Cultural Humility: Promoting Health Equity

From Understanding to Action
Part II

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July 20th, 2021
Objectives

EXAMINE THE APPLICATION OF THE PRINCIPLES OF CULTURAL HUMILITY

NAME AT LEAST ONE NEW STRATEGY TO SUPPORT CULTURAL HUMILITY IN YOUR WORK SETTING.

DEVELOP A PLAN OF ACTION TO PROMOTE LIFELONG LEARNING
<table>
<thead>
<tr>
<th>Principle</th>
<th>Guide Learning</th>
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</thead>
<tbody>
<tr>
<td>1. Show up or choose to be present</td>
<td>Practice Self-Focus</td>
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<tr>
<td>2. Pay attention to what has heart and meaning</td>
<td>Impact vs. Intent</td>
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<tr>
<td>3. Tell the truth without blame or judgment</td>
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<tr>
<td>4. Be open to outcome, not attached to outcome</td>
<td>There may be more questions than answers</td>
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</tbody>
</table>
Tips for using zoom

**Microphone**

Mute or Unmute your Microphone
(Mute during presentations-unmute to speak and while in break-out sessions)

**Camera**

Please use your camera as much as possible—especially for small breakout group activities. We want to see your face and it helps us all to connect!

**Chat Function**

Please use this function to communicate to the group and respond to questions posed during the course

**Name**

Please make sure your name shows in the participant list so we know who is in the (virtual) room

Your Definition of Cultural Humility

Understanding
- listening
- respect
- connection
- multilayered
- Person centered

Respect others' perceptions of their experiences
- lifelong commitment to learning about others culture

Lifelong learning
- open mindedness
- self-awareness
- Respect and Resilience
- self-critique

Empathy
- trusting people to be experts in their own experience and life
- they are the expert on their situation lives
- respect and empathy
- self-reflection

Motivational Interviewing
- humbleness and awareness ongoing change and development
- suspending judgement
- put yourself in client shoes understanding
WHAT IS CULTURAL HUMILITY?

• A continuous, lifelong process where the individual examines their own beliefs, cultural identities, biases, and values as well as the beliefs and cultures of others

• “relinquishing the role of expert to becoming the student of the client with a conviction and explicit expression of the patient’s potential to be a capable and full partner”

(Tervalon, 1998)
Cultural humility isn’t about studying someone to better figure them out. It’s about acknowledging power imbalances, developing partnerships, and practicing self-reflection. When we integrate these concepts in the delivery of care, we lift up the voices of our patients.
Poll #1

Which of the following is not a principle of cultural humility

1- Critical self reflection and lifelong learning
2- Recognizing and mitigating power imbalances
3- Putting yourself in someone else’s shoes
4- Institutional Accountability
CULTURAL HUMILITY PRINCIPLES

1. Lifelong learning & critical self-reflection
2. Recognizing & challenging power imbalances for respectful partnerships
3. Institutional accountability
Principles and Levels of Operation

- **Intrapersonal**: someone’s understanding of themself and their past experiences, beliefs, biases, and worldview.
- **Interpersonal**: how someone interacts with others.
- **Structural**: how organizations, systems, and other structural entities or forces create environments in which individuals experience access or barriers, power or disempowerment, violence or safety.
Questions to Ask

Me

Client

Other Providers/Your Organization
Breakout Group #1

• 1- A self-identified Black trans woman who uses they/them pronouns states that they wonder why there are not any providers that look like them and seems a bit reluctant to engage with you.

• 2- A self-identified Latino gay man says that someone in your agency referred to him as Latinx. He says it seems like only white people keep referring to him that way. He wonders if he can trust you to understand his situation. (You are aware that there are not any white providers working at your agency).
Culturally Humble Informed Response

- **What questions would you ask yourself?**
  - Critical self reflection

- **What questions would you ask from the client?**
  - Recognizing power imbalances

- **What questions or concerns would you bring up to your larger organization?**
  - Institutional accountability
Breakout #1 Room Instructions

Read your assigned scenario and as a group talk about the 3 questions posed

Have someone/or people from your group ready to summarize

Breakout discussion is 15 minutes

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Cultural Humility Principle #1
Critical Self Reflection and Lifelong Learning

“Sitting in the discomfort of our own biases helps with lifelong learning”
Strategies to Consider

- What is my script for this person/myself/can I interrupt it?
- What makes it difficult for me?
- How am I participating?
- Are microaggressions happening?
- How to I continue to mitigate implicit bias?
  - Putting Yourself in Someone Else’s Shoes
  - Stereotype replacement
Microaggression Definition

- Microaggressions are brief verbal, behavioral, or environmental indignities, whether intentional or unintentional, that communicate hostile, derogatory, or negative slights and insults.

- Microaggressions can be so pervasive and automatic in daily interactions that they may be considered innocent or harmless.

Cultural Humility Principle #2

Recognition of Power Imbalances
The idea that many parts of a person’s identity and ways their experiences and opportunities are socially structured impact their life simultaneously. Privilege and oppression can both be experienced at the same time.

-Kimberlé Crenshaw
Power Imbalances

Participation in White Supremacist Culture

Participation in Oppression of Others

Internalized Privilege

Internalized Oppression
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A Whole Person Care Pilot

Strategies to Consider

Recognition of:

- Historical Trauma
- Structural Racism
- Gender Inequity
- Sexual Orientation Bias
- Experience of Microaggression

Structural Competency

Conscious Allyship

Handout
Poll # 2

• The style I am most familiar with is:
  • 1- Active Listening Techniques
  • 2- Using Plain Language
  • 3- Strength-Based Approach
  • 4- Motivational Interviewing Strategies
Communication Styles to Empower

- Reflective Listening (OARS)
- Using Plain Language
- Strength-Based (Resiliency) Approach
- Motivational Interviewing Techniques
  - Elicit-Provide-Elicit
  - Asking Permission
  - Give Options
  - Setting an Agenda
Read the brief scenario and plan a culturally humble informed response. Use at least one of the communication techniques. Describe why you would respond the way you would.

You do not have to come to a consensus as a group. Have at least one person willing to share their process and an example of a response.
Case Scenario

• A self-identified 55 year-old Asian heterosexual woman comes in for appointment to speak to her (housing specialist). She speaks rapidly and appears fidgety. She says in a loud voice that she is tired of everybody telling her to get vaccinated for COVID, she has survived this long using her own methods of taking of herself.
Poll #3

• I believe the identification as Asian matters in the scenario?
  • 1- Strongly Agree
  • 2- Agree
  • 3- Don’t Know
  • 4- Disagree
  • 5-Strongly Disagree
"Moving allyship to activism is about looking for ways that you, as a person in a privileged position, can truly uplift the voices of those who are often out on the frontlines of change."

Dr. Jonathan Paul Higgins
5 Tips For Being An Ally
Cultural Humility Principle #3

Institutional Accountability
Institutional Accountability

Refers to the need for models and processes for institutional reflection and self-critique.

The goal of cultural humility at the institutional level is to create an inclusive, ethical and diverse environment.
Breakout #3
Organizational Challenges

1. You work in an agency with a majority of people who identify as Black and the client population is increasingly identifying as Latin(o)(a)(x).

2. The management has decided to begin some DEI work without engaging staff input apparently due to an incident and are inviting the frontline staff to the first meeting.

3. A client complains that a colleague of yours consistently misgenders them, you have let your supervisor know before about this.
Breakout #3

What is the challenge as it relates to cultural humility?

What plan of action or response would you recommend? Who should be involved in your response?

What might you actually say?
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Strategies to Consider

- Cluster Hiring
- Anti-Racist Organizational Work
- DEI (and Belonging)
- Racial Caucusing
- Institutional Statements
There will be more questions than answers

• What questions do I need to ask myself as I am entering the space to work with the client?
• How might my assessment be biased?
• What are some questions I need to ask to really know how to proceed or determine the course of action?
• How did I arrive at this plan?
• What makes it easy or challenging to work with this particular person?
• How am I responsible or contributing to the challenge?
• What personal or historical context may I not be considering?
Key Practices

- Commitment to Lifelong Learning
- Reflective Listening
- Engage in Continuous Examination and Self Reflection
- Encourage Social Justice Informed Responses
- Understand that each being is the unique intersection of different cultural factors
- Being comfortable with not knowing
Trainings that Support Cultural Humility

• Motivational Interviewing
• Plain Language
• Empathy Effect
• Social Determinants of Health
What are some things you are willing to commit to in the process of lifelong learning related to cultural humility?
www.accareconnect.groupsite.com

- Download Cultural Humility slides and materials
- Access other AC Care Connect trainings and external trainings
- Connect with others
## Upcoming Trainings

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<tr>
<th>Date</th>
<th>Title</th>
<th>Time</th>
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<tbody>
<tr>
<td>July</td>
<td>Motivational Interviewing: Foundational Concepts and Skills (Module 1)</td>
<td>10:00-12:00pm</td>
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<tr>
<td>21-Jul</td>
<td>Social Determinants of Health</td>
<td>10-12pm</td>
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<tr>
<td>27-Jul</td>
<td>Motivational Interviewing: Core Skills for Empathic Communication (Module 2)</td>
<td>10:00-12:00</td>
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<tr>
<td>August</td>
<td>Motivational Interviewing: Demonstrating and Practicing MI Skills (Module 3)</td>
<td>10:00-12:00</td>
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<td>4-Aug</td>
<td>Compassionate Resilience</td>
<td>10:00-12:00</td>
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<tr>
<td>11-Aug</td>
<td>Empathy Effect: Countering Bias to Improve Health Outcomes (Part 1)</td>
<td>10:00-12:30</td>
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<tr>
<td>18-Aug</td>
<td>Empathy Effect: Tools to Counter Bias or Judgement (Part 2)</td>
<td>10:00-12:30</td>
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Contact Information

Thank you for participating

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