Developing Health Organizations for a Culturally Diverse Society

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Overview

• Issues
• Approach
• Dialogue & Discussion
Acknowledgements

The Healthcare Professional’s Guide to Clinical Cultural Competence (Elsevier)
Focused on Client Care

Strongly influenced by the work of:
Madeline Leininger: Theory of Culture Care
Universality & Diversity
Arthur Kleinman: Understanding the explanatory model of illness & the illness experience

Embracing Diversity: Developing Cultural Competence (www.rnao.org)
Focused on healthy work environment

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Issues & Challenges

• Care needs of a diverse population vs. a health care system based on biomedical model of health beliefs and health delivery

• Cultural needs associated with migrants; Diversity associated with other marginalized groups (LGBT, Age etc etc)

• Issues of Access:
  – Newcomers ability to understand and navigate the systems
  – Newcomer status & social determinants of health
Issues & Challenges

• Changing composition of the health team
  – More diverse culturally
  – More options [at least in some areas]

• Desire for “ethnic matching”
Issues & Challenges

• Views about Cultural Competence
  – Is it necessary or an expensive accommodation for some
  – It’s really patient centered care (or an enhancement to same)
  – Theoretical approaches
  – Not “evidence based”

• Challenges in moving from awareness / intention to application / action
Discourses on Diversity

- Culture-centric
  - Learn about cultures
  - Danger of stereotyping
  - Ignores intra-cultural variations

- Culture general
  - Learn from the patient
  - Client centered care
  - Good communication

- Anti-oppression; anti-racism
  - Change systems and structures
  - Recognize issue of POWER

Approaches to Cultural Competence

Individuals
- Awareness raising
- Focus on the other – knowledge of other cultures

Organizations (health care)
- Aspirational
- Training (for staff in direct care)
- Policy, Champions
- Partnerships

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Towards an integrated approach

- Broad definition of Culture
- Recognize the influence of POWER & the dynamics of difference
- Recognize the influence of Patterns (cultural ways of being)
- Culture is NOT a barrier to be overcome but a leverage point or the key
- Focus on Self just as important as focus on Other
- Cultural Competence = Equity = Quality & Safety in Care

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To care for someone I must know who I am
To care for someone I must know who the other is
To care for someone I must be able to bridge the gap between myself and the other

Watson cited by Anderson
Culture is….

…formed by the unique combination of several Petals! The unique combinations create patterns which reflect the **Diversity and Universality of Culture.**

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Every person is, in certain respects:

- Like NO other person
  - individual

- Like SOME other persons
  - group / team

- Like ALL other persons
  - universal


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ABC of Cultural Competence

AFFECTIVE

BEHAVIOURAL

COGNITIVE

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ABCD of Cultural Competence

Affective

Dynamics of difference

Behavioural

Cognitive

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ABC(DE) of Cultural Competence
Culture Care Framework: Approach to Care

Culture Sensitivity

Culture Knowledge

Culture Resources

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EQUITY thru Culturally Congruent Care = Excellent Care for ALL

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Culture Sensitivity...

Who you are speaks so loudly, I can’t hear what you are saying

Emmerson
Awareness

SELF

☑ Views on culture and diversity
  ▪ Cultural Humility & Cultural Curiosity
  ▪ Awareness of own response to difference(s)
  ▪ OWN CULTURE (personal & professional)
  ▪ Power, Privilege

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Awareness

OTHERS

- Worldviews
- Impact of life events, experiences, & legacies
- Impact of Social Determinants
- Identity as seen by them
  - Power /Privilege
  - Exclusion / Inclusion
How do others see You?
CULTURE
KNOWLEDGE

You don't see something until you have the right metaphor to perceive it.

Thomas Kuhn
Culture knowledge is also about

.... unlearning

The opposite of a fact is falsehood, but the opposite of one profound truth may very well be another profound truth.

Niels Bohr

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Culture Knowledge

• Generic Knowledge
  – Knowledge about cultural issues that transcends particular cultural groups

• Specific Knowledge
  – Contextualized knowledge of specific populations

• Holding Knowledge NOT assumptions to be imposed
Culture Resources

- Individual level
- Organizational level
- Systems level

Examples:
- Interpreter services
- Community Partners / Leaders
- Culture brokers
- Peer support
From Awareness to Application

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Bridging the Gap …

Key Values for Embracing Diversity

• Inclusivity
• Respect
• Valuing differences
  – Humility
• Equity
• Commitment
  – Engagement
Levels of Cultural Competence

Individual (Micro)

Leadership
TEAM
PROCESSS

Organizational (Macro)

Critical to Focus on the Meso level

Important to examine the role of leadership

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Strategies to Bridge the Gap(s)

RELATIONSHIP is Crucial
Earn Trust
Be wary of own assumptions
Use your privilege to empower, elicit perspectives, and create a comfortable space for dialogue
Vigilance for miscommunication
Educate self to better educate others
From Awareness to Application Bridging Cultures

• Experience and expertise within you…

• Experience and expertise within the individual, family, and community

• A commitment to see it through
Thank You

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THANK YOU

Questions ?!

Comments?!

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