

Cultural Competency: How It Applies to Organizations and Delivery of Clinical Services

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Objectives

- Define culture, cultural competency, and diversity as it relates to health organizations and clinical practices.
- Describe the competency model for Organizations.
- Describe the goals for culturally competent care



Cultural Competency

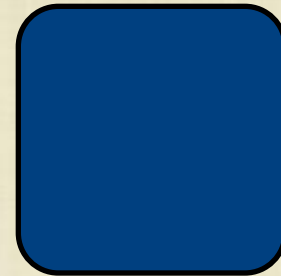
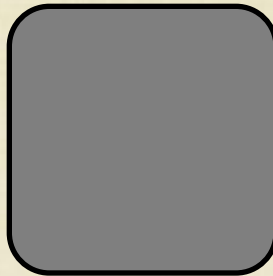
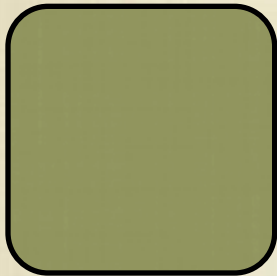
Cultural Competency begins with Understanding Culture:

- Culture is the customs, beliefs, values, knowledge, and skills that guide people's behavior along shared paths.



Culture

- Culture is the language, forms of communication, roles and relationships shared among groups.



- Cultural is also the mores, the norms that people consider vital to their well-being and to their most cherished values.

Culture

Culture is:

The shared values, norms, traditions, customs, arts, history, folklore, and institutions of a group of people.



Culture

Five Important components of Culture

- Everyone has a culture
- There is diversity among cultures
- Cultures are not static
- Cultures are not determinative
- Cultural differences are complicated



Cultural Competency

Diversity is the basis for Achieving Cultural Competency in Organizations.

- Comes from the word diverse: composed of unlike elements or qualities
- Inclusion, mutual respect, and valuing differences is the basis for diversity
- One size fits all is not diversity



Diversity

- Other terms include cultural diversity, multiculturalism, and multiethnicity
- Diversity in organizations is not the same as affirmative action, civil rights laws, or equal employment opportunity



Diversity

- Diversity is about responsiveness to create an environment where people can fully participate.



Cultural competency in Organizations

Cultural Competency is the intention and continuous process of being responsive to the cultural context of the Organization so that people can participate.



Cultural Competency in Organizations

Definition:

A set of congruent behaviors, attitudes, and policies that come together in a system, agency, or profession that enables that system, agency, or profession to work effectively in cross-cultural situations (Chung, 1992).



Cultural Competency

An important foundation for organizations

- Practices and policies to make services accessible to diverse populations
- Provides appropriate and effective services in cross-cultural situations



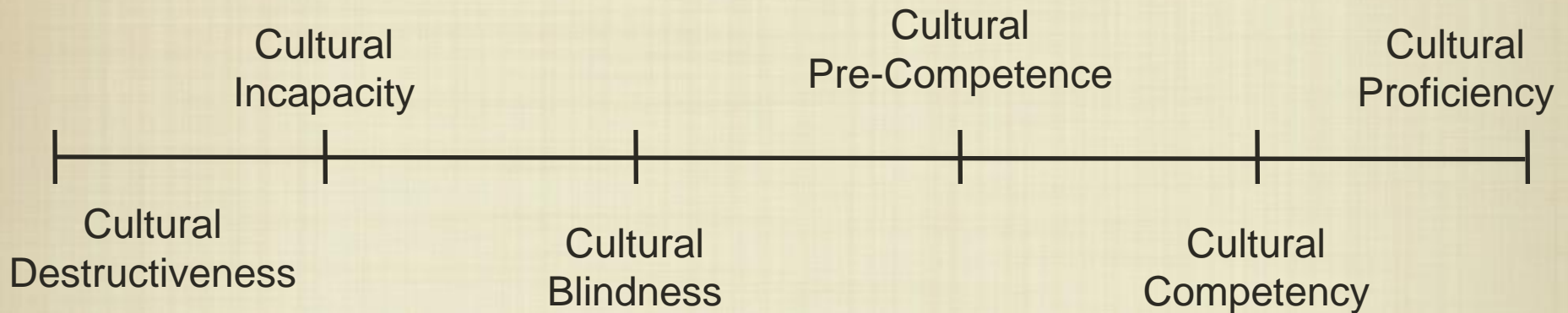
Cultural Competency

For Individuals within the organization:

- It is an approach to learning, communicating, and working respectfully with people different from ourselves.



Cultural Competency Model



Source: Cross, et.al., 1989. CASSP (Child and Adolescence Service Systems Program).

Georgetown University

Cultural Competency Model

- Cultural Destructiveness:

Attitudes, policies and practices destructive to cultures & individuals, e.g., cultural genocide, medical experiments (Tuskegee Syphilis Experiment, Indian Child Welfare Act).



- Cultural Incapacity:

When a system or agency does not intentionally act destructive, but lacks capacity and acts discriminatory, superior, enforces racist policies, maintains stereotypes, etc.



- Cultural Blindness:

Belief that color or culture makes no difference and all people are the same “one size fits all”.



- Cultural Pre-Competencies:

System or agency realizes its weakness in serving minorities. Takes action to address incompetence, e.g., hiring practices, policies, training, education, reach out to community.



- Cultural Competency:

System or agency accepts differences, continual self assessment of staff & policies regarding cultural and knowledge of needed change.



- Cultural Proficiency:

Holds culture in high esteem; cultural competent practice is enhanced by research; builds cultural knowledge; understands dynamics; is not threatened by differences.



Cultural Competency in Public Health Organizations

Health Providers view culture in the context of health-related behaviors and as a dynamic process.

The notion is that learning occurs within a social context.



Cultural Competency in Public Health Organizations

- People's behaviors occur in the context of an environment.
- The behaviors and the environment within which behavior takes place are in a constant state of dynamic interaction.



Cultural Competency in Health Organizations

Examples:

- Smoking, Alcohol Consumption, Addictions, Chronic Disease, Overeating, Exercising, and Not Exercising



Cultural Change

The dynamic interaction between an individual's behavior and the environment suggests that cultures can be influenced and can change over time.

- Multicultural
- Cross Cultural
- Melting Pot Idea (assimilation)
- Acculturation (level of change)
- Bicultural (identification with 2 cultures)



Cultural Competency in Clinical Settings

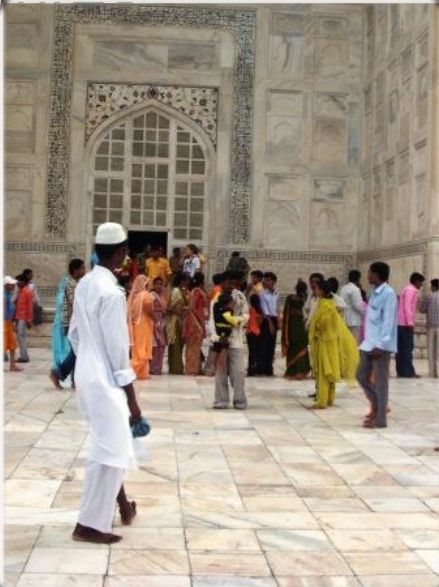
Goals of Cultural Competent Care

- Cultural Awareness- Accepting and Appreciating differences
- Cultural Knowledge-Seeking out world views and other models of disease



Cultural Competency in Clinical Settings

- Cultural Skill- Learn to culturally assess a patient. Ask Questions about beliefs and Values.
- Cultural Encounters- Seek out and meet people of other cultures to dispel stereotypes and myths of different cultures.



Cultural Competency in Clinical Settings

- Eradicate bias and stereotypes e.g., ethnic & racial minorities, gays & lesbians, religious beliefs, etc.
- Need to be aware of one's own beliefs and attitudes about cultural differences



Cultural Competency in Clinical Settings

- Need to be aware of the worldview of others (patients, clients, customers)
- Need to be aware of how race, culture, and ethnicity affect choices and life experiences
- Value differences





Thank You

References

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