

# Providing Culturally Responsive Care

*Moving from the finite restraints of competency*

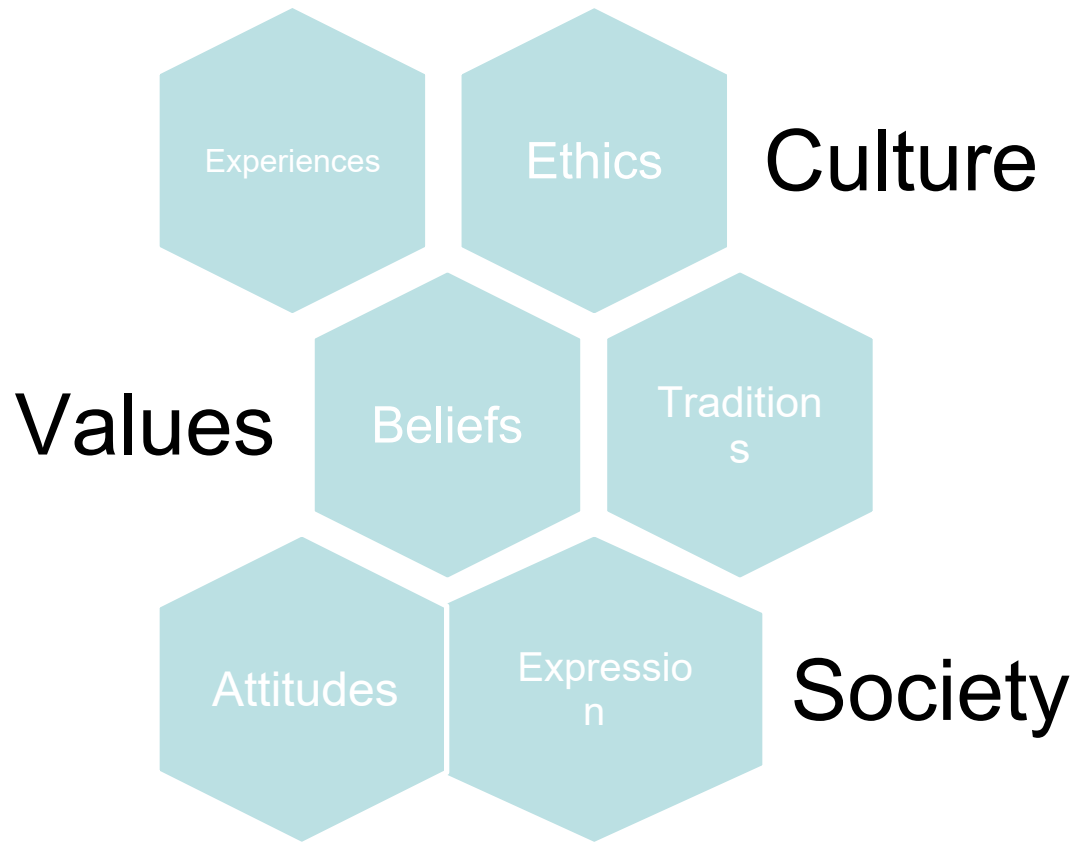
Cultural  
Reverence  
& Cultural  
Humility



## From this program you will be able to:

- Discuss the origins and impact of cultural and linguistic competency in behavioral health care.
- Apply cultural reverence to your engagement with others and those served in a behavioral health care setting.
- Engage in cultural humility when engaging with others and as a practice standard when providing services in a behavioral health care setting.

Why is it important for us to value cultural components when working with others and in a behavioral health setting?



## Behavioral Health Values For Those We Serve

- Dignity
- Self-Determination
- Integrity
- Safety
- Respect
- Care
- Relationships
- Worth



## What is Culture?

“The body of learned beliefs, traditions, principles, and guides for behavior that are commonly shared among members of a particular group.

Culture serves as a roadmap for both perceiving  
and interacting with the world.”

*Increasing Multicultural Understanding: A Comprehensive Model.* Don Locke, SAGE Publications, 1992

Broadly and simply put, "culture" refers to a group or community with which you share common experiences that shape the way you understand the world.

Culture can be characterized as shared beliefs and values forming the basis upon which people interpret experiences and behave, both individually and in groups.

## YOU SOUP Recipe by its pronounced METROsexual.com



### Ingredients:

#### base & broth

- race
- ethnicity
- gender
- sexuality
- disability status



#### early additions

- socioeconomic status
- geographic location
- education
- family structure



#### optional

- hobbies & passions
- religion & faith
- career
- political beliefs



#### secret ingredients

- personal experiences
- changes to other ingredients
- hidden identities
- misperception of ingredients



### Procedure:

Combine base ingredients to create broth and bring to a boil. Add early additions and simmer over low heat for 18 - 25 years, adding optional and secret ingredients to taste. Makes one You.

## Cultural Competency

- “The state of being capable of functioning effectively in the context of cultural differences.”
- “A set of congruent behaviors, attitudes, and policies which come together in a system, agency, or amongst professionals to work effectively in cross-cultural situations.”

*Towards a Culturally Competent System of Care. Cross et. al., 1989, Georgetown University Child Development Center*



## Cultural Competency Limitations

Cultural Competency defines a baseline skillset of general information to connect with people of various racial, ethnic, socioeconomic, religious and social groups. Humanity, their lives and culture cannot be grouped into a baseline skillset such as decision making or planning.

Helpers frequently fall into the trap of assuming that after learning some generalizations about a particular group or culture the helper is educated to know all about an individual.

Helping professions that employ Cultural Competency often become complacent from the position of an expert in their area or at their place of employment.



## Pitfalls of an educated and experienced helper

- **Baseline Skillset**  
(in cultural competency) ➤ *Humanity is fluid and evolving. People cannot be defined in a skillset.*
- **Complacency** ➤ *Can limit a growth mindset. Be the change.*
- **Generalizations** ➤ *Most of the time we move quickly from a single generalization to overgeneralizing.*  
(Just like we are doing in this slide)
- **Discomfort** ➤ Pay attention to unintentional power differentials.

## Cultural Competency Limitations

A lack of competence, reverence and humility result in healthcare disparities.

Healthcare disparities matter because as our population becomes more diverse, so do our healthcare needs.

Healthcare disparities are commonly viewed through the lens of race and ethnicity, they occur across many dimensions, including socioeconomic status, age, location, gender, disability status, and sexual orientation.

Cultural reverence and cultural humility help balance your own knowledge as a professional helper with an openness to learn from those we serve.

## Exercises in Self-Reflection

Prompts for self-reflection:

- Define your own culture/identity: How do ethnicity, age, family, experience, education, socio-economic status, gender, sexual orientation, religion, etc. impact your interactions with those you serve?
- Become aware: What are your personal biases and assumptions about people with different values than you?
- Challenge yourself: How are your values different from other people's? How might your values not be the 'norm'?

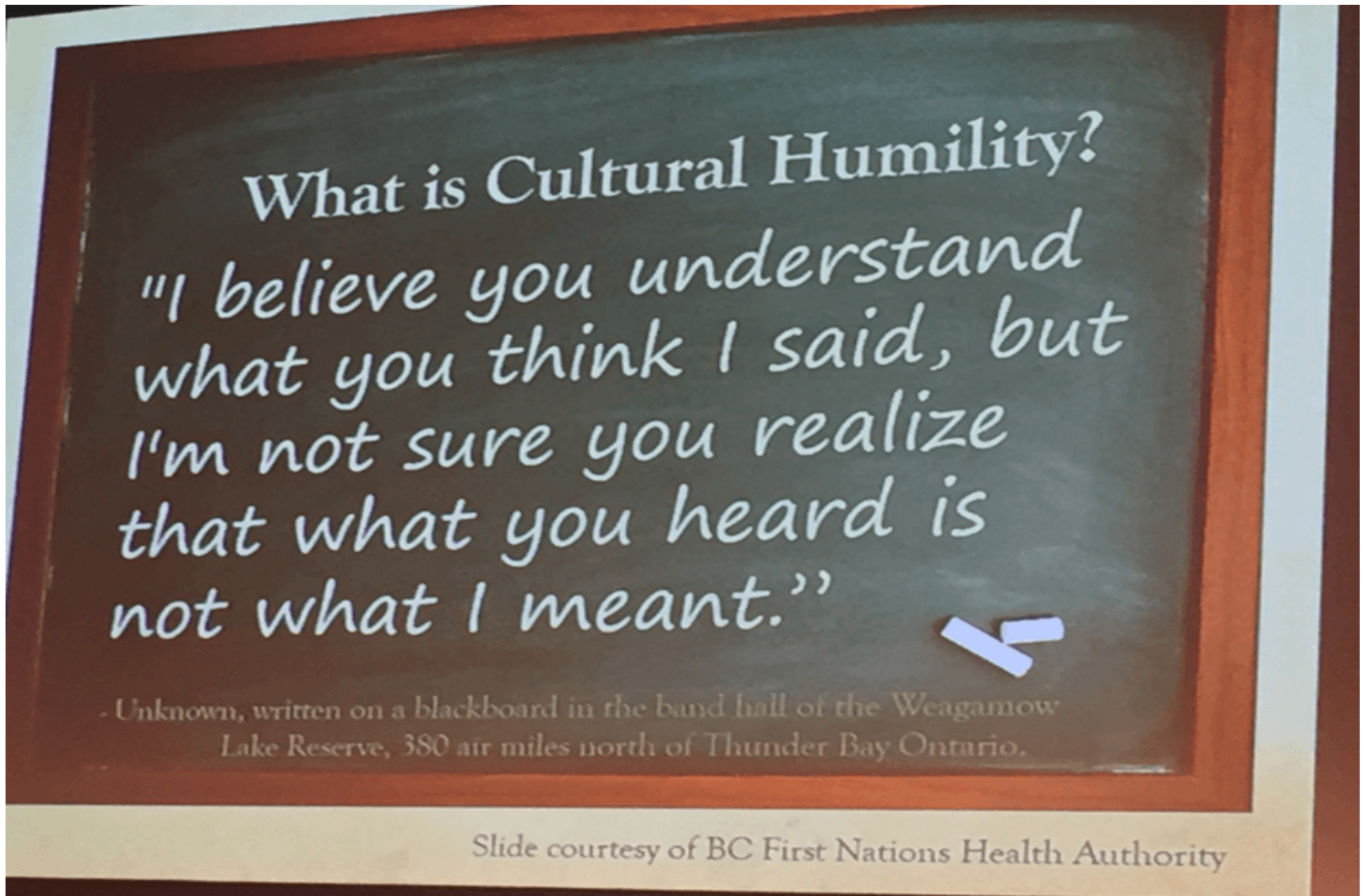
<https://www.culturallyconnected.ca/practice/practice-self-reflection>

## Exercises in Self-Reflection

Prompts for self-reflection:

- Engage in personal reflection: Remember a time when you became aware of being different from other people and how you dealt with it. Perhaps you were visiting another country and did not speak or read the language; how did you manage?
- Ask yourself questions after meetings: What assumptions did you make? What are you curious about? What might increase your understanding of the client next time you meet?
- Identify challenges: Identify challenges you experience taking a cultural humility perspective and supporting health literacy. Reflect on challenge of adopting a cultural humility perspective and supporting health literacy. How can you learn and grow from each experience?

<https://www.culturallyconnected.ca/practice/practice-self-reflection>



Slide courtesy of BC First Nations Health Authority

## Cultural Humility

- Cultural Humility is an ongoing process in which we engage in.
- Cultural Humility is self-reflection and self-critique.
- Cultural Humility is taking a learners stance to address and readdress structural inequality.
- Cultural Humility is an interest in learning and understanding, being curious and acknowledging difference.

## Cultural Humility

- Cultural Humility emphasize egoless and lifelong learning, empowerment, mutual benefit, optimal care, respect, and partnerships
- Engaging a mindset of Cultural Humility involves connecting the dots between our own experiences, being aware of what may have shaped our own narrative.

## Cultural Humility

Cultural Humility involves stepping away from our role as a professional and permitting others to be the expert.

*(please watch the video on the media button of cloud)*





## Please don't forget to add this course to your Continuing Education Records

The screenshot shows the Rutgers University Behavioral Health Care website. The top navigation bar includes links for 'Access Center', 'Children & Family', 'Adult', 'Geriatric', 'Crisis', 'EAP', 'Specialty Programs', and 'Cultural Competency'. A 'Self Helpdesk' link is also present. On the left, a 'Training' menu is highlighted in a dark blue column. The main content area is titled 'UBHC Staff Training Resources' and contains a link to 'UBHC Staff Continuing Education Records' with a red arrow pointing to it. Below this link are two bullet points: 'Click above link to keep track of all your trainings' and 'Supervisors, click here for tutorial to set up UBHC Mandatory Trainings for new staff'.

This screenshot shows the 'UBHC Staff Continuing Education Records' page. The title 'UBHC Staff Continuing Education Records' is at the top with a red arrow pointing to it. Below the title is a 'User Manual' link. A section titled 'Please select one of the following options' contains a list of radio buttons: 'CCR/Accreditation Only', 'Mandatory Training Courses ( Supervisor Only)', 'Individual Continuing Education Courses' (which is selected and has a red arrow pointing to it), 'Deficiency List', and 'Deficiency Report (Supervisor Only)'. A 'Continue' button is at the bottom of the selection area.

■ Expired ■ Expiring ■ Valid

Course Name	Training Date	Total Hours	Sponsor
<input type="text" value="Cultural Competency"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>	<input type="text" value="UBHC"/>
<input type="text" value="Considering the Causes of Violence"/>			<input type="text" value="UBHC, Rutgers or External"/>
<input type="text" value="Cultural Competency"/>			
<input type="text" value="Domestic Violence Module"/>			

1. Go to UBHCWeb  
[http://ubhcweb/ubhcweb\\_internal/index.htm](http://ubhcweb/ubhcweb_internal/index.htm)
1. Select 'Training' in **Navy Blue** Column on left of page
1. Select 'Staff Continuing Education Records'
1. Select 'Individual Continuing Education Courses'
1. In the dropdown menu select '**Cultural Reverence**'  
*formerly Cultural Competency*
1. Enter Training Date, Total Hours and Sponsor  
*(UBHC is the sponsor for this module)*

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Center for Continuing Education (CCE)  
Behavioral Research and Training Institute (BRTI)  
Rutgers Health - University Behavioral Health Care  
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Piscataway, New Jersey 08854  
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