

Florida Department of Health, Palm Beach

Cultural Competency in Health Care-
Providing Culturally Competent Care
to Diverse Populations

The logo for Florida Health is a circular graphic on the left side of the slide. It depicts a sunset over the ocean, with the sun low on the horizon, casting a golden glow across the sky and reflecting on the water. The sky is filled with soft, white and orange clouds. The text 'Florida HEALTH' is overlaid on the bottom half of the circle. 'Florida' is in a white, sans-serif font with a subtle drop shadow, and 'HEALTH' is in a larger, bold, white, sans-serif font, also with a drop shadow.

Florida
HEALTH

Presenter

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Definitions of Cultural Competence

Definitions of authors perspectives:

- Loosely defined as the ability to understand, appreciate and interact with people from cultures or belief systems different from ones own.
- In search of cultural competence psychologist still have little knowledge of what constitutes good treatment for people of diverse cultures (DeAngelis, 2015)
- It is one of psychology's core competencies
- Still controversy over the basic ingredients of what constitutes cultural competency and culturally competent care
- Modifying evidence base treatments for different groups known as cultural adaptations
- Incorporating a more individualized understanding of families and culture into culturally competent intervention.

Factors contributing to Cultural Competency

- Cultures must consider historical, social, political, and economic contexts (Gregory et al. 2010)
- Betancourt (2004) defined culture as a pattern of learned beliefs, values, and behavior that are shared within a group; it includes language, styles of communication, practices, customs, and views on roles and relationships.
- Culture is shared beliefs, values, and assumptions of a group of people who learn from one another and teach to others that their behaviors, attitudes, and perspectives are the correct ways to think, act, and feel (Schein, 2010)
- Includes:
 - a) Language/Literacy Level/Provider/Client
 - b) Implicit Bias
 - c) Demographic information

Cultural Intelligence

- The ability to interpret behavior
- Understand and respects one's culture
- Cultures that are unfamiliar negatively affects an individual's sensemaking mechanisms and determine their behavioral responses

Goals of Developing Cultural Competency

- To understand, communicate and effectively interact with people across cultures.
- To compare different cultures with our own and better understand the differences.
- One's own unique history and personality play an important role
- Attributes in Developing Cultural Competency:
 - a) Self Knowledge and Awareness of Ones Own Culture
 - b) Awareness of ones own Cultural Worldview
 - c) Attitude toward Cultural Differences

Strategies to Enhance Cultural Competency

- Practice Openness- Acceptance of difference
- Be Flexible- Acceptance of ambiguity
- Demonstrate Humility- Suspension of judgement and the ability to learn
- Be Sensitive to Others- Appreciating cultural differences
- Show spirit of adventure- Show curiosity and see opportunities in different situations
- Use a Sense of Humor- Ability to laugh at ourselves
- Practice Positive Change or Action- Successful interaction with the identified culture.

Healthcare Challenges

- Health is determined by many factors outside the traditional healthcare setting.
- Factors are not limited to education, quality housing, access to healthy foods.
- Some populations have unfavorable factors that contributes to lack of access to healthcare.
- Some groups are less likely to have access to reconstructive surgery.
- There is also underrepresentation of cultural, gender and ethnic groups of leadership in healthcare trainings.

Measures to Improve Cultural Competency and Improve Healthcare

- Attract qualified persons who represent the target population
- Retain and promote highly motivated and skill staff
- Have measures to educate staff and students at national conferences and within their organizations/institutions.
- Have opportunities to improve cultural competency and healthcare issues that affects other groups by including all level of staff.
- Personalized approaches to meet healthcare needs (Nair & Adetayo, 2019)

Agency for Healthcare Research & Quality (AHRQ)

- The *National Healthcare Quality and Disparities Report* assesses the performance of our healthcare system and identifies areas of strengths and weaknesses, as well as differences, for access to healthcare and quality of healthcare.
- The six priority areas are:
 1. Patient Safety
 2. Person Centered Care
 3. Care Coordination
 4. Effective Treatment
 5. Healthy Living
 6. Care Affordability

AHRQ

- The annual National Healthcare Quality and Disparities Report is mandated by Congress.
- Provide a comprehensive overview of the quality of healthcare received by the general U.S. population and disparities in care experienced by different racial and socioeconomic groups

(AHRQ) Importance of Access to Care

- Access to healthcare means having “the timely use of personal health services to achieve the best health outcomes.
- Access to comprehensive, quality healthcare services is important for promoting and maintaining health, preventing and managing disease, reducing unnecessary disability and premature death, and achieving health equity for all Americans.
- Attaining good access to care means having:
 1. Health insurance that facilitates entry into the healthcare system.
 2. Timely access to needed care.
 3. usual source of care with whom the patient can develop a relationship.
 4. The ability to receive care when there is a perceived need for care

Data Tool for National & State Quality Measures

[NHQDR Data Tools – National Healthcare Quality and Disparities Reports \(NHQDR\) \(ahrq.gov\)](#)

Questions

1. What is your Knowledge on Cultural Competency? Choose any of the answer below:
 - 5- Extremely Knowledgeable
 - 4- Very Knowledgeable
 3. Gain some amount of knowledge
 2. Little Knowledge
 1. No Knowledge
2. How equipped are you with the subject after participating in this Summit?
 5. Extremely equipped
 4. Very equipped
 - 3- Somewhat equipped
 2. Little equipped
 1. Not equipped

References

Agency for Healthcare Research and Quality: 2022 National Healthcare Quality and Disparities Report, [2022 National Healthcare Quality and Disparities Report | Agency for Healthcare Research and Quality \(ahrq.gov\)](#)

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End of Presentation

Thank you.

Contact Information



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