

Culturally Responsive Health Care

Denise A. Martinez MD

Assistant Dean of Cultural Affairs and
Diversity Initiatives

Assistant Professor – Family Medicine

- Introduction to Culturally Responsive Care
- Aspects of Culturally Responsive Care
- Barriers to Culturally Responsive Care



To be culturally responsive...

....”doesn’t mean you are an authority in the values and beliefs of every culture. What it means is that you hold a deep respect for cultural differences and are eager to learn, and willing to accept that there are many ways of viewing the world”.

Okokun O. Udo, PhD

Basics

- Being a Culturally Responsive person will not be achieved solely from participation in a one-time workshop
- Learning to deliver culturally responsive care is an incremental process



Newcomers to Iowa*

*Source: Iowa Center for Immigrant Leadership and Integration

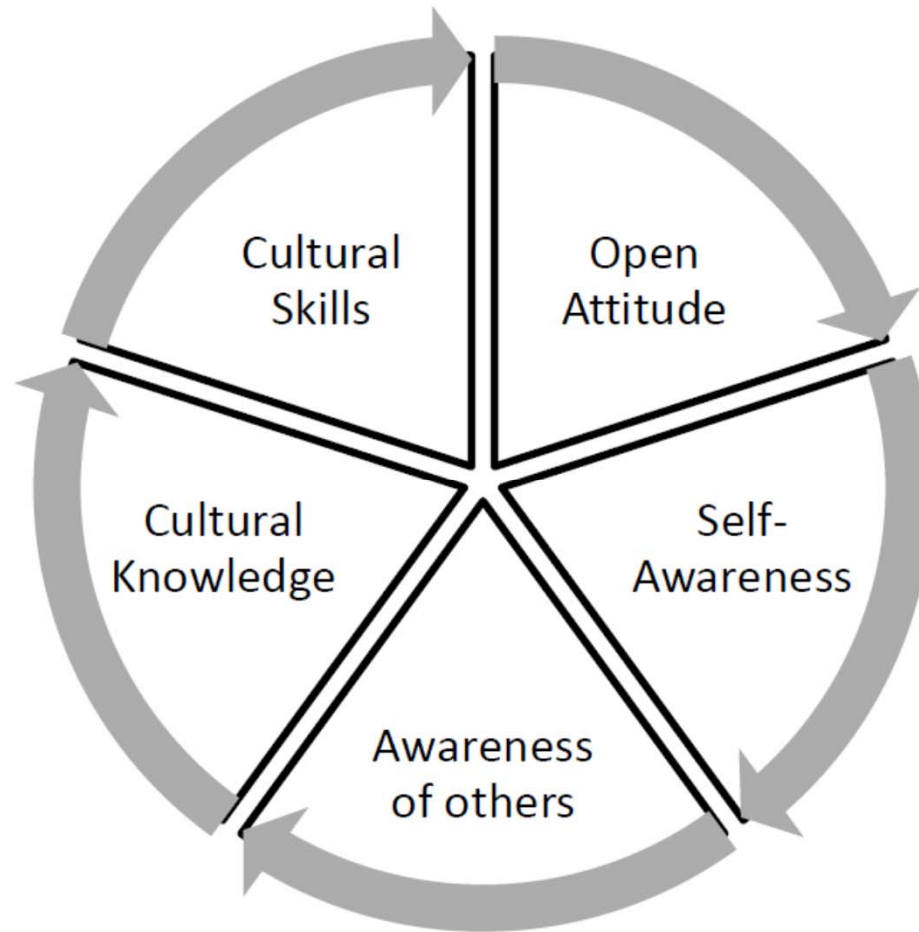
- **Southeast Asia (Hmong, Vietnamese, Burmese etc.)**
- **East Asia (Chinese, etc.)**
- **Former Soviet Union (Russia, Ukraine, etc.)**
- **Former Yugoslavia (Bosnia, etc.)**
- **Ultra-Orthodox Jewish (Israel and East Coast)**
- **African (Sudan, Somalia, etc.)**
- **South Pacific (Marshall Islanders, Paulau)**
- **Ukrainian Pentecostals**
- **Central and South Americans**
- **African Americans from larger urban areas**
- **Whites from Appalachia**

Changing Demographics in Iowa*

*Source: Iowa Center for Immigrant Leadership and Integration

- **An aging white population**
- **Out-migration of young white population**
- **Urbanization**
- **Low birth rates among White residents**
- **Higher birth rates among newcomers**
- **In-migration of young Latinos**
- **In-migration of several other diverse populations**

Culturally Responsive Care



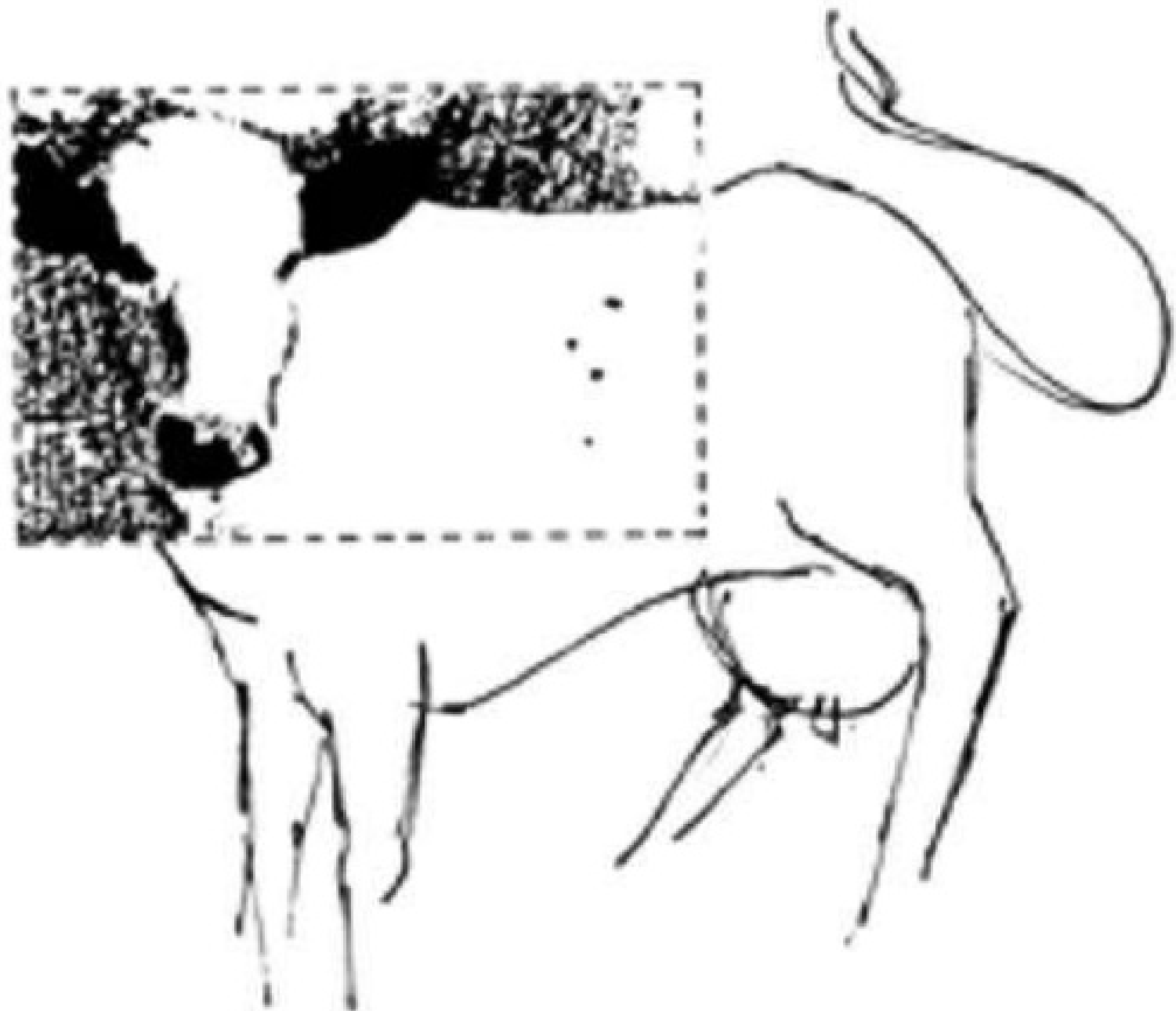
Self Awareness

- Understand your personal background and culture
- Assumptions, biases, and judgments
- Awareness of how others perceive you
- Knowledge of strengths and limitations
- Awareness of exclusive behaviors
- Capacity for self-reflection









https://www.youtube.com/watch?v=IGQmdoK_zfY

<https://www.youtube.com/watch?v=ubNF9QNEQLA>



Chest Pain. Identical Symptoms. Matching Histories.



Which Patient Doesn't Get the Appropriate Tests?

for more information: www.stop-disparities.org



Same Injury. Same Hospital. Same Provider.



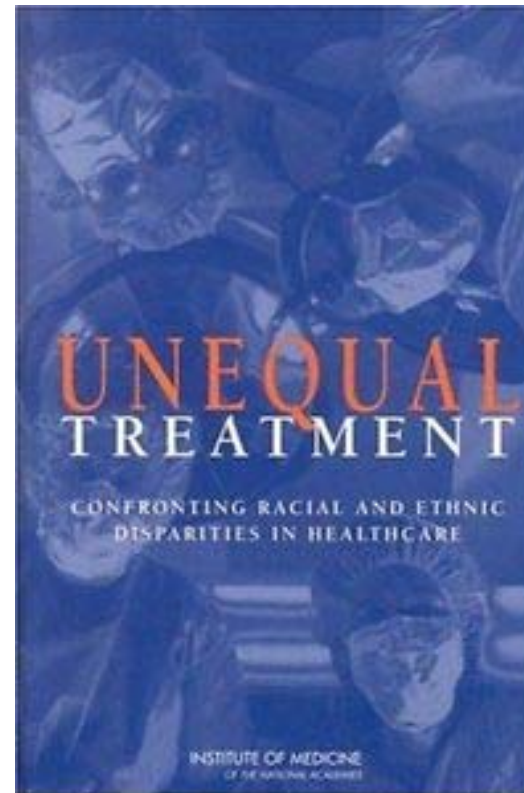
Which Patient Gets 50% Less Pain Medication At Discharge?

for more information: www.stop-disparities.org

Unequal Treatment

In 2002, the Institute of Medicine (IOM) published Unequal Treatment:

Confronting Racial and Ethnic Disparities in Health Care, it reported that racial and ethnic minorities experience a lower quality of health care than non-minorities, even when the patient's insurance status and income are controlled



Awareness of Others

- Recognition that individuals are unique
- Other viewpoints/cultures equally valid
- Cultural Humility



Cultural Knowledge

- Acquisition
others norms,
values, beliefs



Stereotypes vs Culture Patterns

- Individuality
- Assisting with questions for patients



Cultural Skills

- Ability to adapt communication style
- Use active listening
- Establish relationships (trust)
- Identify areas of conflict/concern
- Promote organization cultural inclusion



Working with Interpreters

- ["Language Barrier" YouTube](#)

Tips for working effectively with interpreters

- Don't speak too long without allowing interpreter to interpret.
- **Avoid** asking questions that can be answered with a simple **yes** or **no**.
- **Speak directly to patient**, not interpreter.
- **Validate** the information that your patient receives from the interpreter.
- Try to make “small talk”, particularly at the beginning and end of each visit.
- Speak slowly and carefully in English when working with interpreters.

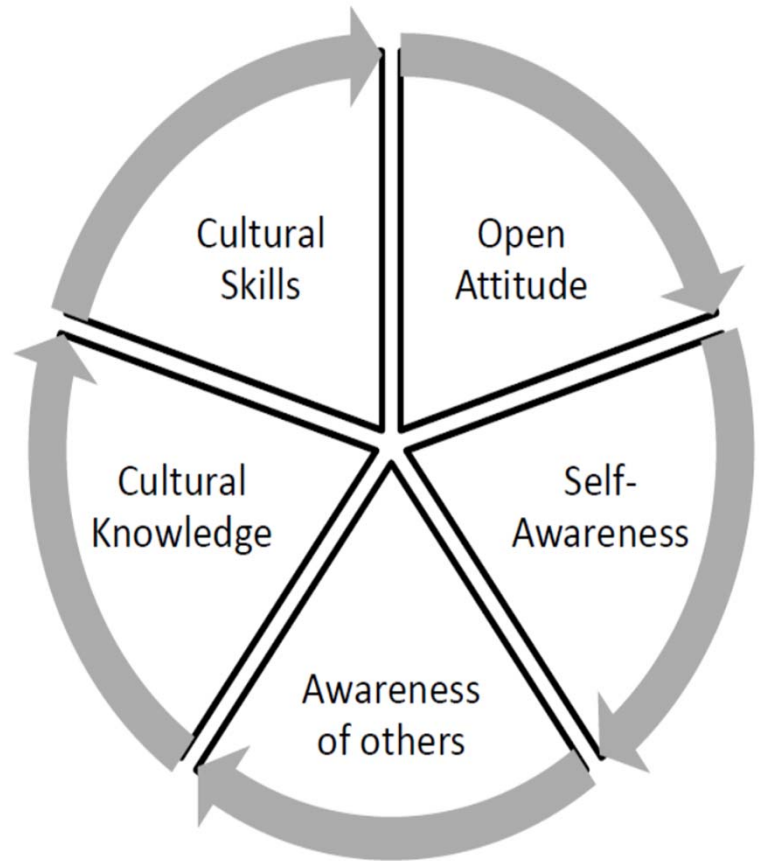
Open Attitude

- Being open to a wide variety of ideas
- Divergent views
- Pro's and Con's to situations



- What languages are spoken in your home? Also helps to identify the background.
- Have you always lived here (in the United States)? If not, where else have you lived and how recently? (This also can help identify if someone was exposed to certain epidemics in different areas of the world).
- When was the last time you left the country, and where did you go?
- Are there certain foods that you prefer over others?
- What do you think is wrong with you?
- How long have you had this problem? Do you know anyone else with it?
- Why do you think you are sick? Listen for clues for supernatural or non-biological causation, such as religious references.

- What does your sickness do to you? How does it work?
- What do you think will help in the healing process?
- Do you think there are therapies that would make you feel better that I might not know about?
- What medications, herbs, or treatments have you used since the beginning of your symptoms?
- Apart from me, who else do you think could make you feel better?
- Which of the following options do you believe would be the best approach for follow-up care? If it's possible to present options, then provide as many choices as possible, including oral and injectable medications, nutritional plans, etc.



Questions?