Cultural Self-Awareness in Healthcare

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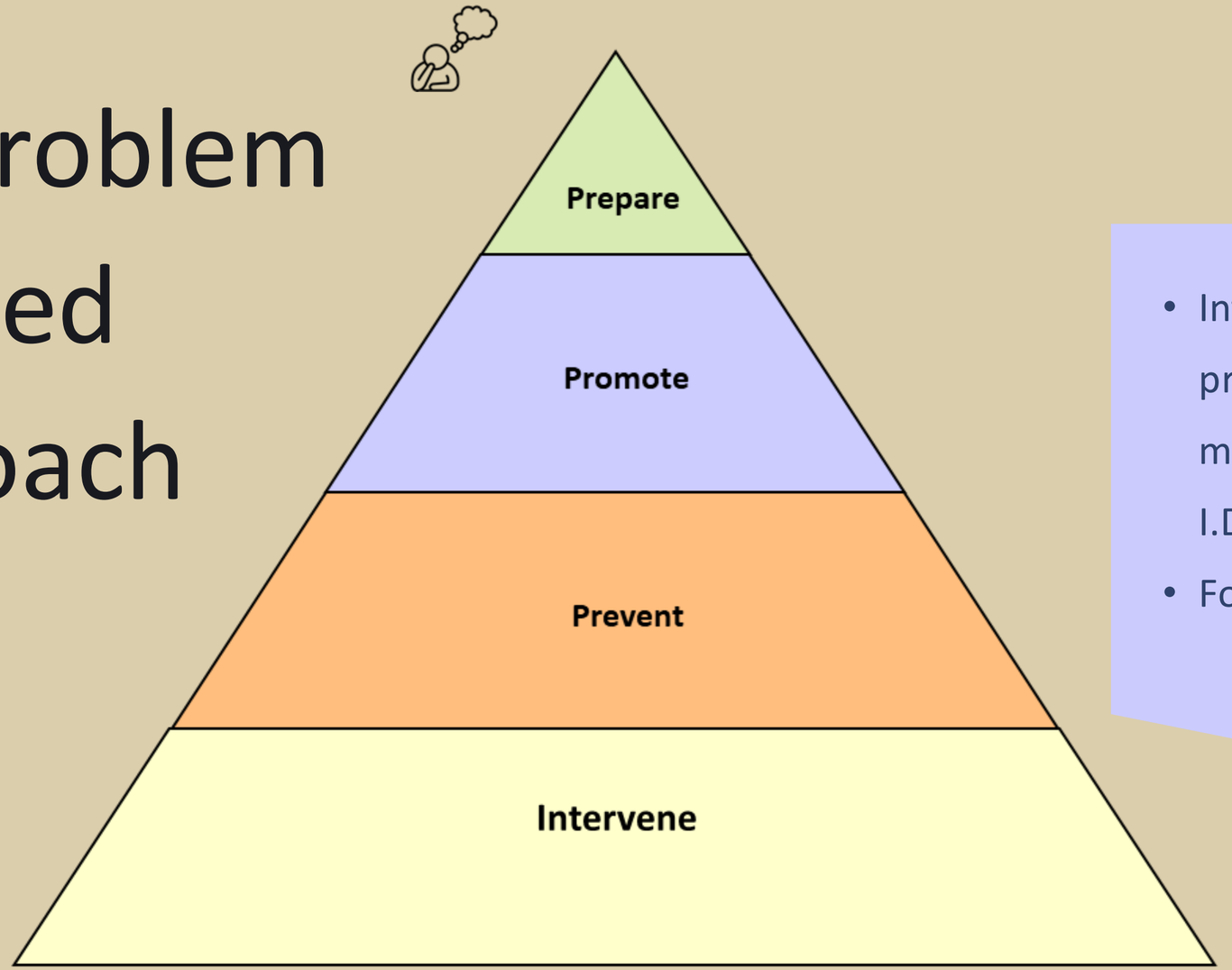
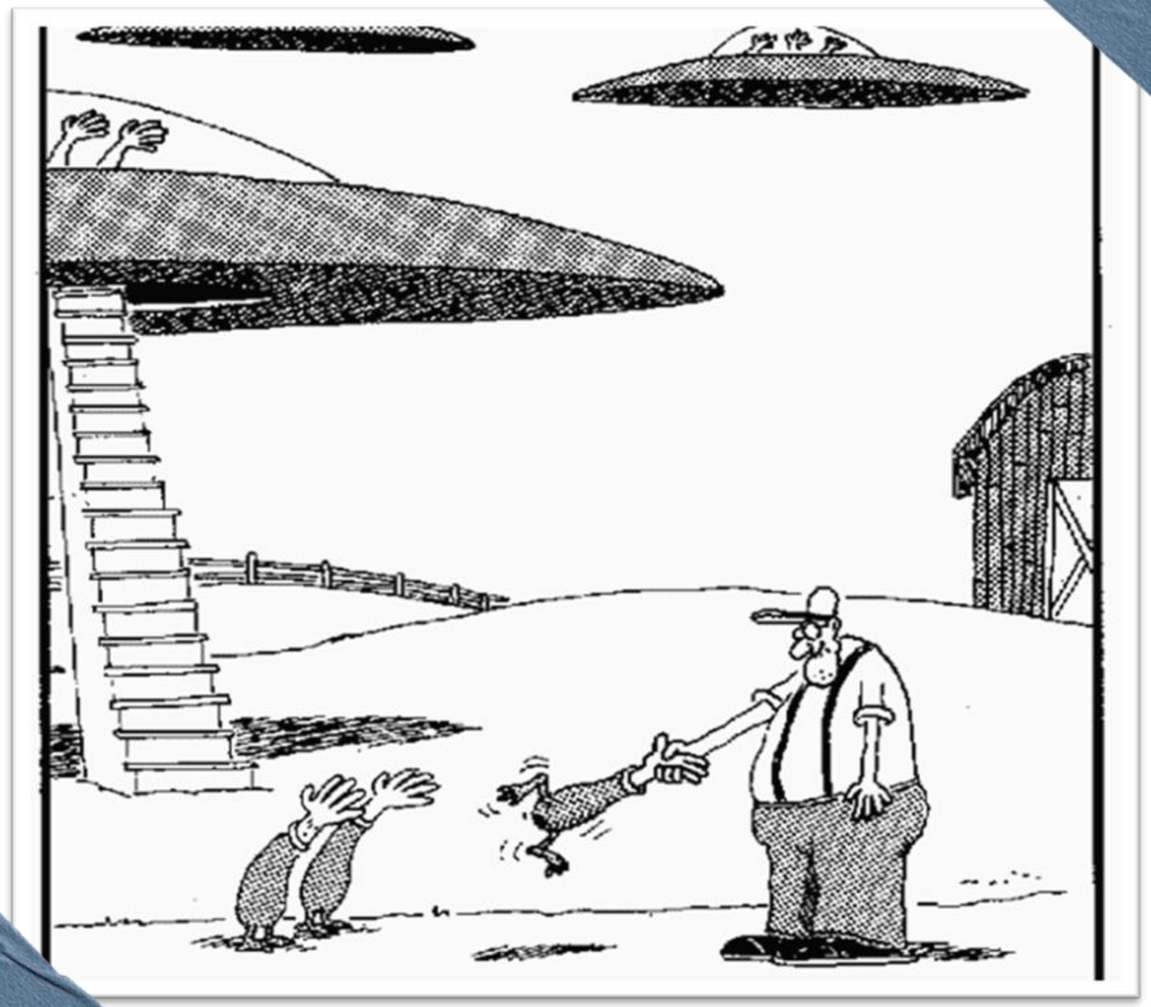
PHYSICIANS

The Problem Focused Approach



- Intervention and prevention as the method of addressing I.D.E.A. issues.
- Focuses on a problem.

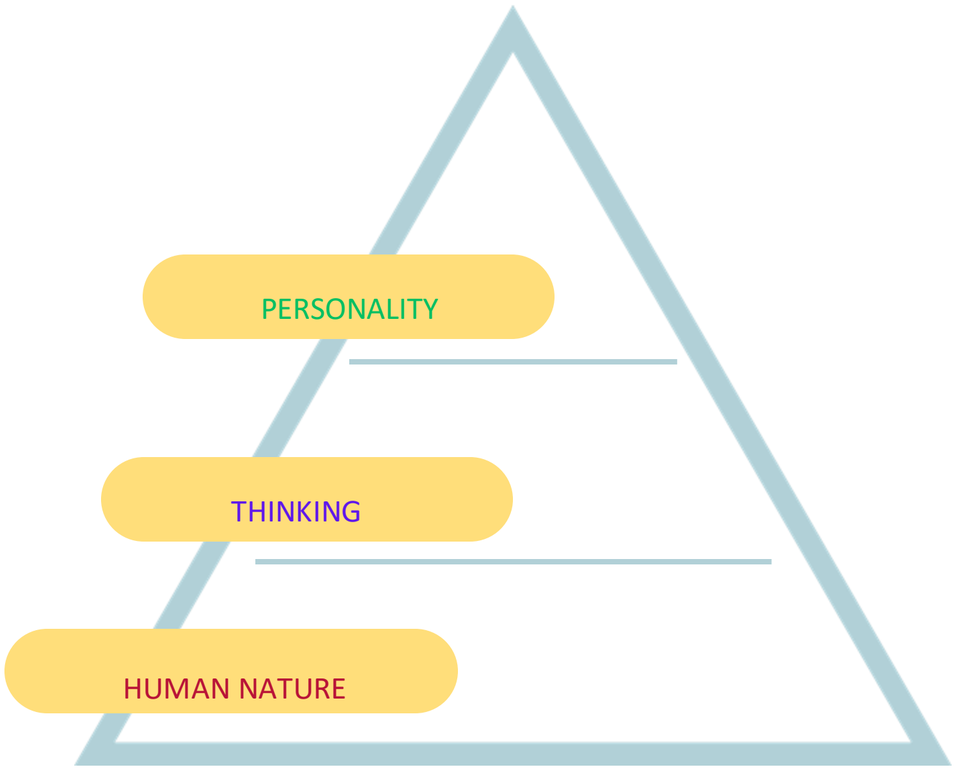
Adapted from: Pittman, K., Irby, M., Tolman, J., Yohalem, N., & Ferber, T. (2003). Preventing problems, promoting development, encouraging engagement: competing priorities or inseparable goals?. Based upon Pittman, K. & Irby, M. (1996). Preventing problems or promoting Development? Washington, DC: The Forum for Youth Investment, Impact Strategies, Inc.



We are influenced by our value system and experiences

"Inadvertently Roy dooms the entire earth to annihilation, when, in an attempt to be friendly, he seizes their leader by the head and shakes vigorously."

Levels of Culture



Ways We Identify

- **Religion/Spirituality/Faith/Meaning:** The piece of your identity that gives you grounding for moral and philosophical questions.
- **Physical/Psychological/Mental and Learning Ability:** Can be visible or invisible i.e., dyslexia, autism, physical mobility issues, depression etc.
- **Sex Assigned at Birth:** a birth doctor looks between legs – if can measure more than 1-inch marks male if can measure less than 1-inch marks female.
- **Sexual Orientation**: Who you do or do not want to spend intimate physical or emotional time with.
- **Race**: A social construct but a reality in this country today. Originally defined based upon color of skin, facial features and body shape.
- **Gender Identity or Expression**: On a continuum from feminine to masculine, how we choose to present ourselves in terms of appearance and demeanor.
- **Education:** Both Kindergarten – PHD formal education but also life experiences.
- **Socioeconomic Class:** Not only how much money we make but where we live, how we get around, what we eat, where our kids go to school etc.
- **Nation of Origin and/or Citizenship**: Usually what your passport says; where you were born.
- **Body Size / Type**: how your body fits into popularly understood perceptions of health, beauty etc.
- **Ethnicity:** Typically narrowed down from race based upon familial heritage. Where your family's traditions and roots can be traced to.
- **Age:** Not just how long you've been on earth but also generational (millennial, Xer, Boomer).
- **Vocation** / Avocation: How you spend your time or choose to spend your time.
- **Home/geographic "roots":** What you identify as your home community, "where you grew up".
- **Family Background:** How you were raised or your families history.
- **Work Experience:** Work history, places you have worked, types of jobs held.

How We Identify

Workplace	Community (How ever you define)	Personal Life
1.	1.	1.
2.	2.	2.
3.	3.	3.

How Interculturally Competent Do You Think Most People Are?

Most people receive no formal education or training to be more interculturally aware

Most people tend to overestimate their intercultural capability

IDI Research indicates 15% of people have deep cultural self & other understanding and can at times adapt behavior

Intercultural Development Inventory - IDI

- Theory-based assessment that places individuals and organizations along the Intercultural Development Continuum
- Holistic—assesses mind/action sets
- Applies across a wide-range of cultures
- Interculturally grounded—explains how individuals and/or group experience cultural differences & commonalities

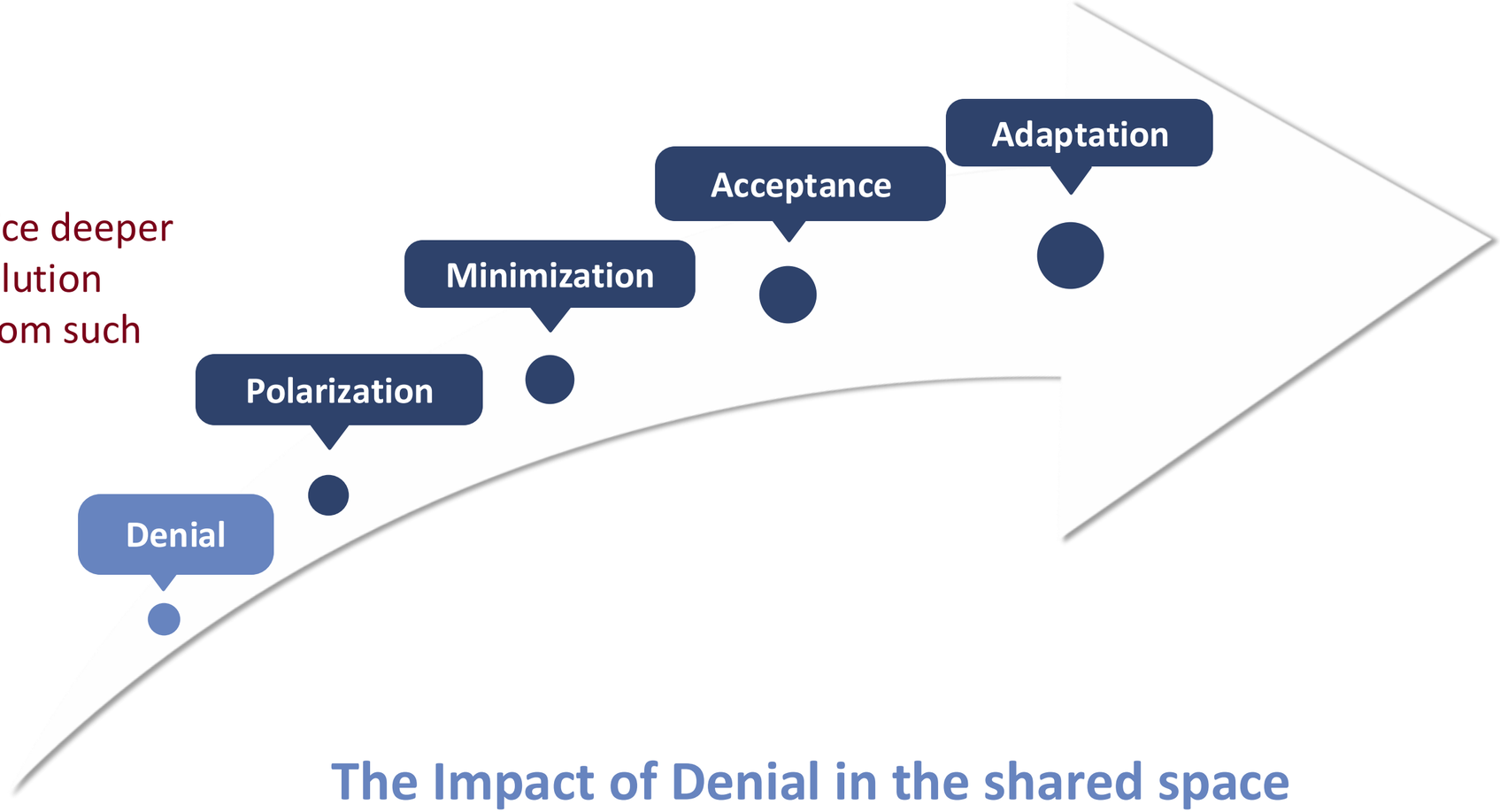
The capability to shift cultural perspective and adapt or bridge behavior to cultural commonality & difference.

Deep cultural self-awareness

Deep understanding of the different experiences of people from different cultural communities

Denial

Recognizes more observable cultural differences (e.g., food). May not notice deeper cultural difference (e.g., conflict resolution styles) and may avoid or withdraw from such differences.



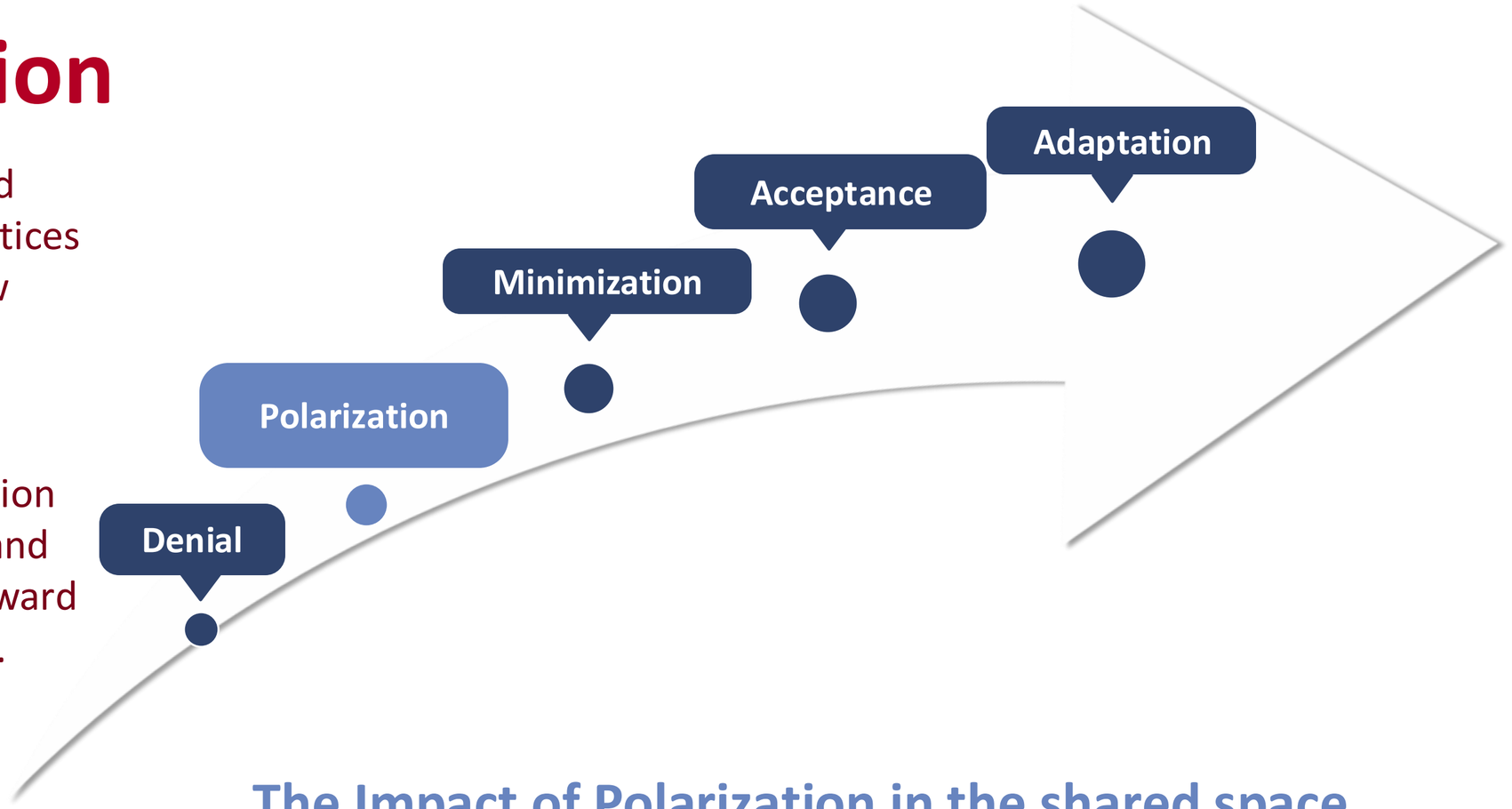
The Impact of Denial in the shared space

Cultural diversity oftentimes feels “ignored”

Polarization

Defense: A less critical view toward one's own cultural values and practices coupled with an overly critical view toward other cultural values and practices.

Reversal: An overly critical orientation toward one's own cultural values and practices and an uncritical view toward other cultural values and practices.

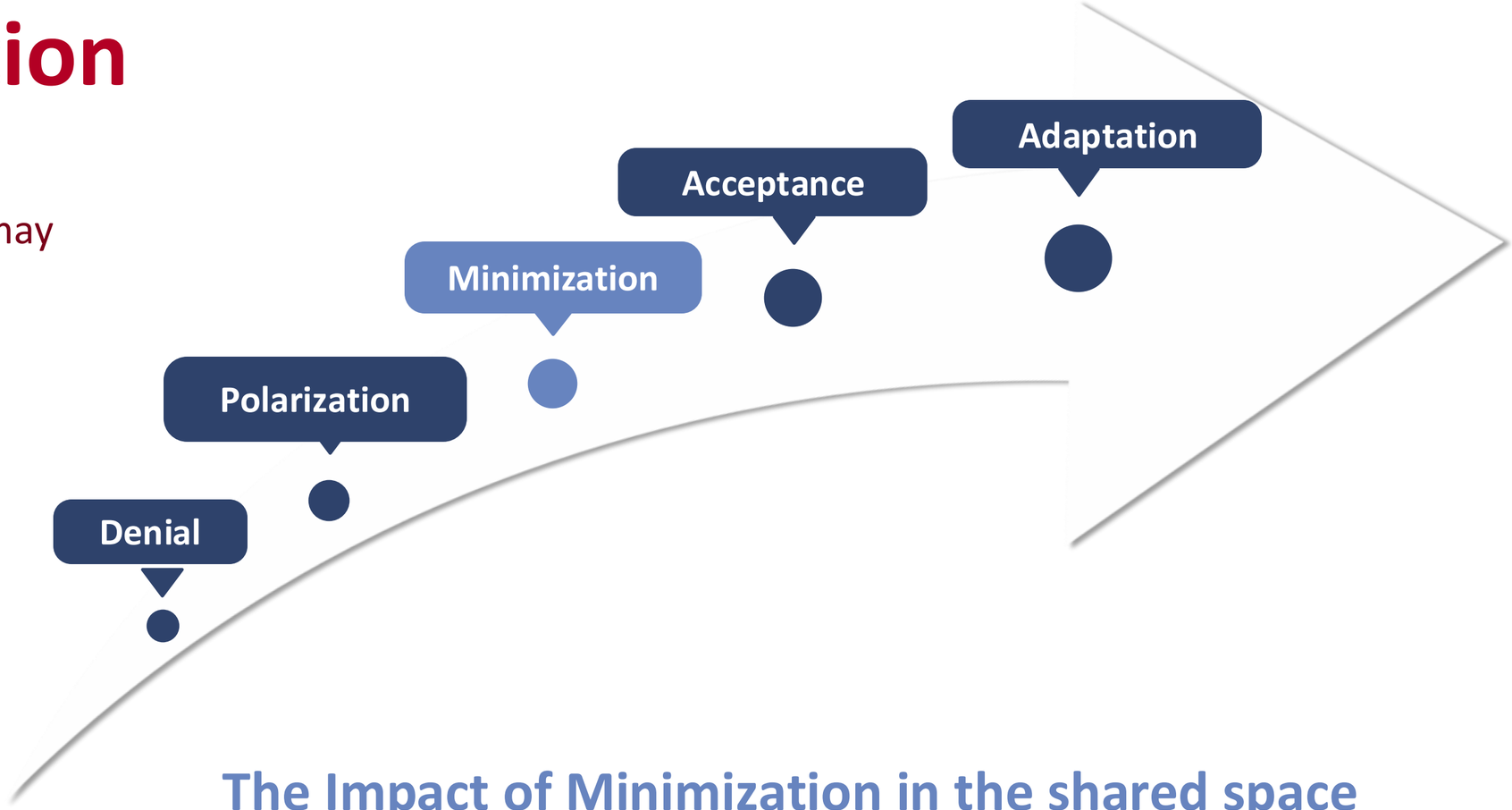


The Impact of Polarization in the shared space

Diverse groups typically feel "uncomfortable"

Minimization

Highlights cultural commonality and universal values and principles that may also mask deeper recognition and appreciation of cultural differences.

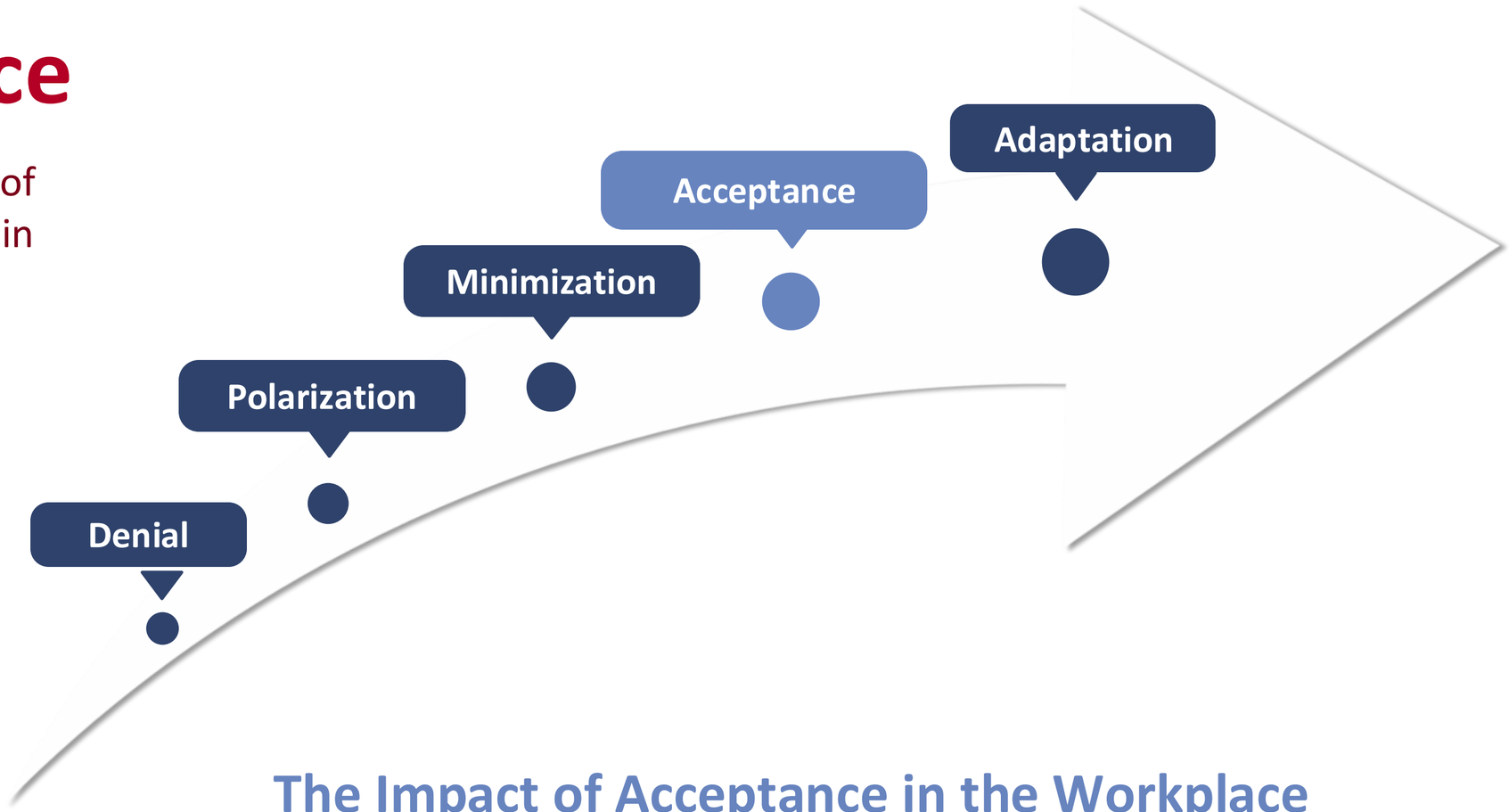


The Impact of Minimization in the shared space

Diversity often feels “not heard”

Acceptance

Recognizes and appreciates patterns of cultural difference and commonality in one's own and other cultures.

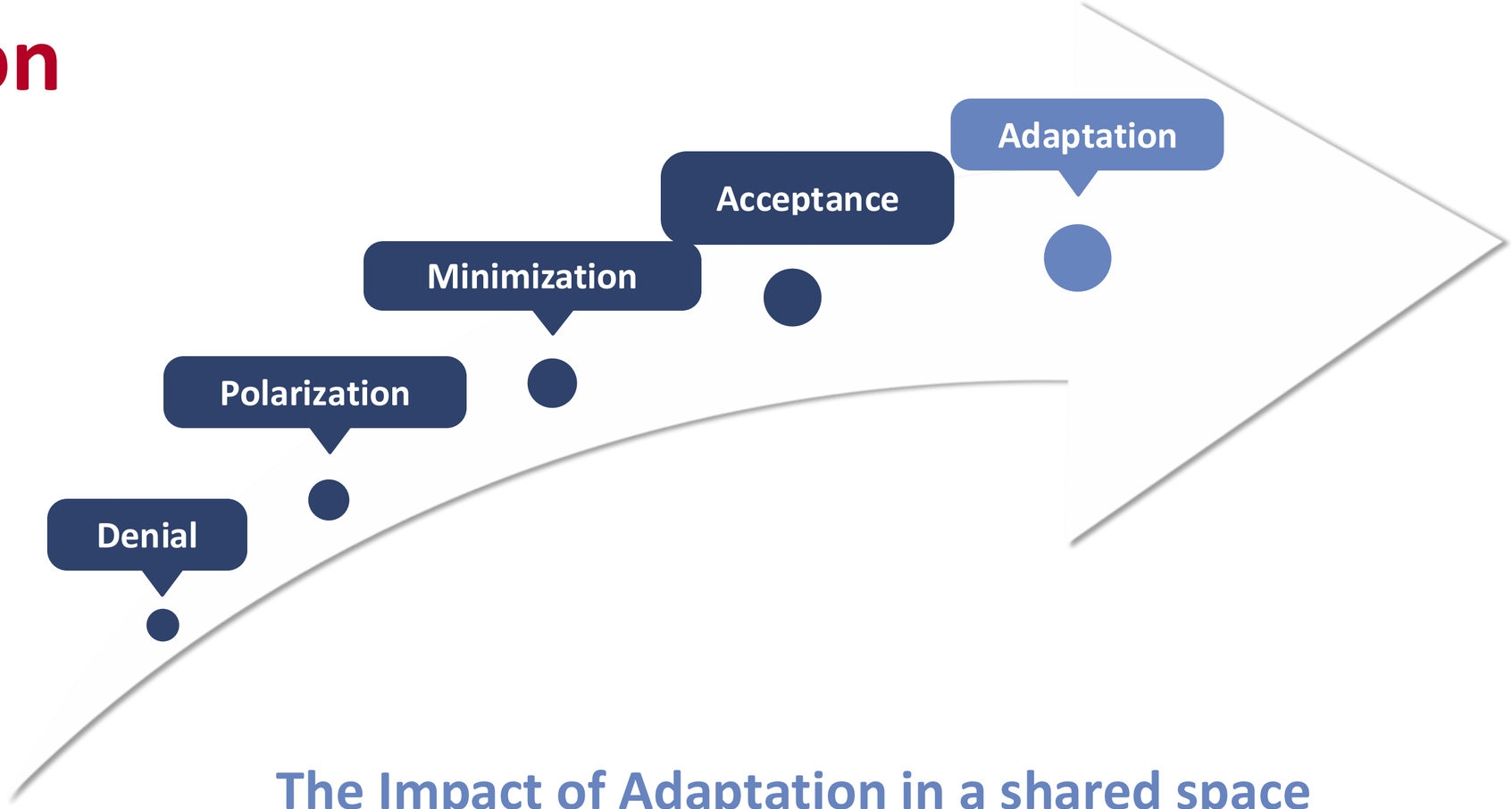


The Impact of Acceptance in the Workplace

Diversity feels "understood"

Adaptation

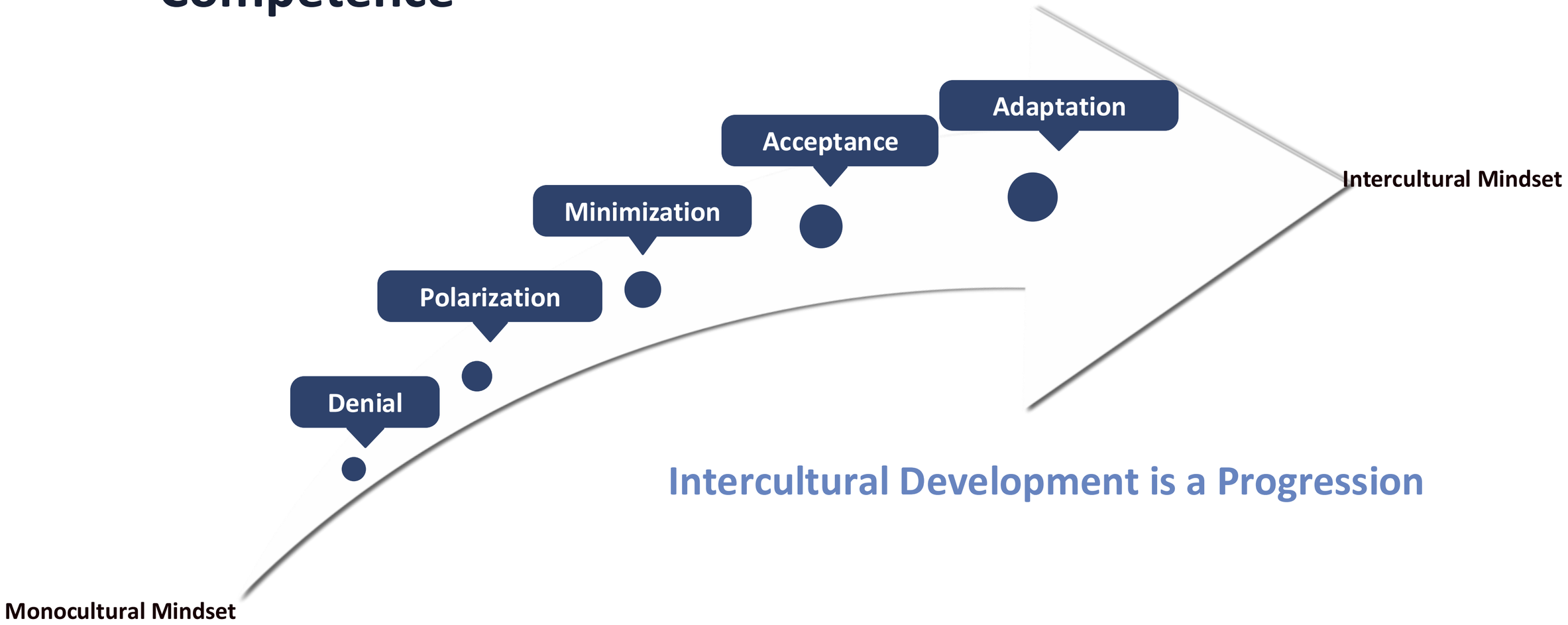
can shift cultural perspective and change behavior in culturally appropriate and authentic ways.



The Impact of Adaptation in a shared space

Diversity feels “valued and involved”

IDI is a Developmental Approach to Intercultural Competence



Intercultural Development is a Progression

IDI Profile Components

Perceived Orientation (PO)

Measure of group's **Intent**

Developmental Orientation (DO)

Measure of group's likely **Impact**

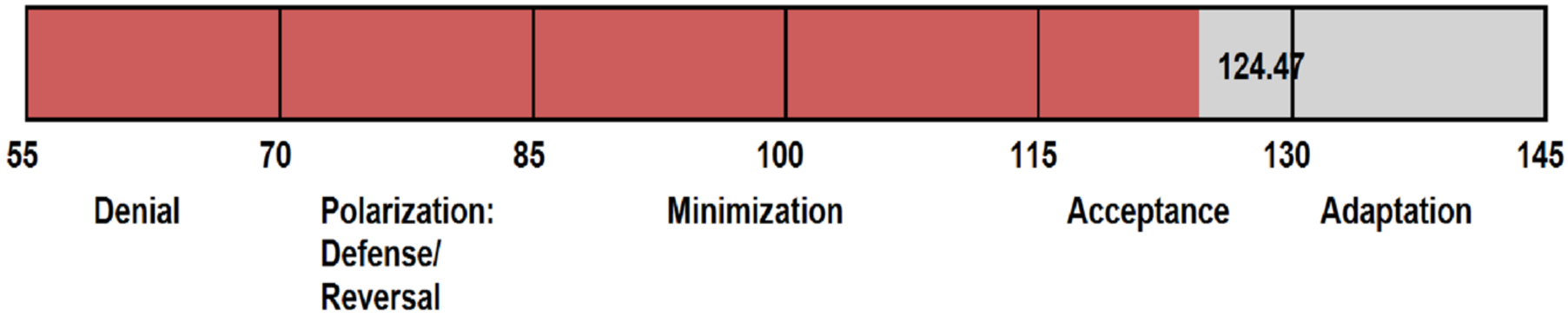
Orientation Gap (OG)

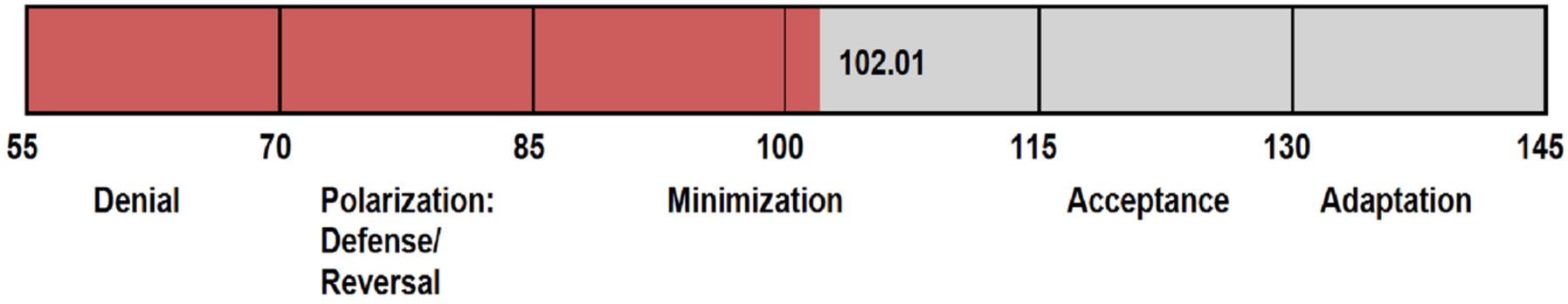
Difference between PO and DO

Leading Orientation (LO)

Where to focus **Development**

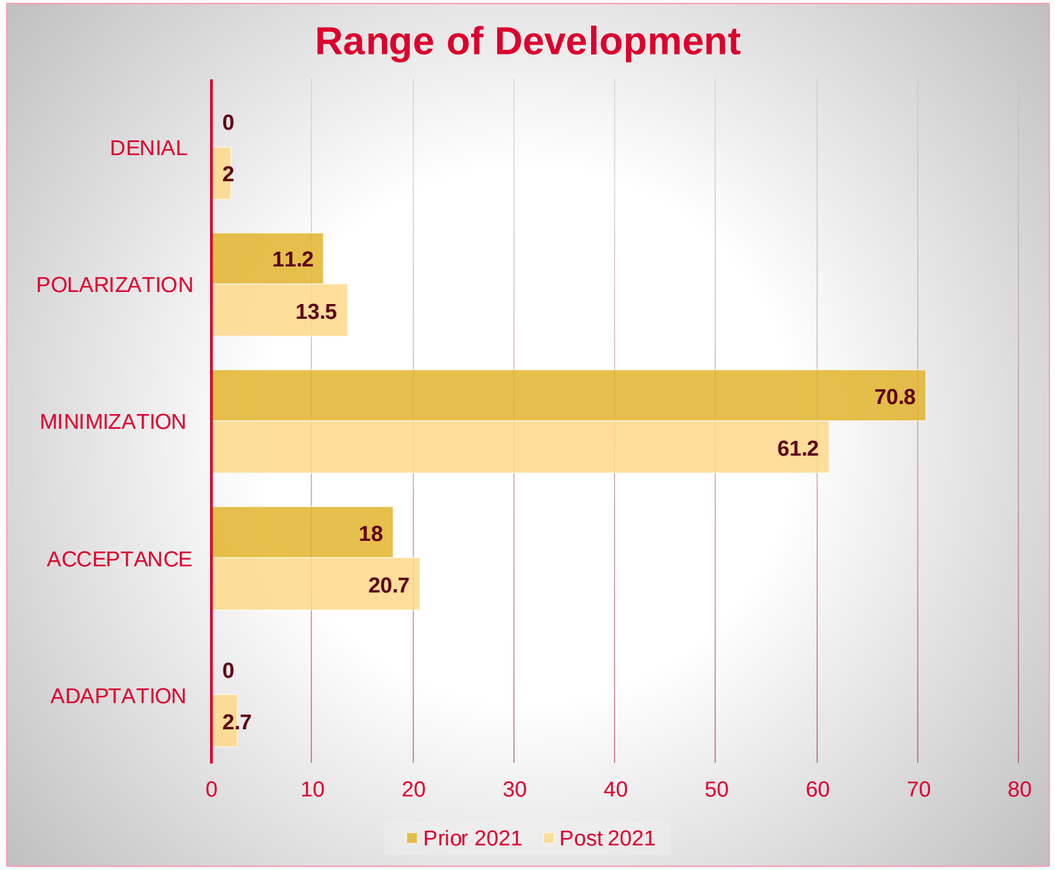
Perceived vs Developmental Orientation-





Scale Statistics - Range of Development – Sample Department

Scale Statistics	# of Respondents	Mean Score	Standard Deviation
Perceived Orientation (PO)	1002	124.47	6.48
Developmental Orientation (DO)	1002	102.01	16.03
Orientation Gap Score	1002	22.46	9.98



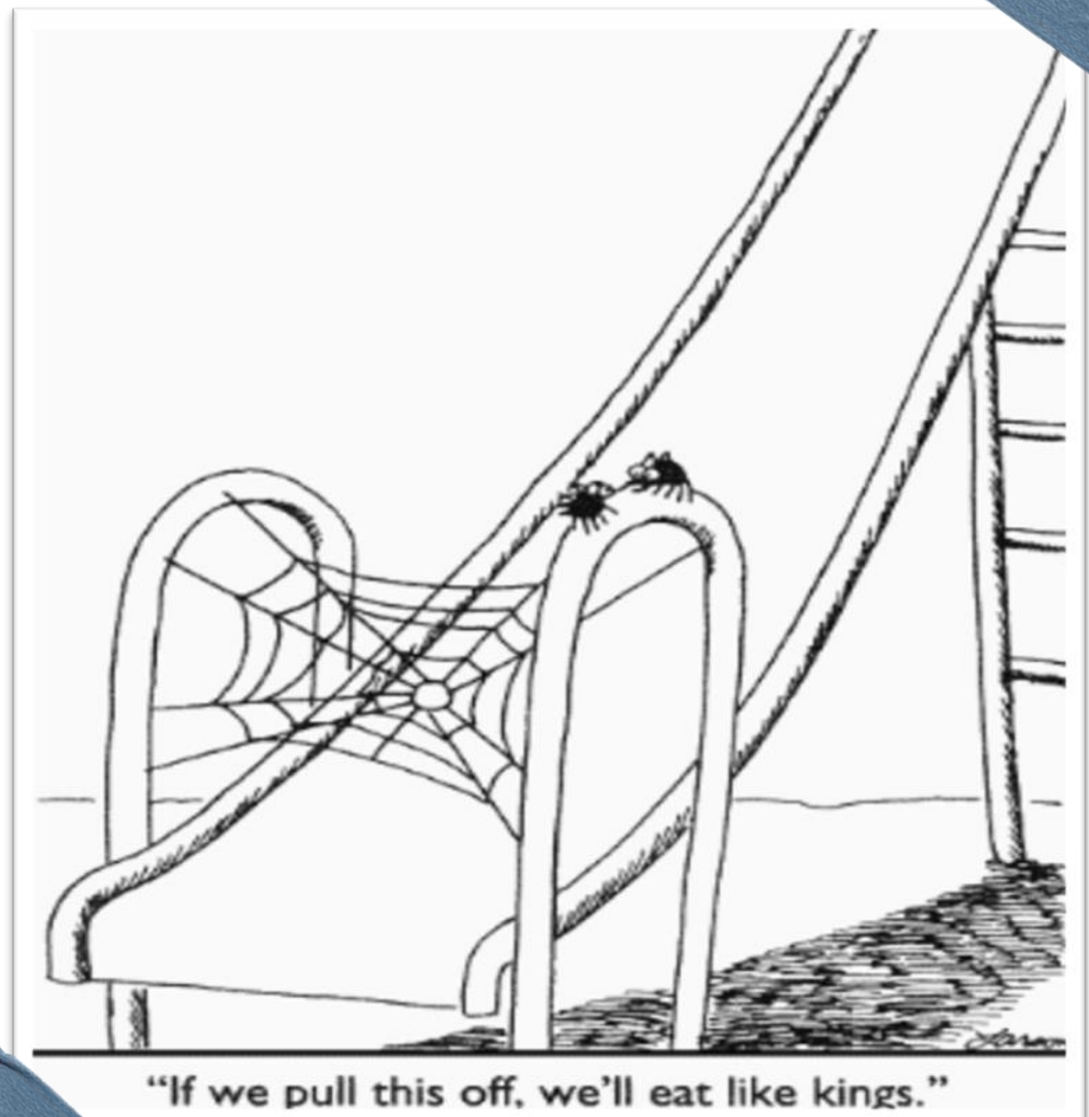
Implications of Minimization

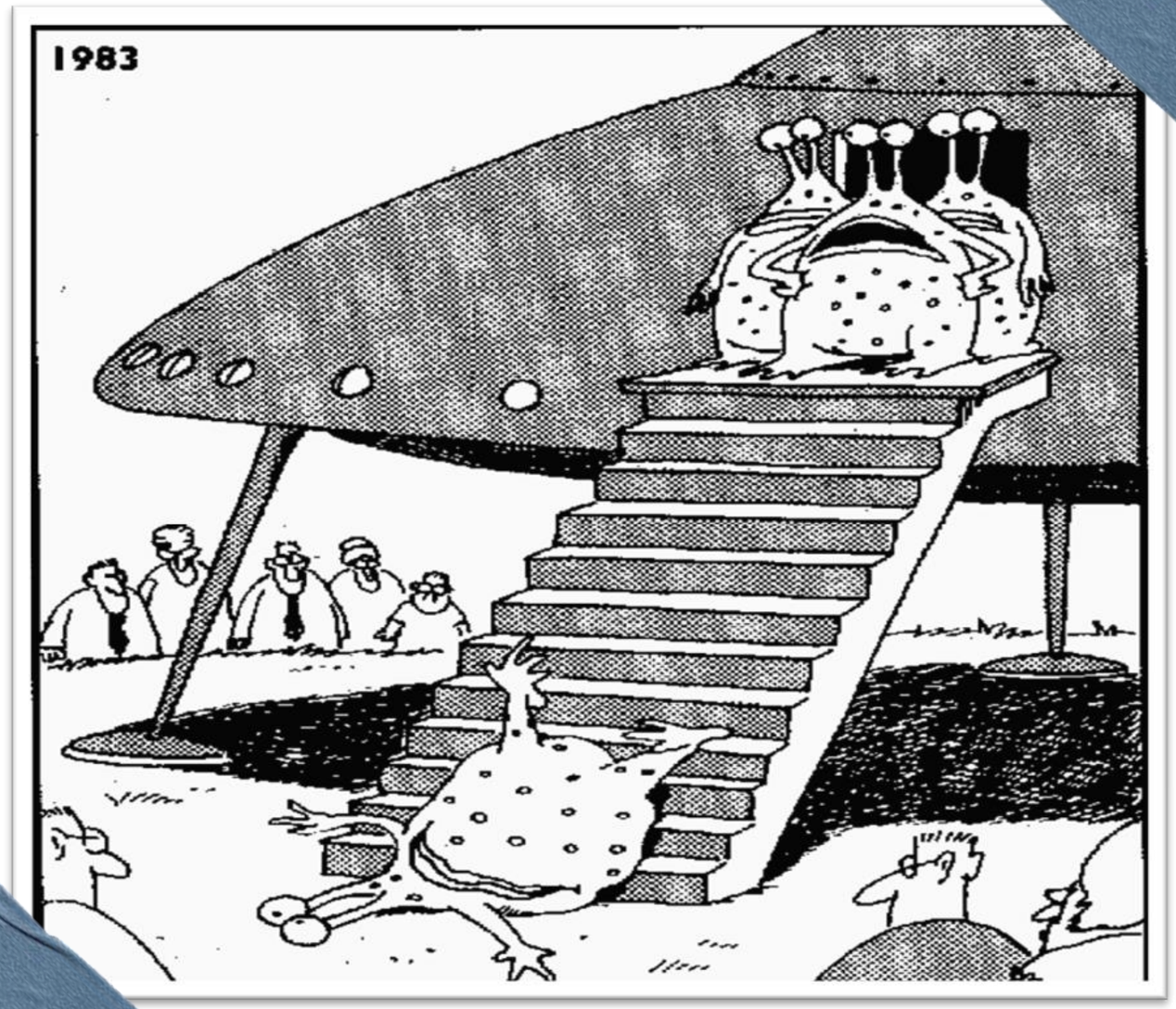
Highlights cultural commonality that can mask deeper recognition of cultural differences

Core characteristics	What person may think/feel/do	Organizational implications
• Middle/late Minimization may accurately recognize cultural commonalities and differences but may not fully attend to the differences • Views tolerance as sufficient • Overemphasizes commonalities and underemphasizes differences • If from a dominant culture group, may lack deeper cultural self-awareness • If from a non-dominant group, may use Minimization more as a strategy to accommodate to the dominant cultural values & practices • **Key to understanding:** *Recognizes cultural commonalities across differences and tries to behave in culturally appropriate ways*	**Cognition:** • Cultural differences perceived in neutral terms—but differences are made sense of and responded to within one's own culturally familiar categories • Bow, shake, kiss— "it's all just showing respect" **Affect:** • Expresses positive (i.e., nice) behavior in one's own cultural form or terms **Behavior:** • Actively supports more universalistic principles, values & practices without full understanding of how those principles, values, & practices may mean something different in other cultures	**Minimization Organization is Universalistic:** • Tolerance and "one-size-fits-all" policies may lead to poor recruitment & retention of diverse resources • Over-emphasis on corporate culture creates strong pressure to conform • Lacks deeper appreciation of diversity as a resource

Knowing, not every perspective will get us what we want

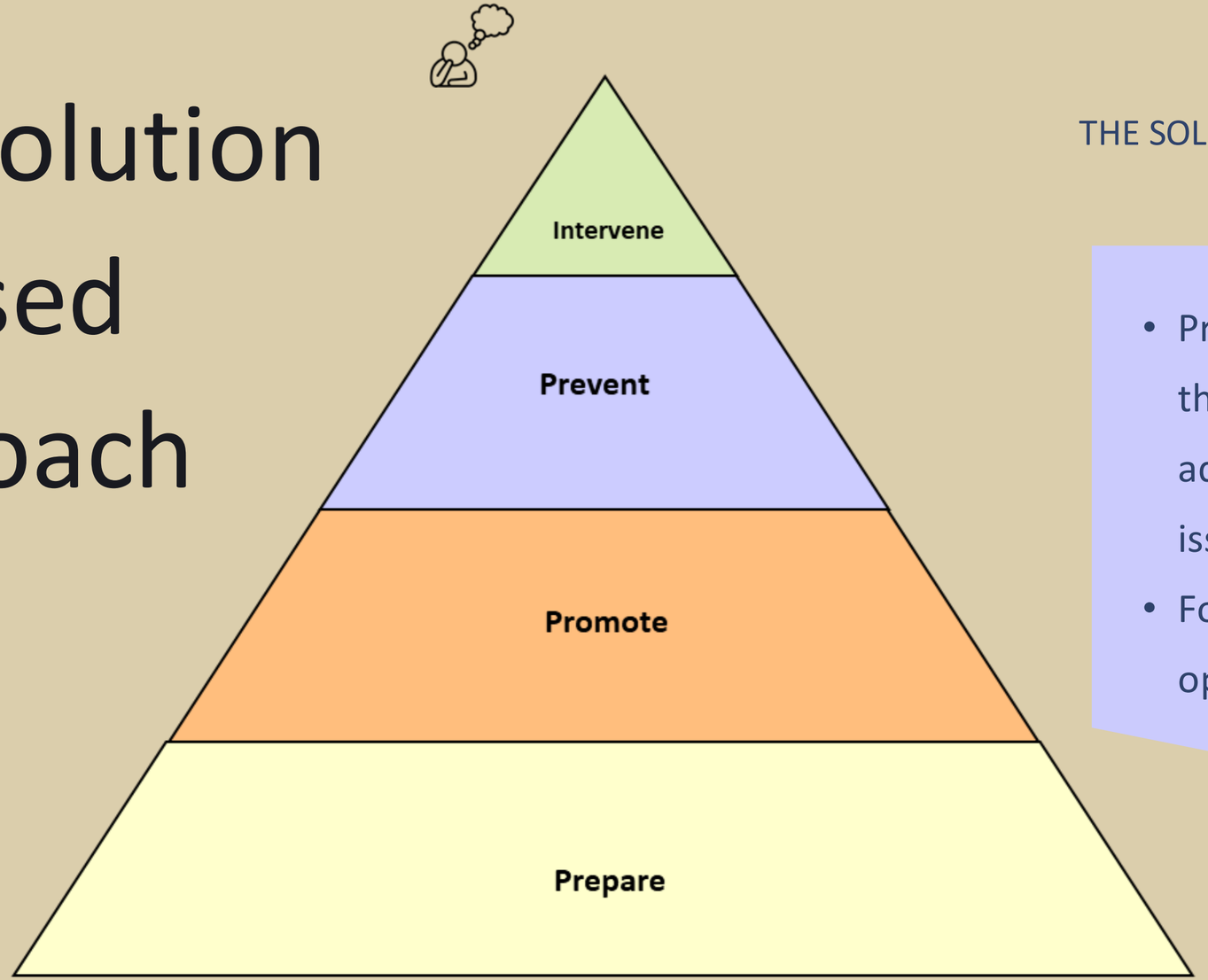
… and planning





"Wonderful, just wonderful! So much for instilling in them a sense of awe!"

The Solution Focused Approach



THE SOLUTION FOCUSED APPROACH

- Prepare and promote as the method of addressing I.D.E.A. issues.
- Focuses on support and opportunities.

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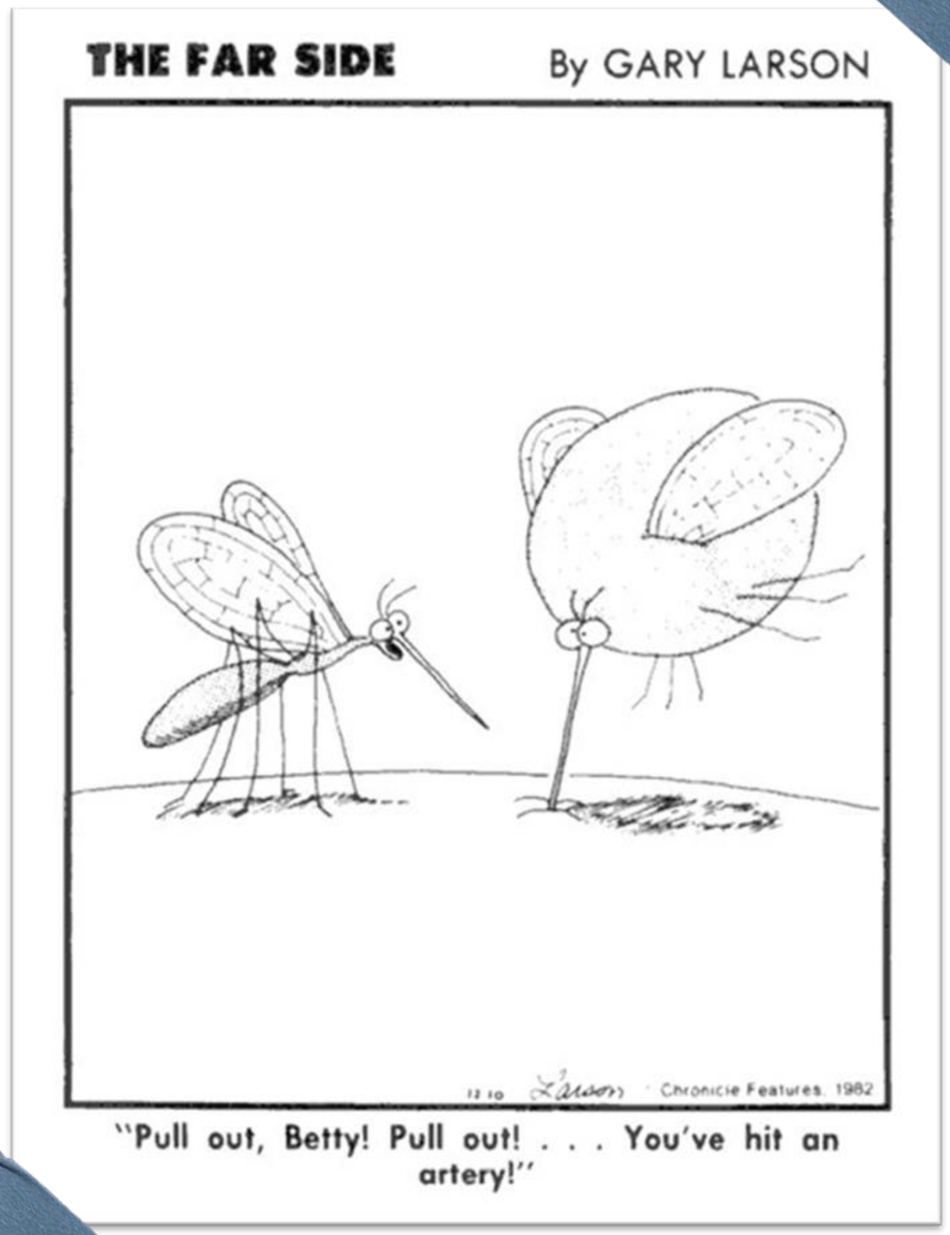

Well intended over-commitment can be costly