



Cultural Humility: What Do I Need to Know and How Can I Share With My Organization?

**MyNHPCO Professional Education and Organizational
Development Community Chat- February 2021**

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Founded as Hospice of Wake County • 1979

Cultural Humility



Dedication



Richard Payne, MD
1951 - 2019

“Of all the forms of inequality, injustice in health care is the most shocking and inhumane.”



Martin Luther King, Jr.

Poll # 1

What is your current understanding of how to apply concepts related to Cultural Humility in a health care setting?

Cultural ~~Competence~~ Humility

The ability to serve
others in a way that
meets their unique
needs

(not to know everything!)



Cultural Humility in Context

Three principles:

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

A Working Definition



Kimberly Curseen, MD

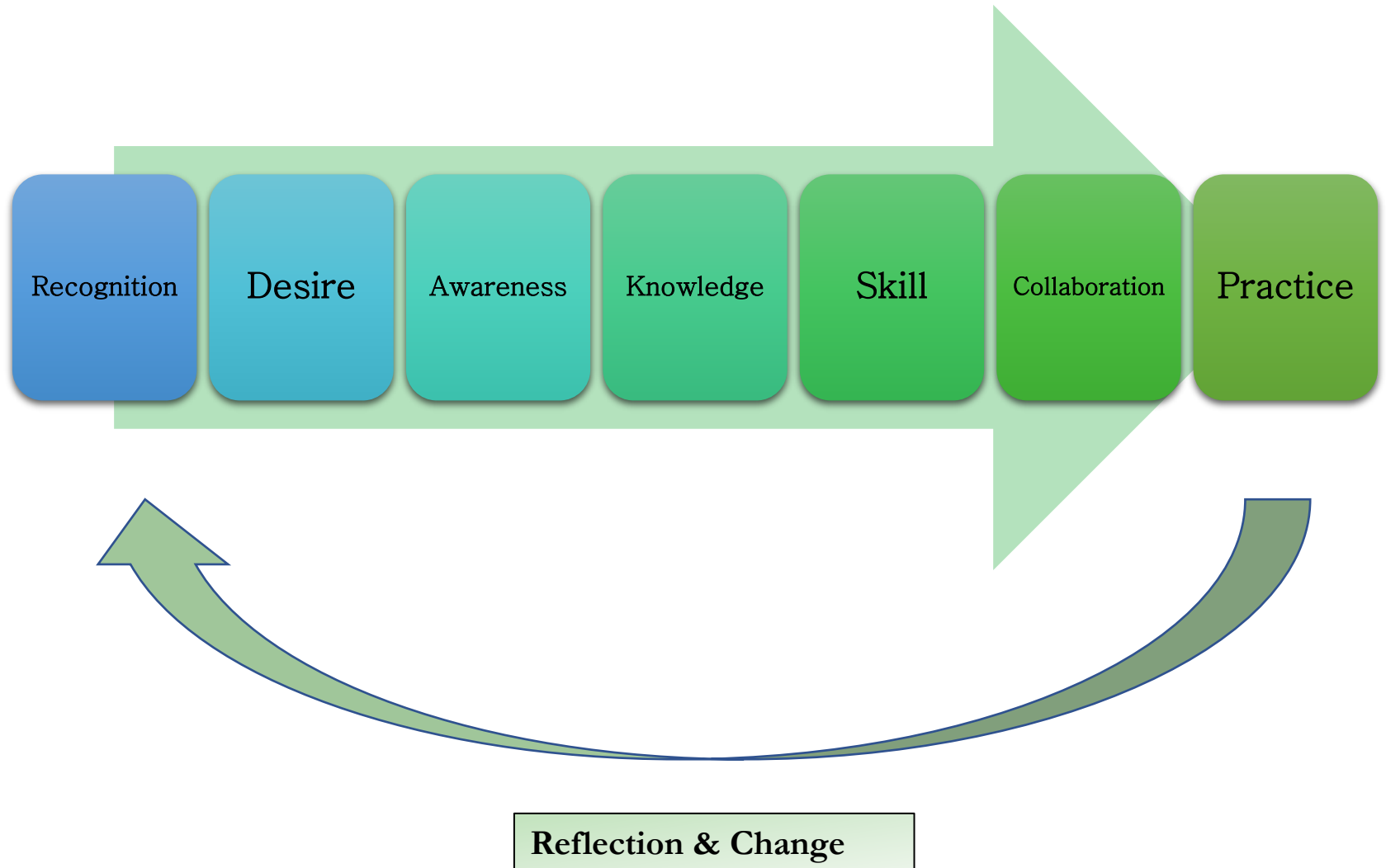
“Cultural humility can be defined as the ability to meet with another person, and despite all the things you have heard, still be open to hearing their story.”

Video Clip



<https://www.youtube.com/watch?reload=9&v=2g88Ju6nkcg>

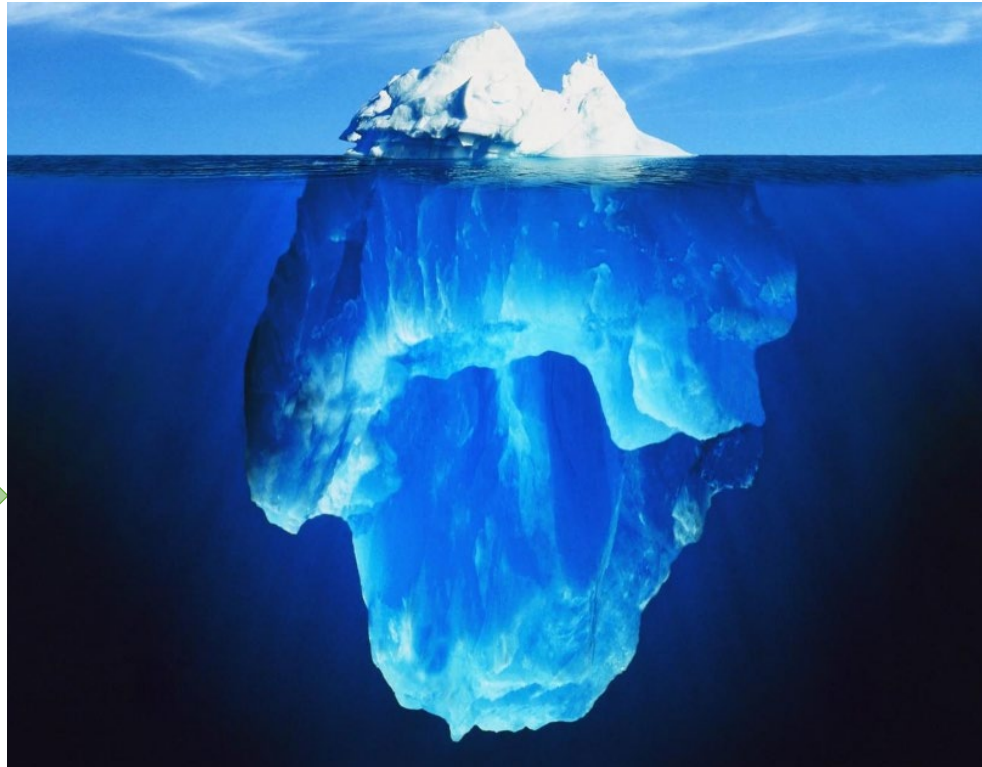
It's a Process ...



Cultural Diversity Iceberg

10% Visibility

90% of what
makes us
different lies
under our surface



We can only
see about 10%
of what makes
us different
from each
other.

Skin tone

Behaviors

Language

Actions

Race

Gender

Style

Values

Age

**Physical
Abilities**

Ethnicity

**Thoughts/
Perspectives**

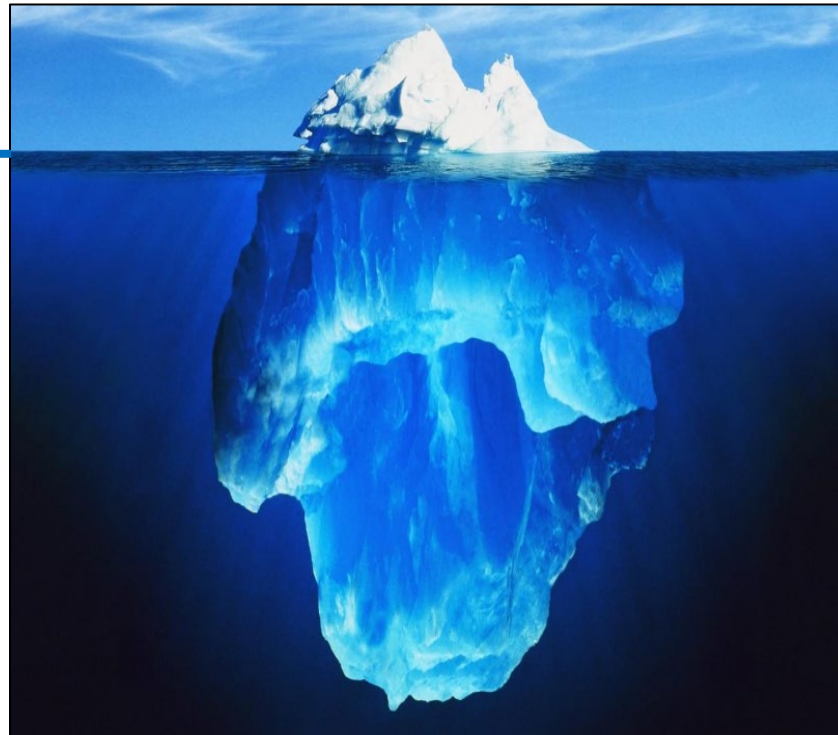
Life Experiences

**Gender
Identity**

**Sexual
Orientation**

Religion

Culture



Why Does This Matter?

At Transitions LifeCare, we serve people who are:

- Living in urban, suburban, and rural areas
- African American, Native American, Caucasian, Latino. African, Indian, Mexican, Russian and more
- Muslim, Hindu, Christian, Jewish, Buddhist, atheist, Seventh-Day Adventist, Christian Scientist
- Men, women and children, transgender and non-binary
- Gay, lesbian, bisexual, asexual
- Married, single, divorced, co-parents, single parents

We interact with people different than us every day

- Co-workers
- Patients
- Families & loved ones
- Referral sources



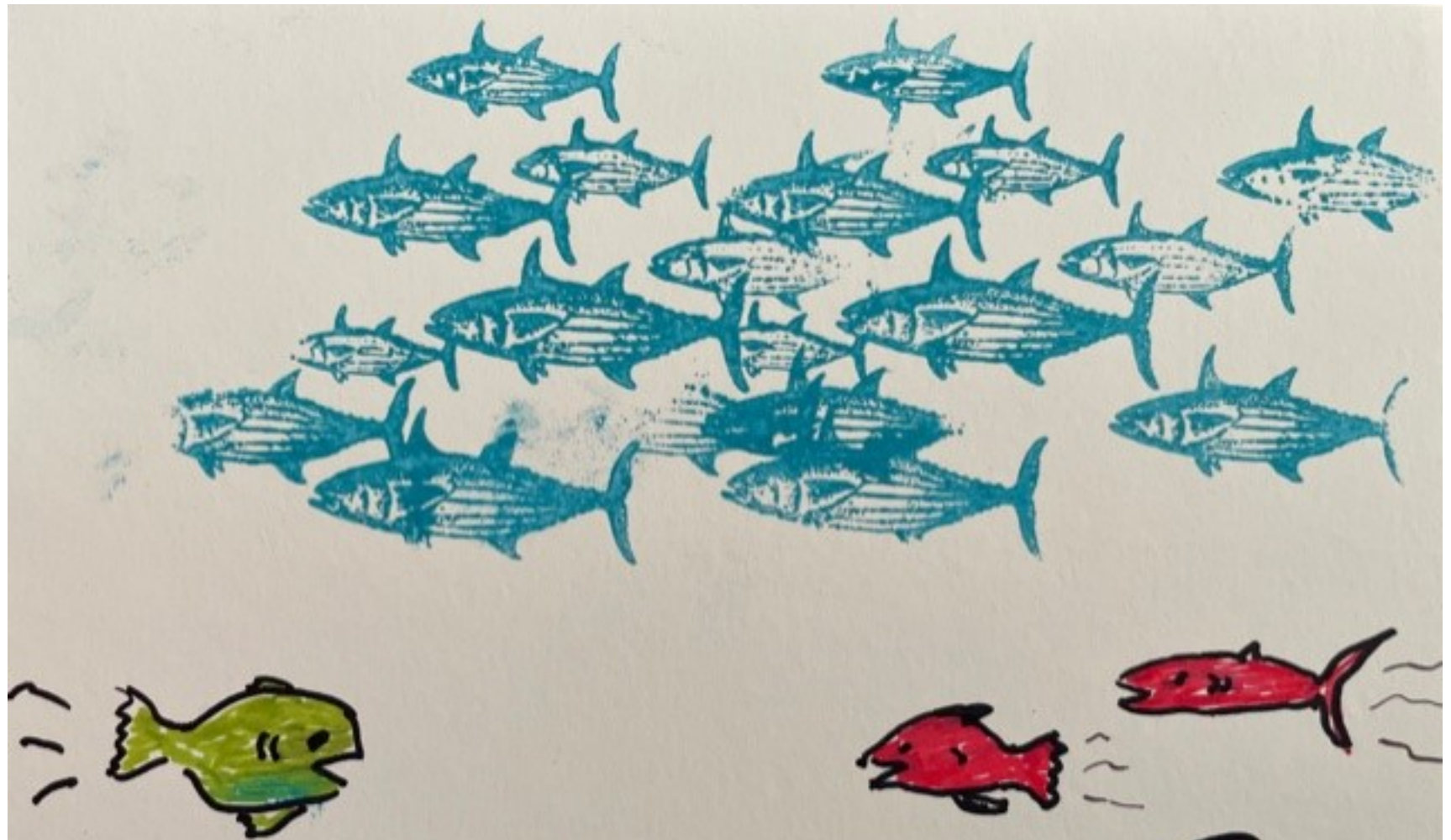
Cultural Humility

“Cultural humility is never mastered – it’s an ongoing process, shaped by every encounter we have with every person, as long as we maintain an open mind and heart.”

Fahlberg, Beth PhD et al, Nursing 2016



Our goal: To build trusting relationships



HOW'S THE WATER?

Implicit Bias

- A judgement or belief that is internal, and which we are not aware of – it's on the subconscious level
- We ALL have implicit bias – regardless of who we are, where we were raised, what experiences we have had, or how we live our lives.



Embrace Differences - Don't Fear Them!

- We are wired to fear what we don't know
- Be open-minded – we are all different
- Ask questions



POLL #2

Regarding issues related to cultural diversity, equity and inclusion, my agency is...



Assessing Cultural Considerations

- Does the patient come from a group that has experienced discrimination?
- Does the patient belong to a cultural group that has its own sense of community & resources?
- What's the patient's primary language?
- What religious/spiritual support is desired near the end of life?



Assessing Cultural Considerations

Personal space

Conversation style

Eye contact

Touch



Lifelong Learning and Critical Reflection

- Do your own personal work
- Educational sessions, study groups
- Find others who also value DEI
- Get started, make mistakes, and carry on

What other ideas do you have?

What resources do you have to share?



Institutional Accountability: Catalyzing Change at Your Agency

- Educational sessions
- Cultural Humility session in Orientation
- Get started, make mistakes, and carry on (again!)
- Diversity, Equity and Inclusion working group
- Make the business case for inclusion initiatives
- Get buy-in from leadership
- Become funded – no unfunded mandates!
- Conduct an agency-wide assessment

What are you doing??

What's been working? Not working??

Share resources & ideas in the chat!

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POLL QUESTION #3

What actions are you most likely to take after this webinar?

(click all that apply)

Summary



- Listen more, speak less
- Be present and curious
- Ask open-ended questions
- Be mindful not to impose your judgment
- Respond to how others view the world

We strive to be “gracious guests” in the homes of our patients & families

Resources

Accenture. “Inclusion Begins With I.” <https://www.youtube.com/watch?v=2g88Ju6nkcg>

Barrett, Nadine J., Marisette Hasan, Kenisha Bethea, Kimberly S. Johnson. “The Fierce Urgency of Now: Addressing Racial and Ethnic Disparities in Serious Illness Care.” NCMJ vol. 81, no. 4. www.ncmedicaljournal.com

Chavez, Vivian. “Cultural Humility” video, 2017. <https://youtu.be/SaSHLbS1V4w>

Curseen, Kimberly, MD. “Implicit Bias and Its Impact in Geriatrics, Hospice and Palliative Care.” Geripal podcast, 10/27/17. <https://soundcloud.com/geripal/implicit-bias-and-its-impact-in-geriatrics-hospice-and-palliative-care>

Falberg, Beth PhD, et al. “*Cultural humility: The key to patient/family partnerships for making difficult decisions*,” **Nursing** 2016.

Online Tools

Project Implicit

<https://implicit.harvard.edu/implicit/>

National Culturally and Linguistically Appropriate Services (CLAS) Standards

The 15 CLAS Standards are a set of recommended action steps intended to advance health equity, improve quality, and help eliminate health care disparities.

<https://allianceforclas.org/tools-and-resources/>

Doing Your Own Work

Racial Equity Institute

<https://www.racialequityinstitute.com/>

White Women Finding Freedom workshop *(live, virtual version)*

<https://gobeyondconflict.com/events>