

Achieving Cultural Humility In Medical Care

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Disclosures

- None

OBJECTIVES



Culture



Cultural Humility

Term coined by Melanie Tervalon and Jann Murray-Garcia in 1998 to describe a way of incorporating **multiculturalism** into their work as health care providers

Cultural humility is a process of self-reflection and discovery in order to **build honest and trustworthy relationships**

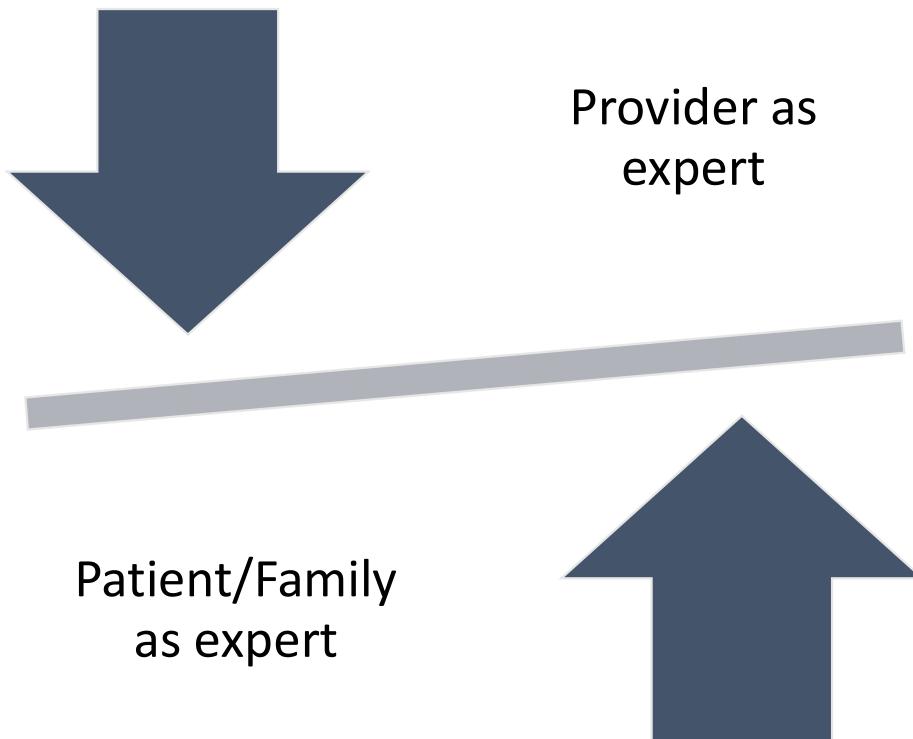
Three Dimensions of Cultural Humility

- Lifelong learning & critical self-reflection
- Recognize and challenge power imbalances
- Institutional accountability

Another Way to Look at Cultural Humility



Recognize and Challenge Power Imbalances



Adapted from Dr. Melanie Tervalon

Compassion

- A feeling of deep sympathy for another who is stricken by misfortune, accompanied by a strong desire to alleviate the suffering (dictionary.com)
- When we know someone has been hurt, by us or someone/something else, we ask how we might help
- When someone recognizes we are hurt, we try to be open for dialogue

Empathy

- The ability to understand and share the feelings of another (dictionary.com)
- A key skill is making sure we are able to do our best to understand what it might feel like in that person's shoes
- We can guess, however, we really don't know without an open conversation

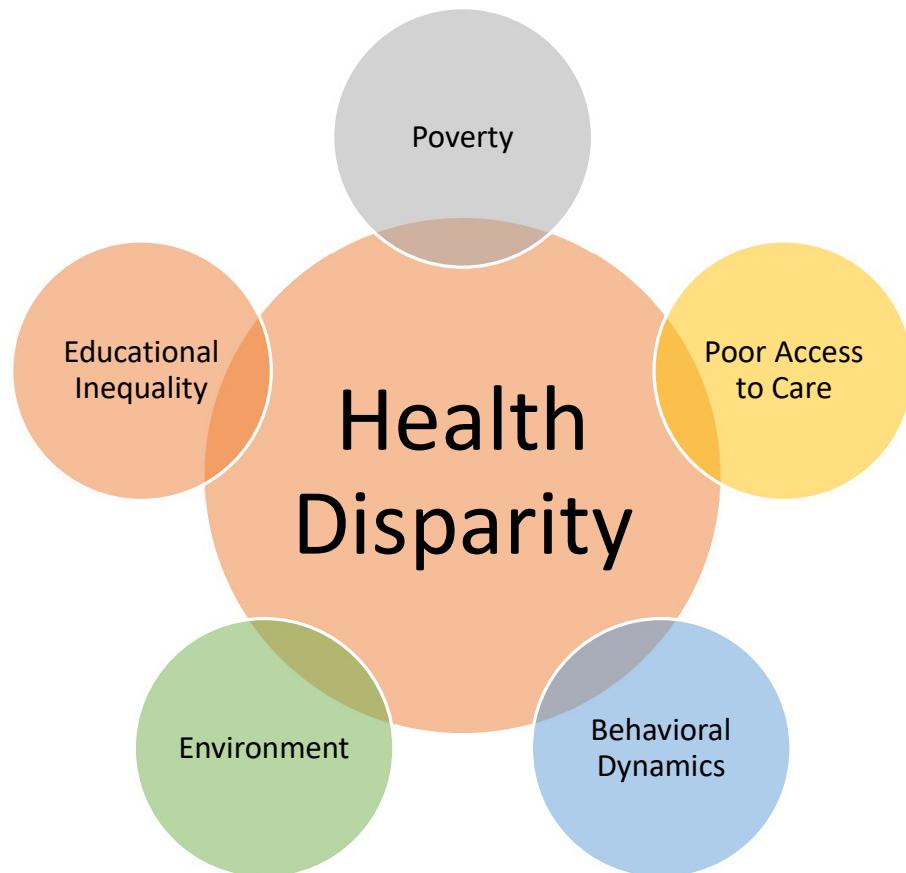
DEFINITION

- ▶ Defined as “ A particular type of health difference that is closely linked with social economic, and/or environmental disadvantage.” (Healthy People 2020. accessed October 22, 2018)
- ▶ Limit continued improvement in population health that results in unnecessary healthcare cost. CDC, Accessed December 2018.

Health Disparity



CAUSES

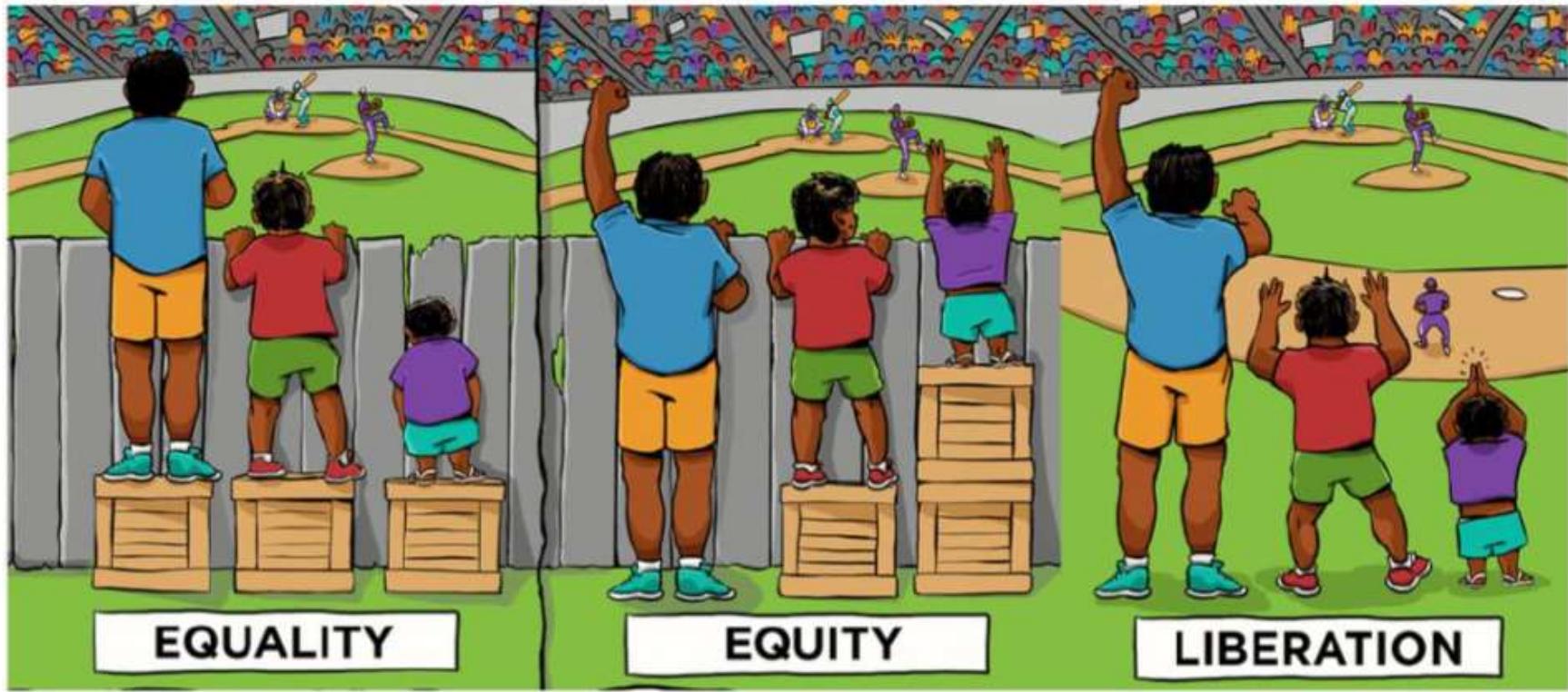


[\(T-Score-2018\)](#)

Definitions

Health equity - “ideally everyone should have a fair opportunity to attain their full health potential and, more pragmatically, no one should be disadvantaged from achieving this potential, if it can be avoided” Whitehead, M. 2006

Health inequity - differences in health outcomes that are systematic, avoidable, and unjust. IHI



Adapted from <https://www.storybasedstrategy.org/the4thbox/>

Many Fences of Inequity

- “Race”
- Gender
- Ethnicity
- Labor roles and social class markers
- Nationality, language, and legal status
- Sexual orientation
- Disability status
- Geography
- Religion
- Incarceration history
- These are independent risk MARKERS

Adopted from Camara Jones MD

What are the key contributors to observed inequities in health & health care?

- Differential access to resources and opportunity
- Differential application of care practices
- Multi-level – individual, community, state, policy
- -isms that marginalize populations (racism, sexism, heterosexism, ableism, sizeism etc.)
- Implicit Bias

Typical Strategies for Being Culturally Responsive

Building

- Cultural Sensitivity
 - The awareness and sensitivity of other's cultures and practices
- Cultural Competence
- Knowledge about diverse cultures

Cultural Competency

- “Set of behaviors, attitudes, and policies that enable effective work in cross-cultural situations”
- Competence = “capacity to function effectively within the context of cultural beliefs, behaviors, and needs presented by consumers and their community”
- Impossible to meet for all cultures
- Policy implications
 - Staff assessment
 - Compliance

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=11>

Common Missteps

1. Researchers/practitioners struggle addressing cultural conflicts encountered
2. Culture is often an afterthought or not considered
3. Attending to culture becomes part of the checklist and incorporated to “get the job done”
4. Community members are not included in the process
5. When community is included they are passive participants
6. Assumptions are made about community needs



Honoring History

- Community displacement
 - Language policies
 - Identity displacement
 - Immigrant/transnational experience
 - Abuse/misuse of information collected for research or evaluation (with “good intentions”)
-
- Tuskegee Syphilis Project
 - “La Operación”: The Sterilization of Puerto Rican Women



Cultural Humility = Awareness

- Own Values and Beliefs
- Community Values and Beliefs
- Institutional Values and Beliefs





Where the
magic happens

Your
Comfort
Zone

Self-Awareness Exercise

Think about and discuss the first time you were aware of being “different” and what was it like for you



Cultural Humility – What it's not

- Producing confident, competent health care providers with a specialized knowledge and skills that can serve the communities of ethnic or racial minority groups
- I'm the cultural expert
- Universal set of cultural experiences

Cultural Humility is...

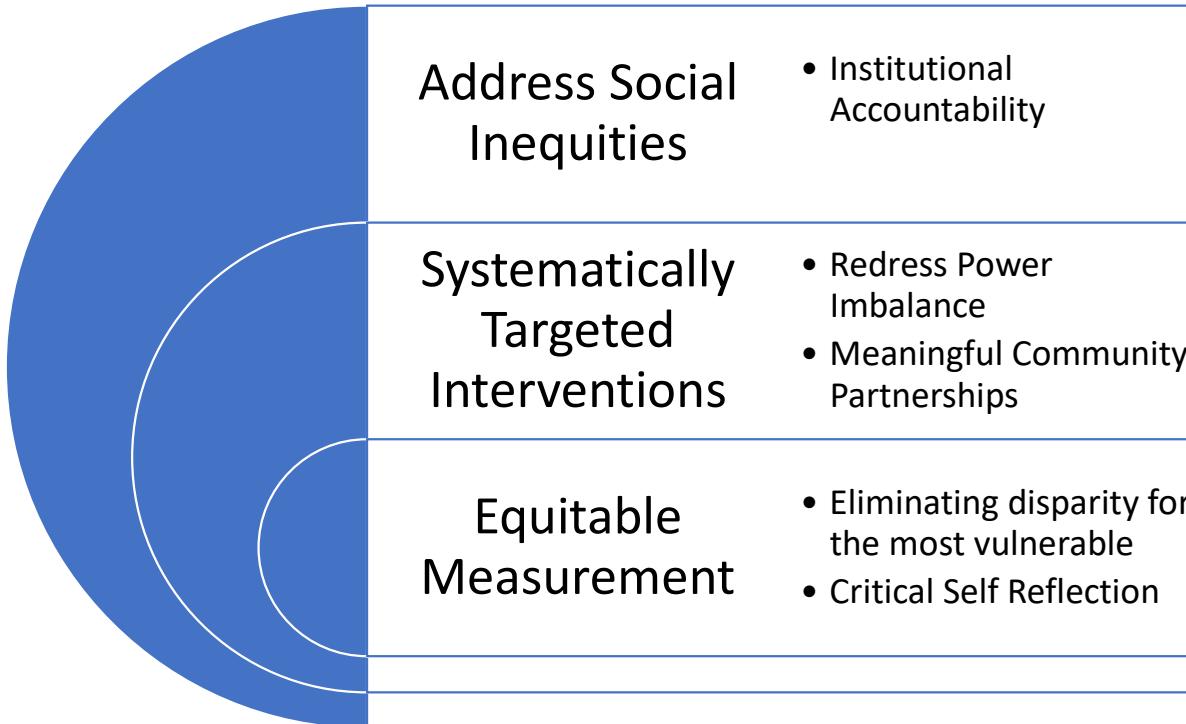
“ not a discreet endpoint but a commitment and active engagement in a lifelong process that individuals enter into on an ongoing basis with participants, communities, colleagues and with themselves.”

– Leland Brown 1994

Lifelong Learning and Critical Self-Reflection

- Coming from a place of knowing that we don't know
- Being able to accept our own limitations
- Encouraged to be curious tied to that place of not knowing
- Openness – we can feel open to those around us who want to learn about us





Braveman P, Arkin E, Orleans T, Proctor D, and Plough A. *What Is Health Equity? And What Difference Does a Definition Make?* Princeton, NJ: Robert Wood Johnson Foundation, 2017.

Practicing Cultural Humility

- People bring their own experiences in dialogue with others
- Practice active & deep listening
- Be aware of body language
- Know and own what you don't know
- Know your boundaries
- Know when to ask for help practicing cultural humility



Practicing Cultural Humility

Interpersonal

- Approaches students and peers with openness
- Promotes mutual empowerment, trust and respect
- Encourages peer-learning
- Promotes culture of collaboration and cooperation

Institutional

- Commitment to diversity and equity
- Anti-discrimination policies
- Equitable hiring, training and advancement practices
- Equitable distribution of knowledge and tools
- Supportive learning environment
- Culturally and linguistically appropriate services
- Student-centered vision and mission statements

Practical Application

- Exploring where the patient and family are in their culture/subculture
 - Active listening
 - Flexibility to “negotiate”
 - Acceptance of differences
- Accepting help
 - Support of family
 - Support of community
- Not a panacea
 - A tool
 - Will not solve all cross-cultural or family problems
- Makes you ask questions about what you know and don't know

Adv Health Sci Educ Theory Pract 2012; 17:269-78



Engagement: From a Cultural Humility Perspective

- Stance of informed curiosity
- Ask different questions
- Ask questions differently



Institutional Accountability

Organizations should model the principles of humility

Develop partnerships with people and groups who advocate for others

Cultural humility is larger than individuals-it must be addressed systemically

How do we engage colleagues in change?

- Challenges include fear, lack of buy-in and competing priorities
- Co-produce in authentic relationships
- Clarify the ask
- Tap into motivations and values, co-design with those most impacted, meet people where they are, start small
- Have courage to name issues



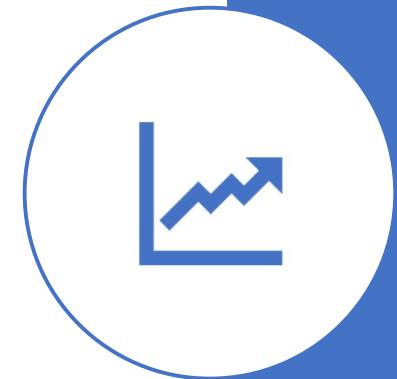
Key Improvement Design Elements

- What are we trying to accomplish? Aims for disparity
- What changes can we make that will result in improvement? Theory of change for disparity
- How will we know a change is an improvement? Measurement for disparity
- How do we engage our colleagues in change that addresses disparity?



Measurement

- Assess your data capability and data quality to identify and track equity.
- Stratify your data by relevant sociodemographic factors.
- Do not wait for perfect data to start improvements aimed at narrowing equity gaps.
- Design dashboard with equity data as part of regularly tracked items so it is not a separate ‘add-on’.



Conclusion

- Cultural humility instead of competency
- Education closes ethnic disparity gaps
- Being knowledgeable about “others” requires an ongoing lifelong process of learning (Hunt, 2005)
 - Self-reflection
 - Self-critique
- It’s about RESPECT, RESPECT, RESPECT (Pearce, 2006)
- Continuous process improvement



The Journey

