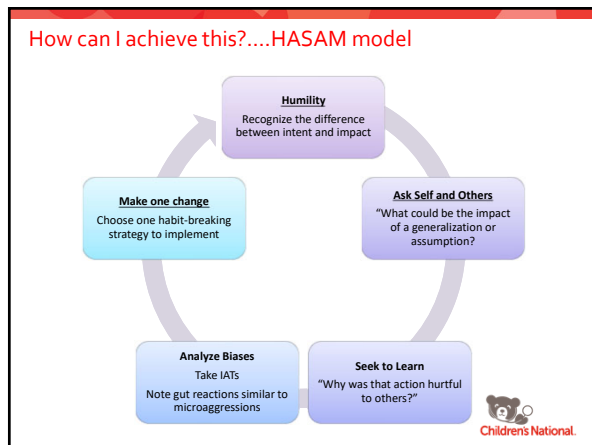
Acquiring Cultural Humility: Key Dimensions

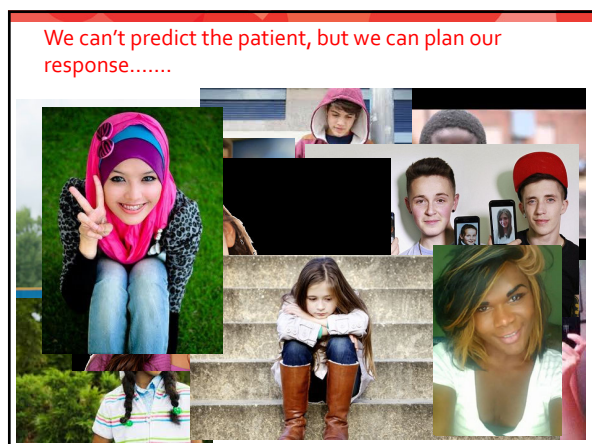
- **Lifelong learning & critical self-critique**
 - process of learning about each individuals' culture is a lifelong endeavor, because no two individuals are the same; each individual is a complicated, multi-dimensional human being who can rightfully proclaim "*My identity is rooted in my history... and I get to say who I am.*"
- **Recognizing and challenging power imbalances for respectful partnerships**
 - acknowledging and challenging the power imbalances inherent in our practitioner/client dynamics.
- **Institutional accountability**
 - organizations need to model these principles at all levels

Chavez, V., Tervalon, M., Murray-Garcia, J.









Where to learn more

- SAMHSA's Improving Cultural Competence Quick Guide for Administrators
<https://store.samhsa.gov/system/files/sma16-4932.pdf>
- Watch this video on Cultural Humility
<https://youtu.be/SaSHLbS1V4w>
- Implicit Association Test (IAT):
<https://implicit.harvard.edu/implicit/takeatest.html>



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- To access Dr. Allen's polls, please send text text **Kariallen242** to 22333

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