



Serving with Cultural Humility in Indian Country

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Presentation Objectives

- Understand the concept of ‘cultural humility’ & how differs from cultural competence
- Outline personal attributes of cultural competencies
- Increase awareness of one’s own cultural views
- Increase capacity for cultural humility in all settings



Outline

- I. Definitions of “cultural competence” and “cultural humility”
- II. The concept of *culture*
- III. Human needs and culture
- IV. Commonalities of cultural humility and cultural competence
- V. Four basics of personal cultural competencies
- VI. Dynamics of difference
- VII. Principles of practice
- VIII. Skills and practical suggestions



Presentation Resources

The majority of the content of this presentation is adapted or taken from

- (a) Luluquisen, Schaff, and Galvez, *Cultural Competency and Cultural Humility*. Alameda County Public Health Department, 2003. (www.acphd.org).
- (b) Tervalon, Melanie, and Murray-Garcia, Jann, Cultural Humility versus Cultural Competence: A Critical Distinction in Defining Physician Training Outcomes in Multicultural Education. *Journal of Health Care for the Poor and Underserved* 9(2): 117-125.
- (c) CAPT Andy Hunt, USPHS, from Cross, Bazron, Dennis and Isaacs, *Toward a Culturally Competent System of Care*, 1989.
- (d) Minkler, Meredith, and Wallerstein, Nina, *Community Based Participatory Research for Health: From Process to Outcomes*, 2008. San Francisco: John Wiley and Sons.
- (d) Satterfield, Dawn. *Principles of Practice*. Native Diabetes Wellness Program, CDC. Manuscript, 2005.
- (e) 2010. Sandra Ortega. Personal communication.



Cultural Competence

- The state of being capable of functioning effectively in the context of cultural differences

From Cross, Brazon, Dennis, and Isaacs, *Toward a Culturally Competent System of Care*. 1989



Cultural Humility

- A commitment and active engagement in a lifelong process that individuals enter into on an ongoing basis with patients, communities, colleagues, and themselves
- A lifelong commitment to self-evaluation and self-critique to
 - Redress power imbalances
 - Develop and maintain mutually respectful dynamic partnerships based on mutual trust

From Tervalon and Murray-Garcia, 1998



Cultural Humility

- Connotes tremendous self-reflection, the ability to recognize our own cultural beliefs and assumptions to break through commonly held assumptions and stereotypes getting in the way of truly being able to be “competent” or “sensitive” in another’s culture

from Minkler and Wallerstein, 2008



Cultural Humility

- Value in knowing as much as possible about the health care practices of communities we serve
- Required simultaneous process of ongoing self-reflection and commitment to lifelong learning
- An isolated increase in knowledge without a consequent change in attitude and behavior is of questionable value



Many Definitions of Culture

- **Culture** (from the Latin *cultura* stemming from *colere*, meaning "to cultivate") is a term that has different meanings
- In 1952, 164 definitions of "culture" in *Culture: A Critical Review of Concepts and Definitions*
- Most important to learn from those we serve how culture defined, woven into their lives and how influences encounters with the service system



Definitions of Culture

- “Culture“ most commonly defined as
 - an integrated pattern of human knowledge, beliefs, and behaviors based upon the universal human capacity for symbolic thinking and social learning
 - the set of shared attitudes, values, goals, and practices that characterizes an institution, organization or group
 - Note: internal diversity in group knowledge, beliefs, and behaviors based on community history, individual experience, and exposure to other cultures



Culture is Dynamic not Static

- Cultures are impacted through contact between societies, which may also produce—or inhibit—social shifts and changes in cultural practices
- Forced change, such as war, disease, competition over resources (land), forced removal of children to boarding schools impacts across generations
- Cultural ideas may transfer from one society to another, through diffusion, “acculturation,” forced change, and/or exchange.

<http://en.wikipedia.org/wiki/Culture>



Cultural Influences

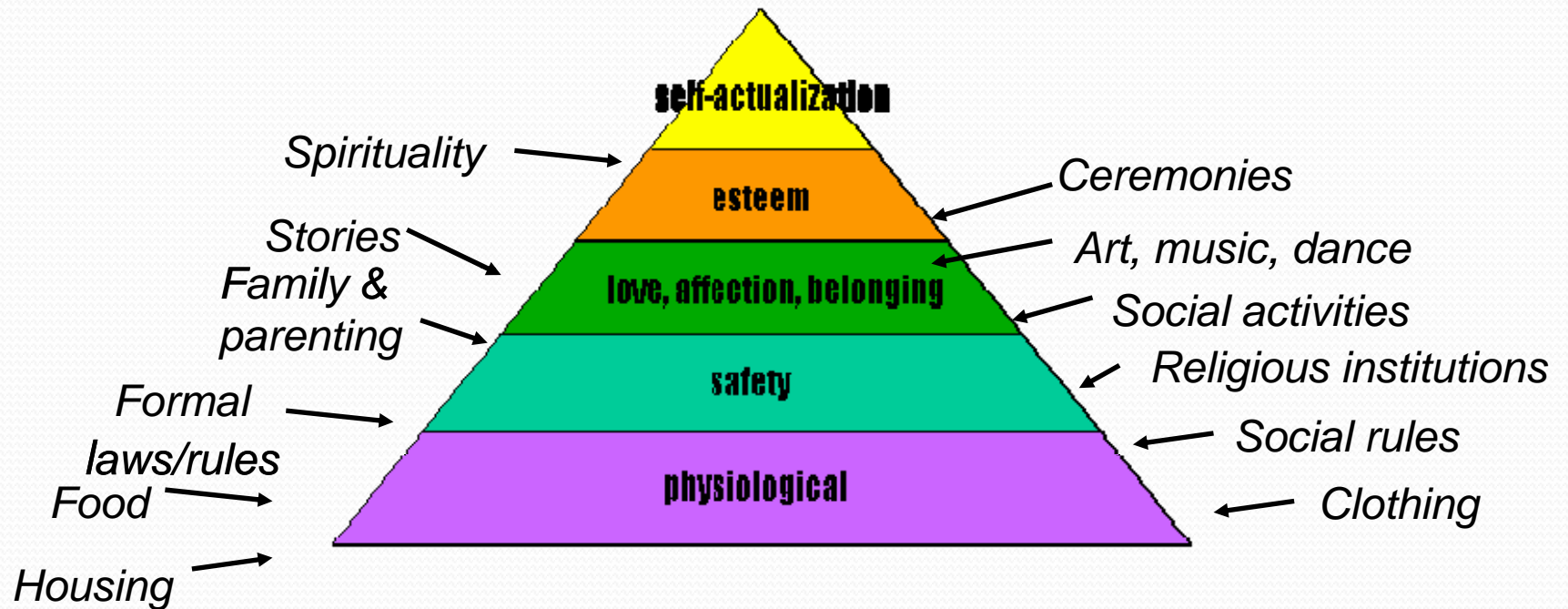
- History, social, ecological context of populations
 - Migration/resettlement
 - Colonization
 - Religious influences
 - Other social/political forces
 - Forced changes in land use
 - <http://www.unnaturalcauses.org/>



Cultural Influences, continued

- Sense of self, space and place
- Communication and language
- Dress & appearance
- Meaning and handling of food
- Concepts of time

Maslow's 'Hierarchy' of Needs: A Continuum





Human Needs and Culture

- “Culture” can also be viewed as a group’s ways to meet basic human needs
- This aspect of culture has critical implications for providing services, especially if the familiar structure to meet basic human needs is disrupted, destroyed, or may not have been adequate in the first place (e.g., health care)
- In difficult times, people tend to seek culturally familiar ways to meet needs
 - Comfort foods
 - More trust in people “like me”
 - Desire for familiar surroundings – ‘sense of place’



“Culture is to people as water is to fish”



Commonalities of Cultural Humility and Cultural Competence

- Both cultural *humility* and *competence* imply the willingness to recognize one's own bias, respect the beliefs of others, and adapt and function in a different environment
- They both are a *commitment* to a developmental process - not a “check box” that you either know something or you don't
- Elements of both should be integrated into all aspects of programs and services



Four Basics of Personal Cultural Competencies

1. Attitude of openness
2. Appreciation and acceptance of differences
3. Awareness of own cultural values
4. Flexibility to adapt practice to fit the cultural context of the client/family



The “Dynamics of Difference”

- What happens when people from two cultural backgrounds meet...each person interprets the response of the other in the context of his/her own cultural experience and the context of the meeting. Interactions are affected by differences in:
 - Language and communication style
 - Economic opportunity
 - Family configuration and kinship structures
 - How problems are defined or solved
 - Non-verbal communication
 - Political, historical influences



Range of “Dynamics of Difference:” Individual, Societal, International Levels

- Valuing Diversity
- Understanding
- Awareness
- Idealism
- Ethnocentrism
- Prejudice
- Bigotry
- Racism
- Institutional Racism
- Genocide
 - commission and omission



Principles of Practice

- Learn about historical/cultural contexts that have shaped people's lives in the community(ies) we serve
- Assure as much as possible that our service is appropriate to community needs, expectations, traditions
- Engage community members as cultural brokers – they educate us about community norms/etiquette – listen, keep our word



Skills and Practical Suggestions

- Be open to learning through unintentional offenses
 - people are usually forgiving if we act with humility and can laugh at ourselves
- Find opportunities to get honest feedback
- Watch, learn from behavior and etiquette and adapt practices/programs accordingly
- Think beyond terms of just working with individuals by thinking about family and community health/wellness



Next Steps

- If you find it helpful, consider using this model as a framework in your work (you probably already are!)
- Consider doing a self assessment
- Commit to ongoing learning, cultural humility, and personal attributes of cultural competencies
- Share what you learn as you learn
- Listen to what others share, often



Summary: Cultural Humility Basics

- Humility
- Etiquette
- Openness
- Listening
- Compassion
- Sense of humor
- Being good students, stewards, guests and friends



What We Do: “Stand by Me”

- Song:

[http://www.playingforchange.com/episodes/2/Stand by Me](http://www.playingforchange.com/episodes/2/Stand_by_Me)

- Song history:

[http://en.wikipedia.org/wiki/Stand by Me \(song\)](http://en.wikipedia.org/wiki/Stand_by_Me_(song))



Thank You!

Questions, comments, discussion

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