Cultural Humility for Managers: Tools to Bring your Agency or Program Up to Speed

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**Learner Objectives**

1. Develop clinical guidelines and select cultural assessment tools based on evidence that incorporate ethnographic knowledge to employ cultural humility in clinical settings.

2. Develop a program of continuing education to increase the use of cultural humility in clinical settings.

3. Assess agencies and programs for cultural humility.

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**Cultural Competence** (Office of Minority Health, 2005) vs. **Cultural Humility** (Tervalon & Murray-Garcia, 1998)

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**Cultural Assessment Tools: Detailed Histories**

- Leininger
- Geiger & Davidhizar
- Purnell & Paulanka

Cultural Assessment Tools: Spector

Kleinman’s Explanatory Models Approach

- What do you call the problem?
- What do you think has caused the problem?
- Why do you think it started when it did?
- What do you think the sickness does? How does it work?
- How severe is the sickness? Will it have a short or long course?
- What kind of treatment do you think the patient should receive? What are the most important results you hope she receives from this treatment?

Clinical Guidelines: General Attributes

- Systematic review of evidence
- Multidisciplinary panel of
  - Experts
  - Representatives from key affected groups
- With consideration of important patient subgroups and patient preferences, as appropriate
- Transparent process
- Explanation of alternative care options and health outcomes, strength of recommendations
- Regular revisions

Continuing Education: Staff Assessment

Intercultural Development Continuum
Continuing Education: Principles
- Broad and inclusive definition of cultural groups
- Incremental
- Attention to the interaction of attitudes, knowledge, and skills
- Focused on process-oriented tools and concepts
- Integrated into existing courses
- Institutionalized within an educational program
- Interdisciplinary
- Include analysis of the structure of the health care system
- Evaluated regularly

Continuing Education: Guidelines: Attitude
- Lifelong learning
- Open mindedness
- Patient centered care
- Social justice
- Awareness of structural barriers

Continuing Education: Guidelines: Knowledge
- Self awareness
- Concept of Culture
- Local demographics
- Regulations & policies
- Health disparities
- Frameworks

Continuing Education: Guidelines: Skills
- Self assessment
- Communication with individuals
- Collaboration with community agencies
- Assessment of language proficiency (patients’ and providers’)
- Use of interpreters
- Access to resources in other languages
Organizational Assessment: Barriers to Care

Organizational Assessment: Cultural and Linguistic Appropriate Standards

Standard 4: Free interpreter services
Standard 5: Preferred language
Standard 6: Professional interpreters
Standard 7: Translated written materials

(Office of Minority Health, 2007)

Lessons Learned:

- New resources and tools for your work
- Cultural humility must permeate the organization, must be part of organizational culture

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Resources

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Cultural Humility


Taken from Cross, t., Bazron, B., Dennis, K., & Isaac , M. (1989). Toward a culturally competent system of care. PA: CASSP Technical Assistance Center at Georgetown University Child Development Center.


**Patient Assessment**


*Clinical Guidelines*


Guidelines International Network [http://www.g-i-n.net](http://www.g-i-n.net).

HealthTeamWorks website of Colorado offers developed clinical guidelines, [http://www.healthteamworks.org/guidelines](http://www.healthteamworks.org/guidelines). See their YouTube video of their process.


*Staff Assessment*


*Continuing Education Guidelines*


Gives guidelines and a toolbox for cultural humility educational offerings.


Continuing Education Content


The Thiagi Group [website]. “Improving performance playfully” is the motto of this organization. They develop and sell games for training for corporate clients. http://www.thiagi.com. They provide free games, but I could not find anything there related to culture. Barnga seems to be their most famous game ($35 for a hard copy, not available on line as far as I can tell), and has been evaluated as useful for teachers in training to “experience multi-layered transformation, intercultural consciousness, and cultural competence for themselves” (Gallavan & Webster-Smith, 2009).

Organizational Assessment


