



ALL OF WHAT YOU ***REALLY*** NEED TO KNOW  
ABOUT ADDRESSING HEALTHCARE  
INEQUITIES YOU PROBABLY LEARNED IN  
KINDERGARTEN:

***A PRESCRIPTION FOR NURTURING CULTURAL HUMILITY &  
REDUCING IMPLICIT BIAS IN HEALTHCARE SETTINGS***

A close-up photograph showing a healthcare professional's hand holding a patient's arm. The patient's arm is wrapped in a grey blood pressure cuff, and a black stethoscope is visible. The background is a light blue gradient with a faint silhouette of a person's head and shoulders.

# WHY DISCUSS CULTURE IN THE CONTEXT OF HEALTHCARE?

- HEALTH DISPARITIES EXIST
- HEALTH DISPARITIES EXIST IN PART DUE TO HEALTHCARE INEQUITIES
- EQUITABLE HEALTHCARE SHOULD BE A FUNDAMENTAL RIGHT FOR ALL
- AS SUCH, HEALTHCARE PROVIDERS PLAY A MAJOR ROLE IN ELIMINATING HEALTH DISPARITIES



# WHAT IS “CULTURALLY COMPETENT” CARE?

U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES, OFFICE OF MINORITY HEALTH: NATIONAL STANDARDS FOR CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES (CLAS) IN HEALTH CARE



# IMPACT OF CULTURAL COMPETENCY TRAINING ON HEALTH EQUITY

CULTURAL COMPETENCY TRAINING



IMPROVED PATIENT-PROVIDER INTERACTIONS



PATIENT SATISFACTION = IMPROVED TREATMENT OUTCOMES



HEALTHCARE EQUITY = HEALTHCARE EXCELLENCE



**HEALTH DISPARITIES ELIMINATED**



# THE PROBLEM WITH “CULTURAL COMPETENCY” TRAINING ✓





# THE PROBLEM WITH “CULTURAL SENSITIVITY” TRAINING:

1. REINFORCES POWER IMBALANCES
2. FOCUS IS ON KNOWLEDGE NOT SKILLS
3. PROMOTES STEREOTYPES





# TYPES OF BIASES

## EXPLICIT BIAS

CONSCIOUS  
ATTITUDES AND  
BEHAVIORS

## IMPLICIT BIAS

SUB/UN-CONSCIOUS  
ATTITUDES AND  
BEHAVIORS

# CULTURAL HUMILITY

- A LIFELONG COMMITMENT TO SELF-EVALUATION AND SELF-CRITIQUE
- A DESIRE TO FIX POWER IMBALANCES WHERE NONE SHOULD EXIST
- A DESIRE TO DEVELOP PARTNERSHIPS WITH PEOPLE AND GROUPS AND ADVOCATE FOR OTHERS.







# A LIFELONG COMMITMENT TO SELF-EVALUATION AND SELF CRITIQUE

<u>ROBERT FULGHUM'S KINDERGARTEN CREDO</u>	<u>CULTURAL HUMILITY PRESCRIPTION</u>
DON'T HIT PEOPLE	SHOW EMPATHY
SAY YOU'RE SORRY WHEN YOU HURT SOMEBODY	EXPRESS COMPASSION
WASH YOUR HANDS BEFORE YOU EAT/FLUSH THE TOILET	CONTROL IMPULSES/PRACTICE HYGIENE
LIVE A BALANCED LIFE	MEDITATION/HOBBY/ PHYSICAL ACTIVITY
TAKE A NAP EVERY AFTERNOON	TAKE TIME-OUTS
EVERYTHING DIES	HUMANIZE THE PATIENT



# FIX POWER IMBALANCES

## ROBERT FULGHUM'S KINDERGARTEN CREDO

SHARE EVERYTHING/WARM COOKIES  
& COLD MILK ARE GOOD

PLAY FAIR/DON'T TAKE THINGS THAT  
AREN'T YOURS

## CULTURAL HUMILITY PRESCRIPTION

BE KIND

DECONSTRUCTION OF HIERARCHICAL  
RELATIONSHIPS







# DEVELOP PARTNERSHIPS WITH PEOPLE & GROUPS WHO ADVOCATE FOR OTHERS

<b><u>ROBERT FULGHUM'S KINDERGARTEN CREDO</u></b>	<b><u>CULTURAL HUMILITY PRESCRIPTION</u></b>
<b>LOOK!/WONDER</b>	<b>KNOW/OBSERVE/UNDERSTAND/ PERSPECTIVE TAKING</b>
<b>CLEAN UP YOUR MESS/PUT THINGS BACK WHERE YOU FOUND THEM</b>	<b>VALUE COMMUNICATION &amp; EGALITARIAN GOALS</b>
<b>WHEN YOU GO OUT INTO THE WORLD WATCH OUT FOR TRAFFIC, HOLD HANDS, AND STICK TOGETHER</b>	<b>COLLABORATE</b>



## INSTITUTIONAL HUMILITY: CONTEXTUAL CLIMATE

- INSTITUTIONS MUST PRACTICE SELF-EXAMINATION
- INSTITUTIONS MUST ADDRESS POWER IMBALANCES THROUGH INCLUSIVE PRACTICES IN HIRING, RECRUITING, AND COMMUNITY ENGAGEMENT
- INSTITUTIONS MUST BE COMMITTED TO BUILDING ADVOCACY & PARTNERSHIPS



A close-up photograph of a person's arm being measured with a blood pressure cuff. The cuff is grey and wrapped around the upper arm. A black stethoscope is placed over the cuff. A hand is visible holding the cuff. The background is a light blue gradient with faint silhouettes of hands and a stethoscope.

# SUMMARY

**MOST** OF WHAT YOU *REALLY*  
NEED TO KNOW ABOUT ADDRESSING  
HEALTHCARE INEQUITIES YOU PROBABLY  
LEARNED IN KINDERGARTEN.



***“I DON’T KNOW WHAT’S SUCH A BIG  
DEAL ABOUT TREATING A HUMAN  
BEING LIKE A HUMAN BEING”***

**– DR. JOSEPH KRAMER**