



# **MOVING FROM CULTURAL COMPETENCY TO CULTURAL HUMILITY IN FREE CLINIC SETTINGS**

Engaging in Cross- Cultural  
Communication



# WHAA

washington healthcare access alliance

FREE AND CHARITABLE HEALTHCARE ORGANIZATIONS IN WASHINGTON STATE  
TECHNICAL ASSISTANCE  
PROFESSIONAL NETWORKING  
ADVOCACY, AND  
EDUCATION  
VOLUNTEER AND RETIRED PROVIDERS (VRP) PROGRAM

[HTTPS://WAHEALTHCAREACCESSALLIANCE.ORG/CONTACT](https://wahealthcareaccessalliance.org/contact)

The Washington Healthcare Access Alliance (WHAA) supports free and charitable healthcare organizations in Washington State through technical assistance, professional networking, advocacy, and education. WHAA also administers the Volunteer and Retired Providers (VRP) Program, a state-funded program supporting healthcare volunteerism by covering malpractice insurance for healthcare volunteers and license renewal fees for retired volunteer providers.



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Carlos Mejia Rodriguez was born in Honduras and graduated as Family Physician at Universidad San Carlos de Guatemala and practiced back in Honduras for 17 years in the private and public sector.

Dr. Carlos moved to USA in 2002 invited as an adviser to the board of Shelbyville Free Clinic. He went back to school online for a PhD in Public Health Community health education and promotion and is working on cultural humility research, presentations, and trainings.

# DR. CARLOS MEJIA RODRIGUEZ

- **Navigating the world with intercultural communication – Video & comments**
- **Culture definitions**
- **Is culture genetic?**
- **Stereotyping and assumptions**
- **Cultural self-awareness**
- **Cultural competence versus cultural humility**
- **Cultural humility - Video and comments**
- **Cultural triad**
- **Cultural competence tools**

# WE ARE GLOBAL - INTERCULTURAL COMMUNICATION

**Navigating the world with intercultural communication – Video of Dr. Deborah Swallow & comments**

[https://www.youtube.com/watch?v=PSt\\_op3fQck](https://www.youtube.com/watch?v=PSt_op3fQck)





# BUZZ WORDS — USE YOUR CHAT AND WRITE







# WORDS

What buzz words resounded for you?

# LET'S MOVE TO DEFINE CULTURE



# CULTURE DEFINITIONS





# USE YOUR CHAT- ONE WORD FOR CULTURE

What is the meaning of culture for you, in one word?

# CULTURE DEFINITIONS



# CULTURE DEFINITIONS

“The system of shared beliefs, values, customs, behaviors, and artifacts that the members of society use to cope with their world and with one another, and that are transmitted from generation to generation through learning.”

# CULTURE DEFINITIONS

knowledge, experiences, beliefs, values, attitudes, meanings, religion, hierarchies, notions of time, roles, spatial relations, concepts of the universe, and material objects and possessions acquired by a group of people in the course of generations through individual and group striving

System of knowledge shared by a relatively large group of people

Culture is communication and communication is culture

# IS CULTURE GENETIC?

Culture acts like a template, shaping our behavior and beliefs from generation to generation.

Each of us has a cultural template in place even before we are born.

Culture is not genetic. Cannot be attributed to genetic inheritance is learned.





# CULTURAL DIVERSITY

## Cultural Diversity



Cultural diversity is having people of different races, cultures, religions, nationalities, ethnic groups and backgrounds making up a community. Cultural diversity is the variety of human society and culture in a specific region or even in the world. It exists between people, such as language, dress, tradition and the way people interact with their environment.

# CULTURAL DIVERSITY

## Cultural diversity

Cultural diversity has been defined as "the representation, in one social system, of people with distinctly different group affiliations of cultural significance."

Researchers have gone further to define diversity in primary and secondary dimensions.

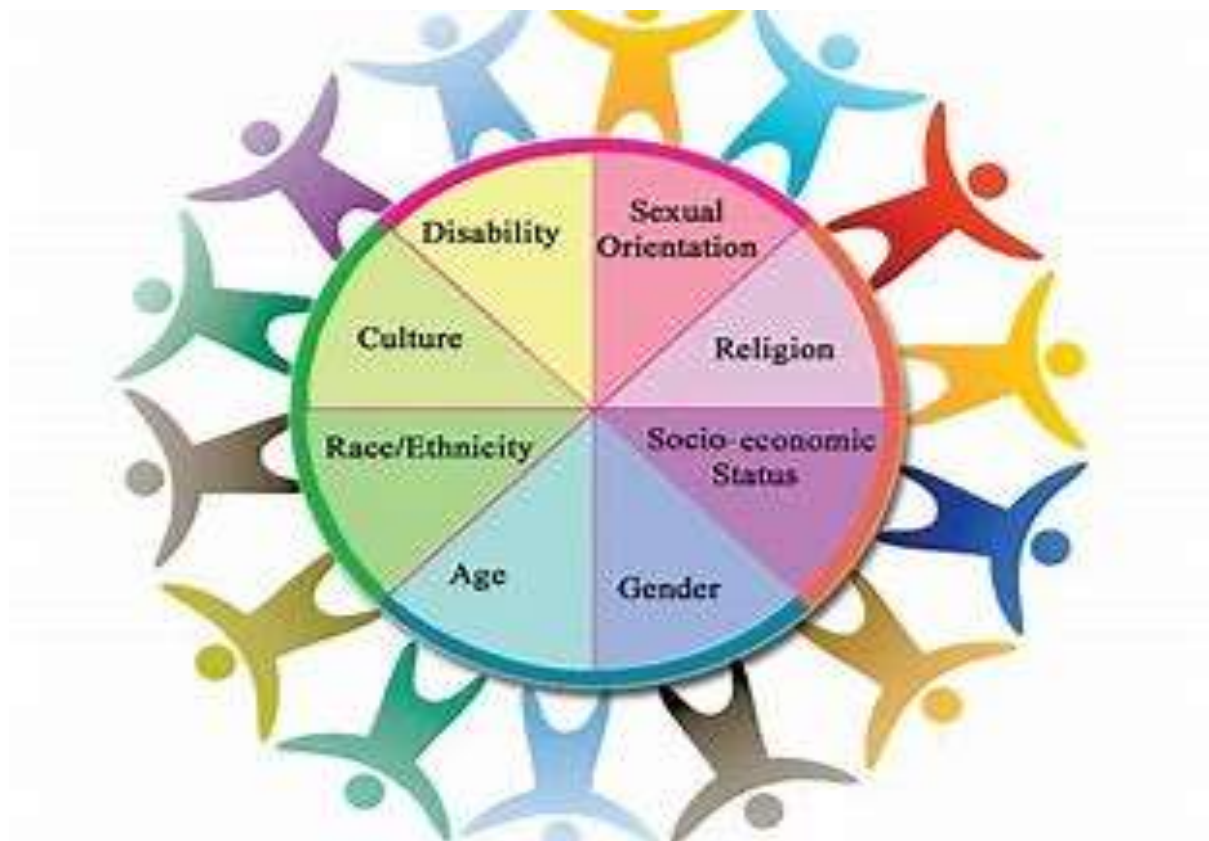
Primary dimensions being age, ethnicity, gender, physical abilities/qualities, race, and sexual/affective orientation.

The primary dimensions "shape our basic self-image as well as our fundamental world view."

Additionally, they have the most impact on groups in the workplace and society.



# CULTURAL DIVERSITY



# HUMAN BEHAVIOR AND DIMENSIONS

Three dimensions:

A “universal dimension” refers to ways in which people in all groups are the same.

A “cultural dimension” refers to traits a particular group of people have in common and how they are different from others.

A “personal dimension” ways in which each of us is unique.

# STEREOTYPING



What we see & know

What we  
don't see  
& don't  
Know

# STEREOTYPING

- Culture is our lens. It determines how we interpret what we see.
- Same words — different meaning
- Same objects — different uses



**COULD I BECOME FULLY CULTURALLY  
COMPETENT? TRUE OR FALSE — POLL**

# CULTURAL COMPETENCE





# CULTURAL COMPETENCE

Cross, Bazam, Dennis and Isaacs (1989) defined culture competency as “A congruent set of behaviors, attitudes, and policies that come together in a system, agency, or among professionals and enables that system, agency, or those professionals to work effectively in cross-cultural situations.

1999–2000: Federal Government establish standards for cultural competency -

# CULTURAL COMPETENCE

## **What Is Cultural Competence?**

The knowledge and interpersonal skills that allow providers to understand, appreciate, and work with individuals from cultures other than their own. It involves an awareness and acceptance of cultural differences; self-awareness; knowledge of patient's culture; and adaptation of skills.

- American Medical Association

# CULTURAL COMPETENCY

## Cultural Competence

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A historic progression in the U.S.:

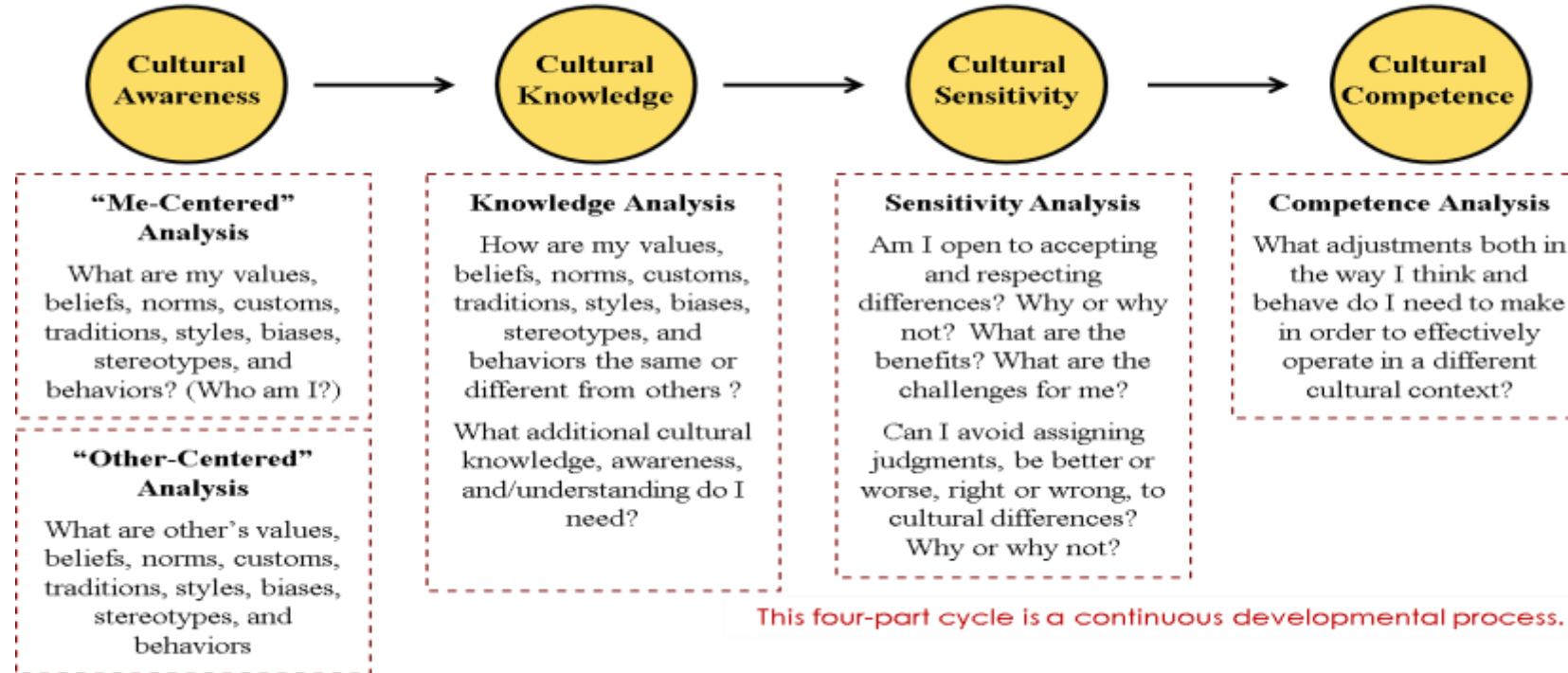
Cultural awareness...

Then cultural sensitivity...

And now cultural competence.

# CULTURAL COMPETENCE

## Cultural Competence Model™



# CULTURAL COMPETENCE

## Table

### Ten Commandments for Cultural Competence

1. Respect all cultures.
2. Understand your own cultural identity.
3. Find out each patient's cultural identification(s).
4. See patients in culturally comfortable environments.
5. Conduct culturally sensitive evaluations.
6. Elicit patient (and family) expectations, preferences and prior attempts to get help.
7. Adapt treatment techniques to the cultural values of the patient.
8. Determine your cultural effectiveness.
9. Understand broader societal influences on cultural groups.
10. Advocate for institutional policies and practices of cultural competence.

Source: Moffic HS (2003)

# CULTURAL COMPETENCE

## Five Elements of Cultural Competence

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### Individual Level

- acknowledge cultural differences
- understand your own culture
- engage in self-assessment
- acquire cultural knowledge & skills
- view behavior within a cultural context

(Cross, Bazron, Dennis and Isaacs, 1989)

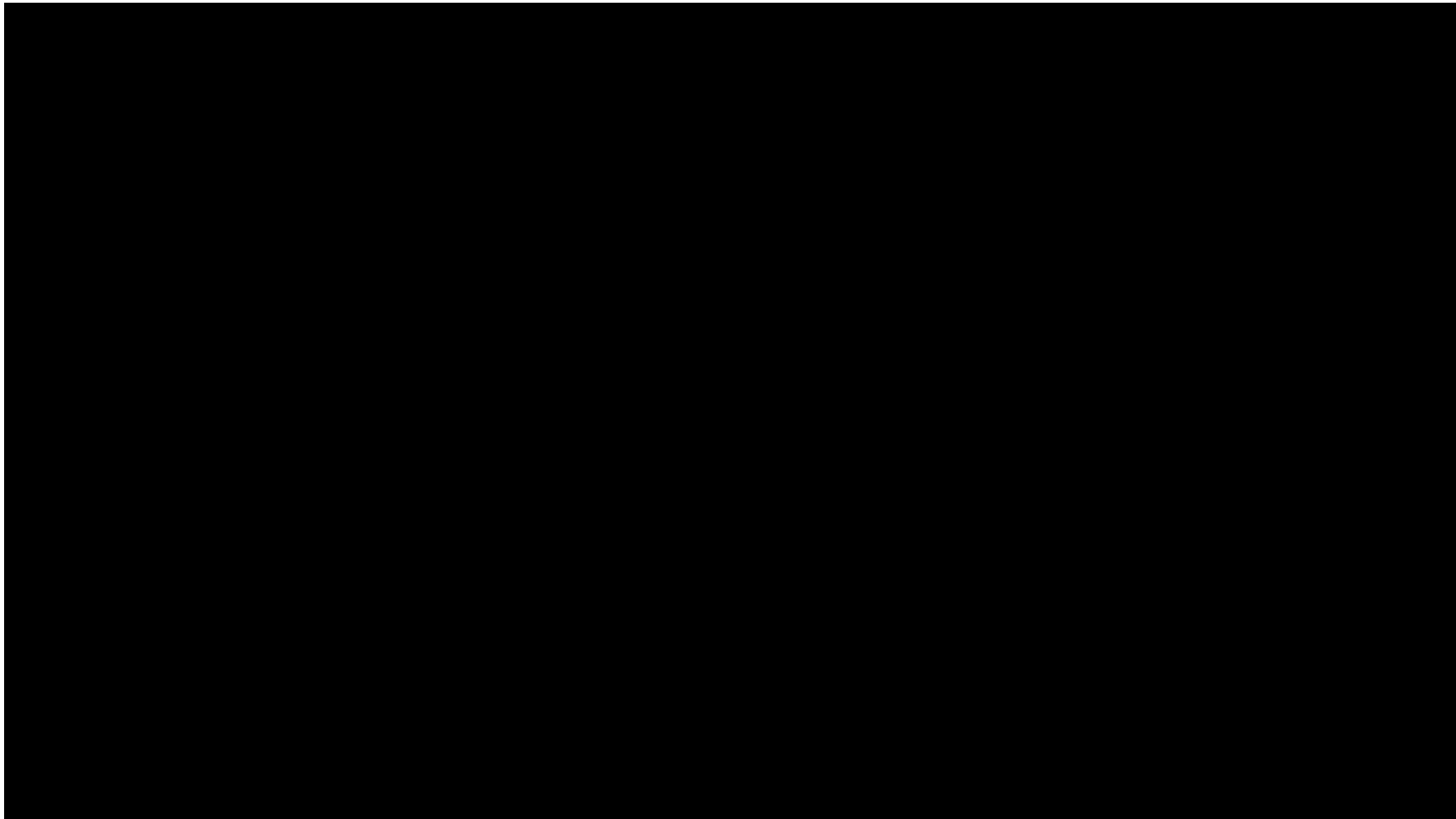
# CULTURAL HUMILITY

Video (Dr. Vivian Chavez) and comments

<http://www.youtube.com/watch?v=SaSHLbS1V4w>

<https://www.youtube.com/watch?v= Mbu8bvKb U>









# CULTURAL HUMILITY DIMENSIONS

1. Life-long learning & Critical self-reflection
2. Recognizing and challenging power imbalances for respectful partnerships
3. Institutional or organizational accountability



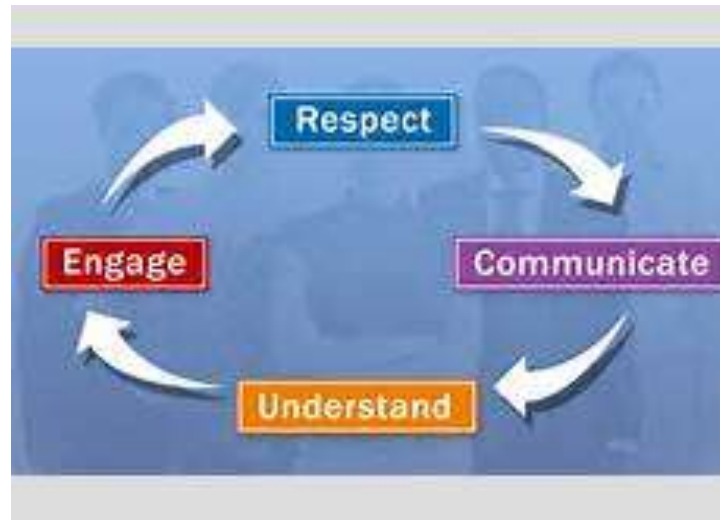
# CULTURAL HUMILITY IN ONE WORD - CHAT

What is cultural humility for you, in one word?

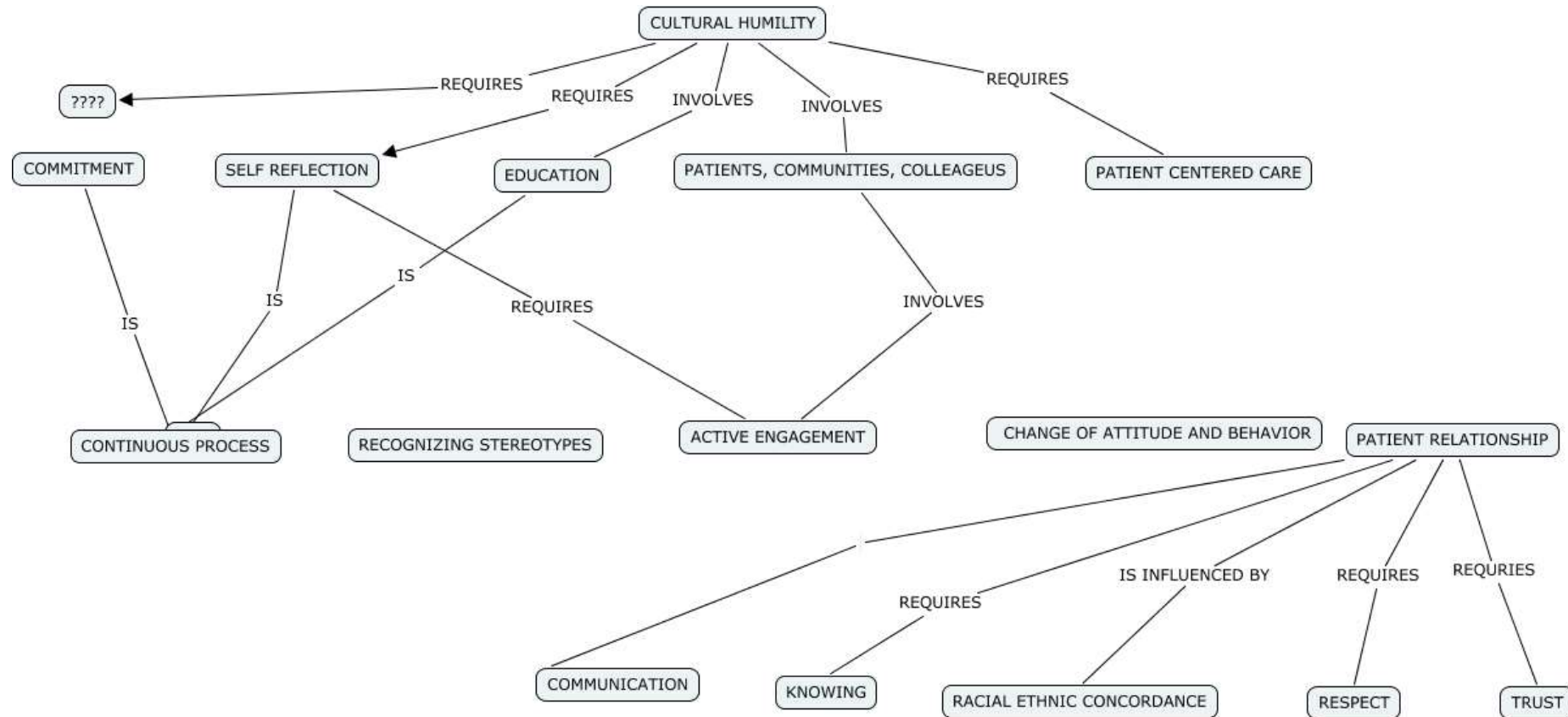
# CULTURAL HUMILITY



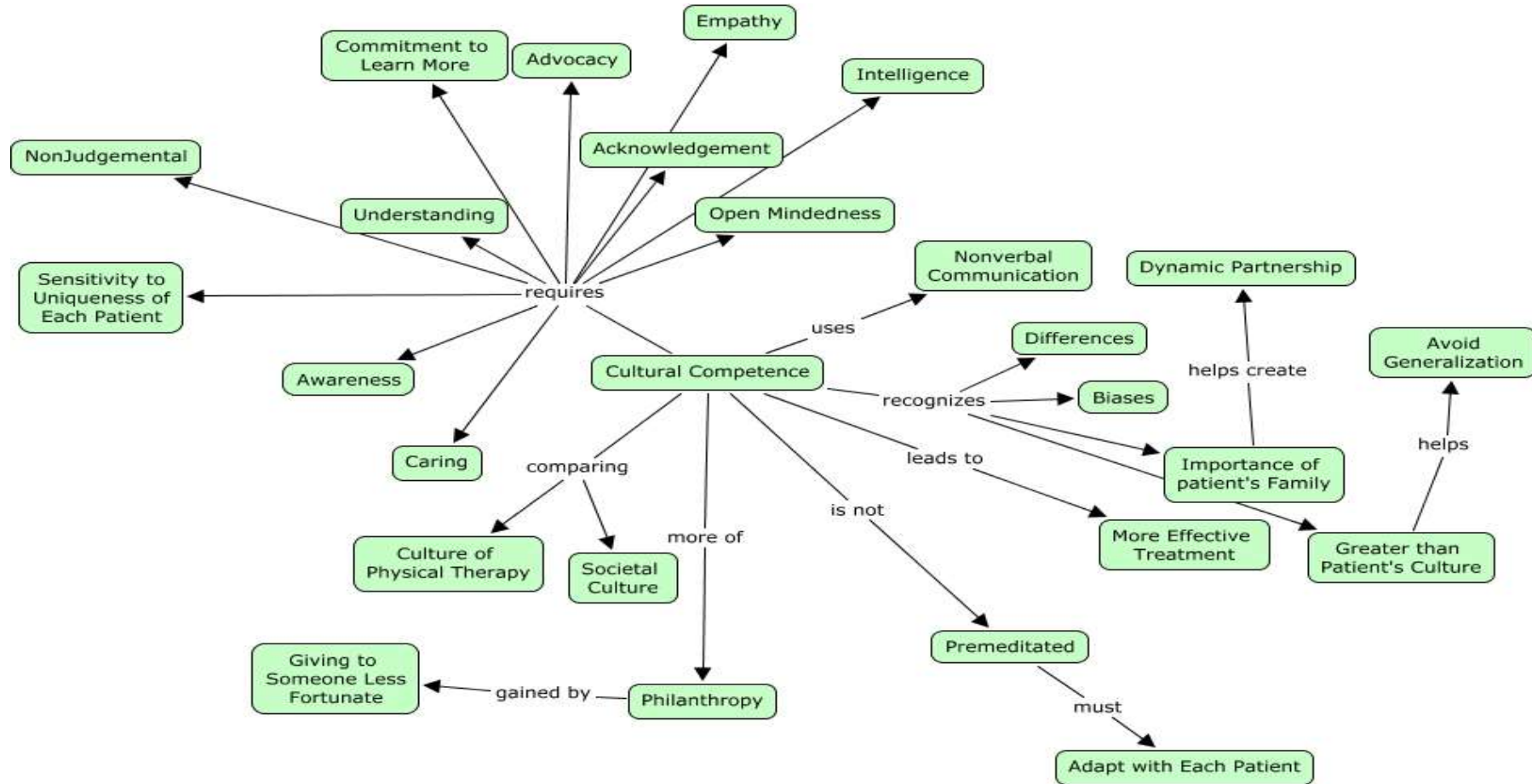
# CULTURAL COMPETENCE VERSUS CULTURAL HUMILITY



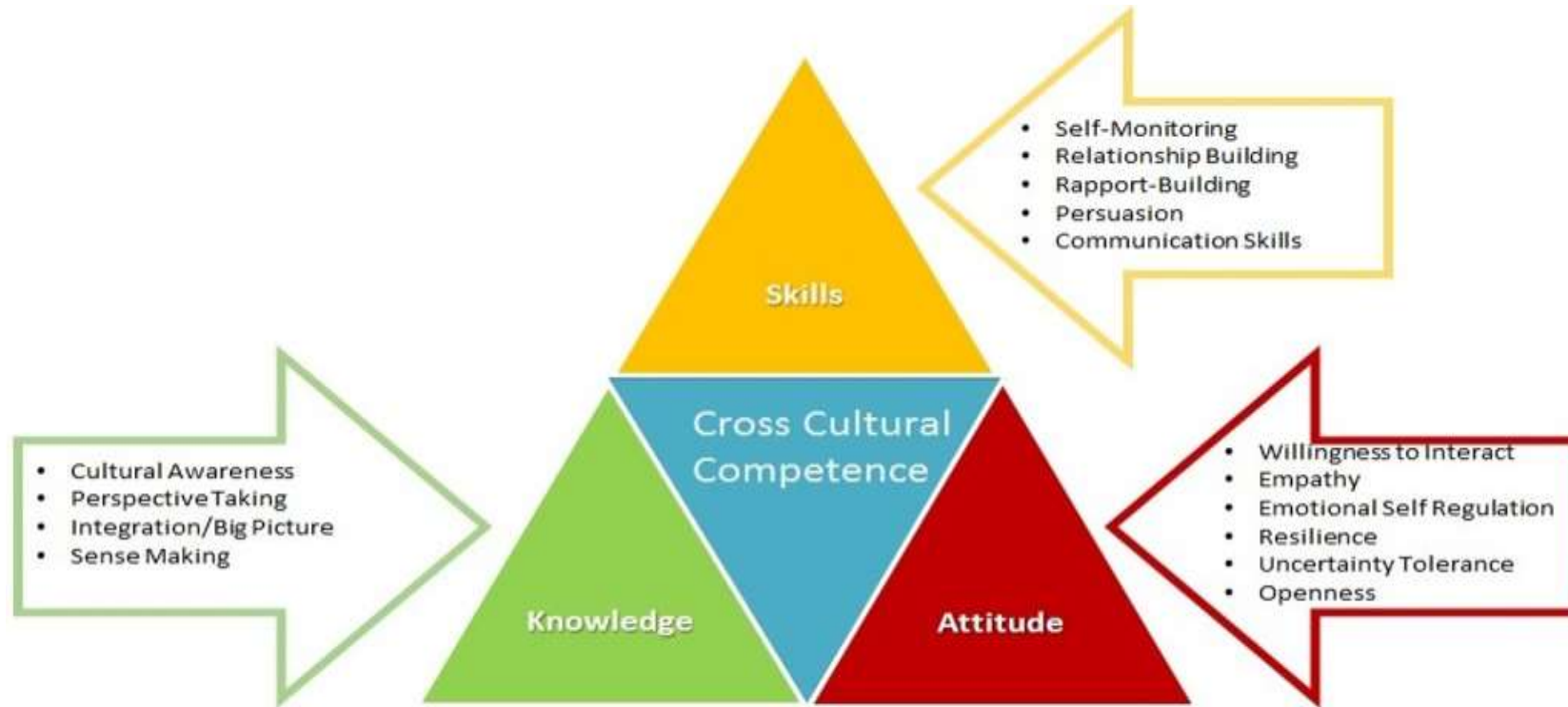
# CULTURAL COMPETENCE VERSUS CULTURAL HUMILITY



# CULTURAL COMPETENCE VERSUS CULTURAL HUMILITY



# CROSS-CULTURAL COMPETENCE



Picture 1, based on the model of Abbe & Halpin, 2009

# CULTURAL SELF-AWARENESS

What we want from others is recognition, respect, understanding and empathy.

No matter what groups you belong to, this is a universal concept, and one that you should keep in mind throughout your career.

It is critical that we not only recognize the differences among all of us, but that we also respect those differences.



# CULTURAL COMPETENCY TOOLS - CULTURAL TRIAD

There are three basic concepts and attitudes that support cross-cultural competency when you are exposed to encounters individuals of different cultures:

- Empathy
- Curiosity
- Respect

# CULTURAL COMPETENCY TOOLS

- Recognize what your cultural values are, be aware
- Limited language proficiency does not mean limited intellectual ability
- Remember that you don't know everything, and you are still learning
- Always seek help from co-workers and individuals with more experience.

# CULTURAL COMPETENCE & CULTURAL HUMILITY



# CULTURAL COMPETENCE





# QUESTIONS COMMENTS

Please enter questions into chat.

# CONTACT INFORMATION

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