

Cultural Competency and Diversity

Julia Sosa, MS, RD
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Culture



The Sum of all lived experiences:
What we know
Who we are
How we do things

Culture can be based on:



- Shared Characteristics (exercise we do)
- Stage in Life (e.g. youth cultures)
- Sexual Orientation
- Gender
- Nationality
- Geographical/regional residency
- Social Class/socioeconomic status
- Relationship Status
- Religious Beliefs



Culture

Customs

Ways of thinking

It influences

Patterns of Communication

Behavior

It is the foundation of

Beliefs

Value systems



Health Services are Cultural Constructs



- Clients come to health care services with their own culturally-based beliefs about disease and the body
- Dietitians/clinics/hospitals/CBOs are part of a cultural group that has its own beliefs, practices, customs and rituals.

Influences of Culture in Health Care Services



- The definition of health and illness.
- Information is circulated/ viewed by providers and clients.
- How rights and protections are exercised.
- How symptoms are expressed and who provides treatment and diagnosis.
- Who decides what treatment will be given.



Gaps in health care can put consumers of these services at risk for

- Poor quality care
- Dissatisfaction with their care
- Negative health consequences

Problems in verbal and non-verbal communication may also lead to

- Poor comprehension
- Low adherence to recommendations and/or treatment
- Decreased quality of care



Cultural Competency

The ability to respond respectfully and effectively to people of all cultures in a way that affirms and values cultural differences and protects/preserves the dignity of each individual.

Seattle King County Department of Public Health, 1994.

Levels of Competence



- Unconscious incompetence - provider is not aware that cultural differences exist
- Conscious incompetence - provider still do not understand another's culture, but is aware of this lack of understanding and that differences so exist
- Consciously competent - provider becomes knowledgeable about cultural differences but still in the process of learning
- Unconsciously competent - providers knowledge of cultural differences now is appropriately incorporated in one's behavior and interaction with a client of different culture

Cultural Responsiveness



- A set of skills and behaviors to work effectively in both eliciting and delivering responses for delivery of care in a cross cultural situation.
- The capacity to respond when one is able and when necessary and acknowledge when and where it is appropriate.

Communication



- Linguistic variations within a cultural group (Region, ethnic group, social class, occupation, and many other factors)
- Cultural variations within a language group (Regional differences in cultures, social class differences, religious differences, or differences based on sexual orientation, etc.)
- Variations in literacy levels in all language groups

Cultural Humility



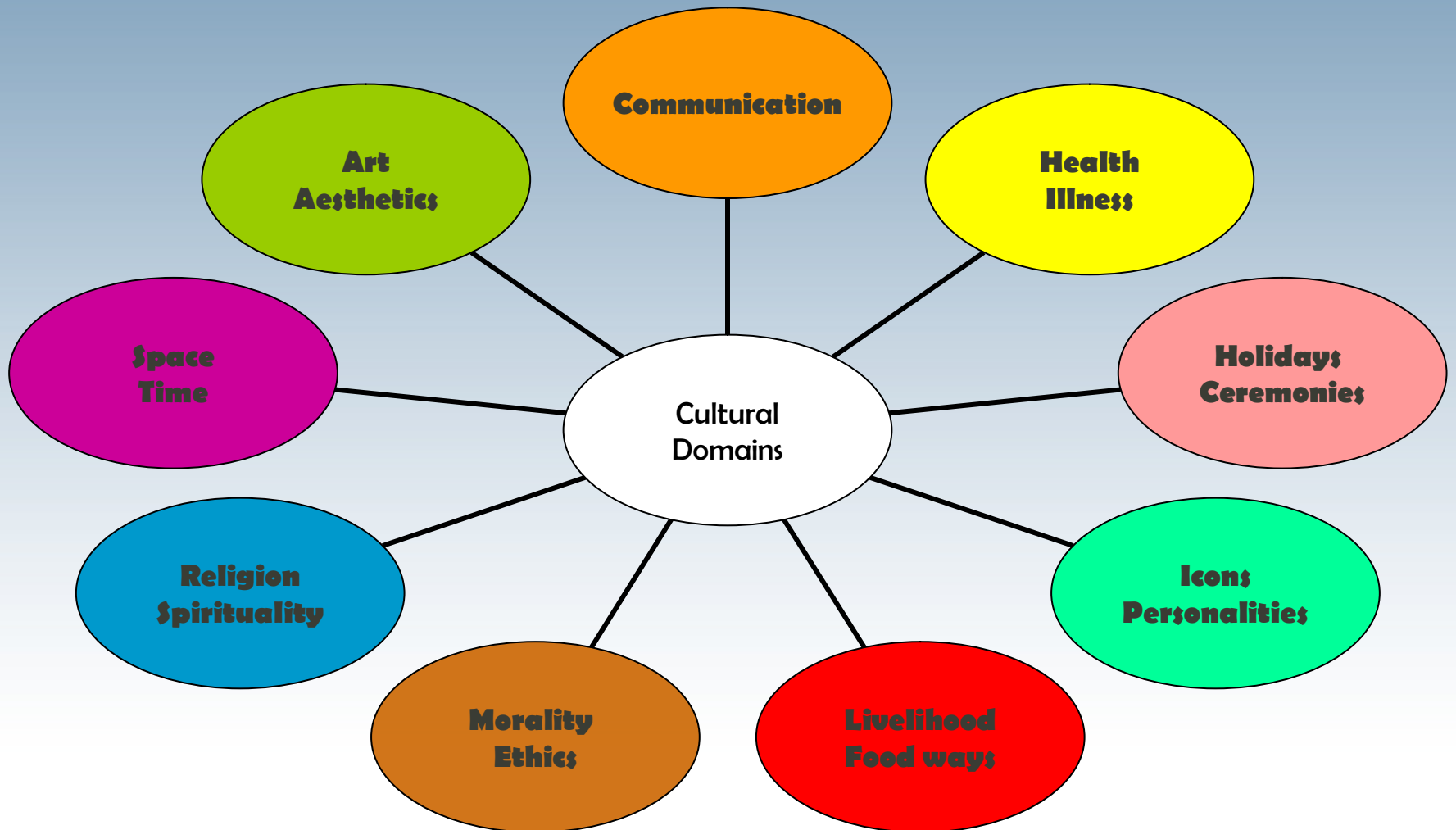
- Skills and behaviors that are tooled and renewed in a commitment for lifelong learning.
- Unconditional acceptance of client as expert in own culture to serve as tutor or teacher for provider to improve communication.

Cultural Sensitivity



- Conduct in which a person recognizes the existence of both shared commonalities and differences for improved communication.
- Requires skills in observations, sensibility to behavior and speech.
- Involves willingness to observe local codes and rules of behavior.

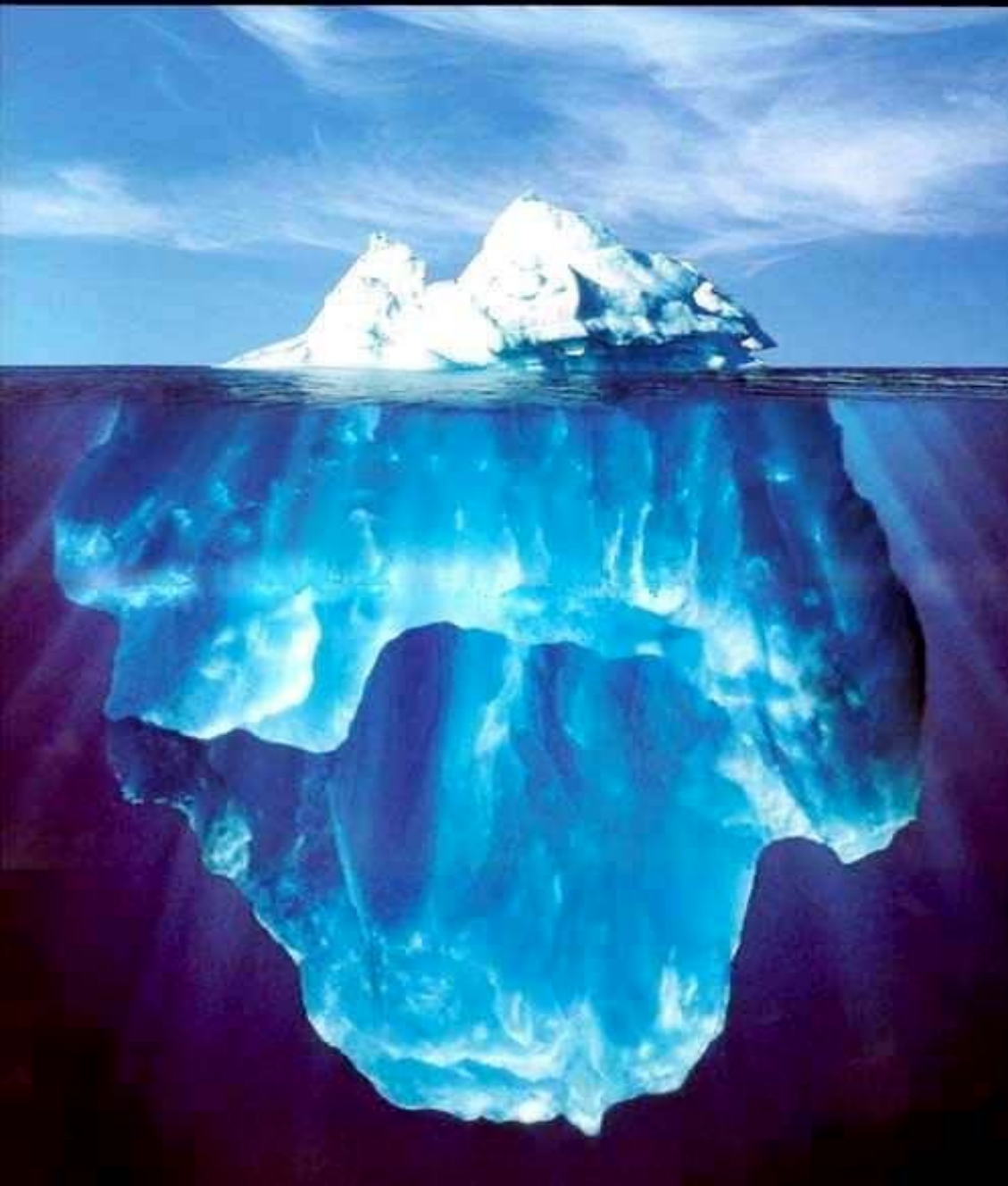
Cultural Domains



Surface Culture and Deep Culture



- Some aspects of a culture are visible and others are hidden.
- surface culture may be tangible and recognizable of a group.
- Deep Culture may remain hidden but may rise to the surface in emotions and performing behavior.
- There is a shifting evolution of culture generated by social process influenced by movement.
- Culture may move and have multiple processes, hybridization, renewal and loss.



Surface Culture

What is visible when you meet someone

Deep Culture

What cannot be seen and requires the use of Dynamic Interaction to elicit more of.

Elements of Surface Culture



- Food - food and culinary contributions
- Holidays - patriotic holidays, religious observances, and personal rites and celebrations
- Arts - traditional and contemporary music, visual and performing arts, and drama
- Folklore - folk tales, legends, and oral history
- History - historical and humanitarian contributions, and social and political movements
- Personalities - historical, contemporary, and local figures



QUESTIONS?



¡¡¡Muchas Gracias!!!!



Contact Information

- Julia Sosa, MS, RD
Whatley Health Services Inc
2731 Martin Luther King Jr Blvd
Tuscaloosa, AL 35401
205-614-6132
jusosa@whatleyhealth.org