

Public Meeting Notice

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Anything said during this meeting may be part of the public record



Incorporating Inclusivity: Strategies for Cultural Humility in Action



COLORADO
Department of Health Care
Policy & Financing



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Learning Objectives

1. Participants will be able to describe the concept of cultural humility and how it differs from cultural competence.
2. Participants will be able to recognize and identify their own biases and assumptions that may impact their interactions in a multicultural context.
3. Participants will be able to describe communication and behavioral strategies for navigating cultural differences and fostering understanding.

Agenda

- I. Reflection exercise
- II. What is Cultural Humility? What is Cultural Competence?
- III. How are they the Same and Different?
- IV. The Core Competencies of Cultural Humility
- V. Building Inclusivity into Practice

The content and discussion in this course will necessarily engage with topics such as cultural and racial bias. You may find it emotionally and intellectually challenging to engage with. We will flag especially graphic or intense content that discusses or represents cultural and racial bias and will do my best to make this presentation a space where we can engage bravely, empathetically, and thoughtfully with difficult content.



A Moment for Self Reflection...

- When faced with beliefs, values, social or cultural practices that differ from my own, I ...
- Some of the ways I adapt my communication style when interacting with individuals who are different from me...
- Instances where personal biases might influence my decision-making processes...
- Actions I take to create an inclusive environment for everyone...



Cultural Humility and Cultural Competence

How are we different? The Many Dimensions of Diversity.

Race, Ethnicity,
Nationality

Cultural
Practices and
Traditions

Religion and
Spirituality

Language

Socio-economic
Status

Age, Gender and
Sexual
Orientation

Ability and
Disability

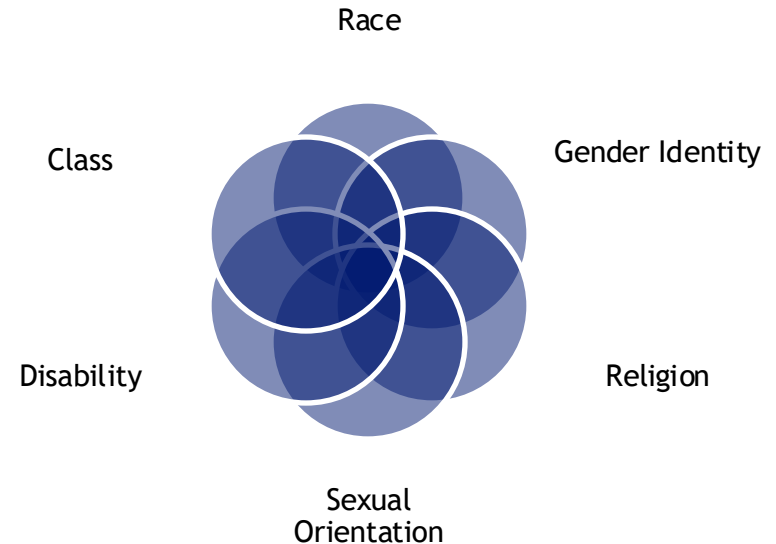
Physical
Characteristics
and Weight

Intersectionality



Intersectionality

- Term coined by legal scholar Kimberlé Crenshaw in 1989.
- A framework that emphasizes the interconnectedness of various social identities and systems of oppression.
- Individuals hold multiple identities simultaneously, such as race, gender, class, sexuality, disability, and more, and that these identities intersect to shape their experiences.



Crenshaw, Kimberlé. "Demarginalizing the Intersection of Race and Sex: A Black Feminist Critique of Antidiscrimination Doctrine, Feminist Theory and Antiracist Politics," University of Chicago Legal Forum: Vol. 1989: Iss. 1, Article 8. Available at: <http://chicagounbound.uchicago.edu/uclf/vol1989/iss1/8>

Cultural Competence vs. Cultural Humility

Both emphasize adapting our knowledge, attitudes and behaviors to enhance our personal, professional and institutional relationship with the diversity found across the populations we serve.

Cultural Competence focuses on acquiring specific skills and knowledge.

Risks: Assumption of achieving a static level of competence. May not explicitly address power imbalances.

Cultural Humility emphasizes an ongoing, reflective process that involves acknowledging personal biases and continuously learning about diverse cultures.

Lekas HM, Pahl K, Fuller Lewis C. Rethinking Cultural Competence: Shifting to Cultural Humility. Health Serv Insights. 2020 Dec 20;13:1178632920970580. doi: 10.1177/1178632920970580. PMID: 33424230; PMCID: PMC7756036.





Recognizing Our Biases

Assessing Yourself With Honesty

Soft spoken	Strong political views (radically different than yours)
Deeply religious	In recovery from substance use
Obese	Has a severe skin condition (acne or eczema)
Face tattoos	Attended a low-performing, inner city high school
Natural curly hair	Has very dark skin
Dreadlocks	Attended community college vs prestigious college
Speaks with a heavy accent	Wears tight/revealing clothes
Adult who plays video games	Has multiple kids from different fathers
Someone who has never been married	Does not meet the traditional standards of beauty



IDENTIFYING AND OVERCOMING OUR OWN BIAS

- What has formed my implicit biases?
- Do I interact with people that have different lived experiences than me?
- Do I know what specific terms actually mean?
- Which issues do I not care about as much? Why is that?
- Do I understand intersectionality?
- What privileges do I have that others do not?
- If I have these conversations, am I listening or just talking?
- Where do I place blame in a situation?
- What will I do next to increase my awareness?



<https://ciracollege.com/2021/03/23/10-questions-to-challenge-your-implicit-bias/>



Navigating Cultural Differences and Fostering Understanding

Building Inclusivity into Practice

Core Principles of Cultural Humility

- Lifelong Learning and Critical Self-Reflection
- Cultural Openness and Flexibility
- Respectful Partnerships and Collaboration
- Institutional Accountability
- Person-Centered and Holistic Care
- Embracing and Celebrating Diversity
- Cultural Humility as a Lifelong Process, Not an Endpoint

Stubbe DE. Practicing Cultural Competence and Cultural Humility in the Care of Diverse Patients. Focus (Am Psychiatr Publ). 2020 Jan;18(1):49-51. doi: 10.1176/appi.focus.20190041. Epub 2020 Jan 24. PMID: 32047398; PMCID: PMC7011228.

Lifelong Learning and Critical Self-Reflection

- Acknowledge that cultural competence is a dynamic and ongoing process.
- Engage in continuous self-reflection to identify personal biases and assumptions.
- When appropriate, consider sharing your lived experience, personal stories and insights with others.
- Explore ways to mitigate unconscious bias in decision-making processes, promoting fairness and equity.
- Recognize the limitations of one's own cultural knowledge and seek to learn from others.

Respectful Partnerships and Collaboration

- Build respectful and collaborative relationships with individuals from diverse backgrounds.
- Acknowledge and address power imbalances in cross-cultural interactions.
- Seek input from diverse voices in decision-making processes.
- Grasp the power imbalances present in cross-cultural interactions and explore strategies to address them.

Gottlieb, M. (2021). The case for a cultural humility framework in social work practice. *Journal of Ethnic & Cultural Diversity in Social Work: Innovation in Theory, Research & Practice*, 30(6), 463-481. <https://doi.org/10.1080/15313204.2020.1753615>

Institutional Accountability

- Advocate for and contribute to the development of inclusive policies and practices within organizations.
- Address systemic barriers that may contribute to cultural disparities.
- Foster an organizational culture that values diversity, equity, and inclusion.

Fisher, E. S. (2020). Cultural humility as a form of social justice: Promising practices for global school psychology training. *School Psychology International*, 41(1), 53-66. <https://doi.org/10.1177/0143034319893097>



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Embracing and Celebrating Diversity

- Value and celebrate the diversity of individuals, including differences in race, ethnicity, religion, language, gender, sexual orientation, ability, and more.
- Recognize that diversity enriches the human experience and contributes to the strength of communities.



Navigating Cultural Differences

Effective Communication

Strategies

"There is an element of intentionality, of thinking of ourselves as learners, which takes away the pressure to have everything figured out."

S. Richards-Desai & L. Lewis
Institute for Sustainable Global Engagement





Cultural Humility and Communication

- Cultural humility helps establish trust and improves communication while leading to specific knowledge that could inform your work.
- Clients are more likely to share details of their background and experience - ones that shape their health and could influence their care.



Cultural Humility: Communication Strategies

As you engage in conversations with others...

	Leave your assumptions and what you think you know about other cultures aside and ask them how they identify.
	Enter the conversation as the learner, not the expert. We do not have all the answers.
	Be present and listen with curiosity.
	Acknowledge and accept discomfort.

Cultural Humility: Communication Strategies (continued)

PARTNERSHIP BUILDING: Trust and Respect

Establish a tone that shows everyone is of equal value as a person

Articulate that you value hearing varying perspectives

Promise and provide a safe environment

Establish and model ground rules and expectations

Illustrate concepts with multiple and diverse examples and inclusive language



Cultural Humility: Communication Strategies (continued)

PARTNERSHIP BUILDING: Trust and Respect

Stimulate perspectives and demonstrate curiosity over knowing

Disclosing vulnerabilities (Humility)

Acknowledge possible mistakes/blind spots regarding others' lived experiences

Welcome others to let you know when something isn't okay

Apologizes when appropriate





**THANK YOU FOR
COMPLETING THIS
TRAINING TODAY!**

To better inform our future trainings and request topics for office hours, please complete this short survey. Use the QR code or short URL to access it. Your feedback is important. Thank you!



<https://bit.ly/bhprovidertrainingsurvey>



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Appendix A: Additional Resources

Office Hours

Last Friday of each month at noon.

[Register here for Office Hours on July 26, 2024.](#)

Listserv

Join the Listserv to receive notifications of trainings, technical assistance, and other stakeholder engagement opportunities:

[Register Here](#)

HCPF Safety Net Provider Website

Visit the website for details on upcoming training topics and announcements, training recordings and presentation decks, FAQs and more: <https://hcpf.colorado.gov/safetynetproviders>

TTA Request Form and E-Mail

Request TTA support or share your ideas, questions and concerns about this effort using the [TTA Request Form](#) or e-mail questions and comments to: info@safetynetproviders.com



Appendix B: References

- Crenshaw, Kimberle. "Demarginalizing the Intersection of Race and Sex: A Black Feminist Critique of Antidiscrimination Doctrine, Feminist Theory and Antiracist Politics," University of Chicago Legal Forum: Vol. 1989: Iss. 1, Article 8. Available at: <http://chicagounbound.uchicago.edu/uclf/vol1989/iss1/8>
- Lekas HM, Pahl K, Fuller Lewis C. Rethinking Cultural Competence: Shifting to Cultural Humility. Health Serv Insights. 2020 Dec 20;13:1178632920970580. doi: 10.1177/1178632920970580. PMID: 33424230; PMCID: PMC7756036.
- 10 Questions to challenge your implicit biases
<https://ciracollege.com/2021/03/23/10-questions-to-challenge-your-implicit-bias/>
- Stubbe DE. Practicing Cultural Competence and Cultural Humility in the Care of Diverse Patients. Focus (Am Psychiatr Publ). 2020 Jan;18(1):49-51. doi: 10.1176/appi.focus.20190041. Epub 2020 Jan 24. PMID: 32047398; PMCID: PMC7011228.



Appendix B: References (continued)

- Gottlieb, M. (2021). The case for a cultural humility framework in social work practice. *Journal of Ethnic & Cultural Diversity in Social Work: Innovation in Theory, Research & Practice*, 30(6), 463-481. <https://doi.org/10.1080/15313204.2020.1753615>
- Fisher, E. S. (2020). Cultural humility as a form of social justice: Promising practices for global school psychology training. *School Psychology International*, 41(1), 53-66. <https://doi.org/10.1177/0143034319893097>
- Conversations About Culture: Video and Lesson Plan <https://socialwork.buffalo.edu/resources/conversations-about-culture.html>
- Cultural Humility Components Checklist. American Association of Medical Colleges. <https://www.aamc.org/media/74791/download>
- Cultural Humility Components - 1 Pager <https://www.aamc.org/resource-library/advancing-equity-learning-collection/cultural-humility-components-1-pager>