


Cultural Competency






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LET'S TALK CULTURE



First,


Why Culture?

3 Truths
"Everyone of us are like everybody else ..."

Everyone of us are like some other people...

Everyone of us is like no other person."


Who are the
"some other people?"
A-D-D-R-E-S-S-I-N-G

How did the American Culture develop...?"

- Early definition of a "citizen"?
 - White
 - Male
 - English-Speaking
 - Christian
 - Heterosexual
 - Landowner



What are some components of the "Majority Culture"?		
Individualism – "Be Independent"	Capitalism – "Make Money"	English is the primary language
"Make eye contact when talking"	"Speak your mind"	Meetings are runned by "Roberts Rules"
Credentials have value	Holidays and history are European based	American Disease Model dominant theory of illness
Single God concept.	The scientific method is valued.	Firm handshake.
Little physical contact.	Adherence to rigid time.	Hot Dog, Appie Pie, etc.

... observations from being away...	
<i>Midwest</i>	<i>Hawaii</i>
They say "hello".	We say "how you"?
They are assertive.. If you want it, go get it!	We are passive. If you want it, be respectful, and it might be given to you
They try to change the world.	We let nature change the world.
They believe in the freedom of speech.	We believe in the freedom of silence.
They shake hands and might hug or kiss.	We shake hands, and will more than likely hug, and/or kiss.
They give the firm handshake as a sign of respect and strength.	We give the soft handshake as a sign of respect and humility.
They say sorry when it's their fault.	We say sorry when its our fault and the other person's fault.
We get to the point, then we talk story.	We talk story first, then we get to the point..

- 5 more reasons...**
- **The Changing Demographics**
 - By the year 2050, Euro-Americans will constitute no more than 50% of the US population. In Hawaii, 70% are Asian/Pacific Islander.
 - **Eliminate Disparities**
 - Did you know that of all the races in Hawaii, Native Hawaiians are the fastest dying, most incarcerated, most in foster care?. These are disparities.
 - **Improves Quality of Services and Outcomes**
 - When children feel understood, respected, and validated, it increases the likelihood that they will participate in their own treatment.
 - **Youth, adult, and their families Say So!!**
 - This is probably the only evidence we need to justify training in this area. Youth, adult, and family surveys nationwide tell us that culturally competent services matter regardless of race or ethnicity.

Where do we start...?

With Yourself!!
Because.....

“We don’t see things as they are, we see them as we are”

Prejudice in Hawaii
A Cognitive Shortcut / Rewrite Your Script

“That boy work’s hard for a Hawaiian”

“Eh, you’re smart for a Portuguese”

Prejudice

“Hey that’s one cool Ha’ole bruddah”


“That girl is no good – that’s how the family”

“She probably don’t know cause she don’t speak English”

“It is difficult to be truly understanding and sensitive to someone else’s culture until one has gained some knowledge and appreciation for one’s own culture”

(Lynch & Hanson, 1998)


4 Tips



“Seek first to understand, then to be understood.”

Tip 1:

Obtain Basic Knowledge of the Cultural Groups you are likely to Serve.



Tip 2:

Make the Connection

- ✓ Know basic “hello” and “goodbye” protocol (handshake, head nod);
- ✓ Pay attention to political correctness;
- ✓ Be aware of communication styles and nonverbal cues;
- ✓ Be willing to learn and understand the language of the local people or phrases most commonly used;
- ✓ Have access to interpreters and important translated documents; and
- ✓ Learn how patients and families prioritize their values

Tip 3. Recognize the role of help-seeking behaviors, customs and traditions, and natural support networks:

- *Think about how different cultures*
 - *view health, illness, & disease*

 - *attribute the cause of the problem and the solution---the ETHNIC Model*



ETHNIC

A Client-Centered Assessment Model

ETHNIC

• EXPLANATION:

- What do you think caused this problem?
- What do friends, family, others say about this problem?
- Do you know anyone else who had this kind of problem?

ETHNIC

• TREATMENT

- What kinds of medicines, approaches, or other treatments have you tried to solve this problem?
- Is there a person in your family that you think would understand this problem the best?
- Is there anything you eat, drink, or do (or avoid) on a regular basis to stay healthy? Tell me about it.
- What kind of help or support are you seeking from me or our agency?




ETHNIC

• HEALERS

- Have you sought any advice from alternative/folk healers, friends, or other people (non-doctors) for help with your problems?
- Tell me about it.


ETHNIC

- **NEGOTIATE**
 - Negotiate options that will be acceptable to you and the child and that do not contradict, but rather incorporate, the youth's or families beliefs.
 - Ask what are the most important results the child hopes to achieve from this intervention.




ETHNIC

- **INTERVENTION**
 - Determine an intervention with the child (treatment plans).
 - Treatment plans may include incorporation of alternative treatments, spiritual components, and/or community healers as well as other cultural practices (e.g., foods eaten or avoided in general, and when sick).



ETHNIC

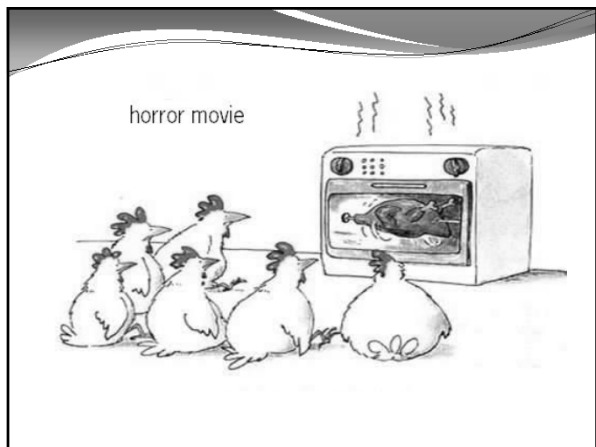
- **COLLABORATION**
 - Collaborate with the child, and other possible members of the child's support and safety network, including uncles/aunties, other family, and/or community representatives.

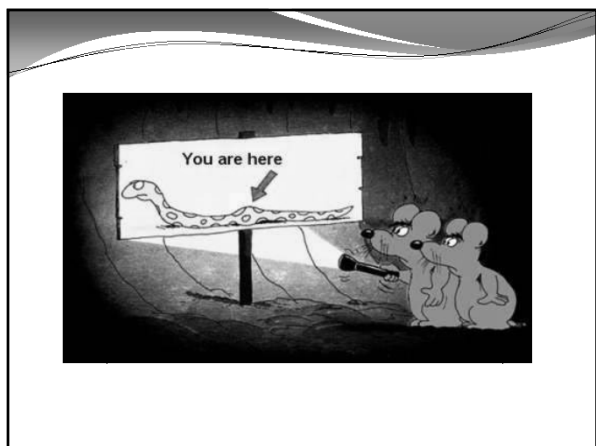


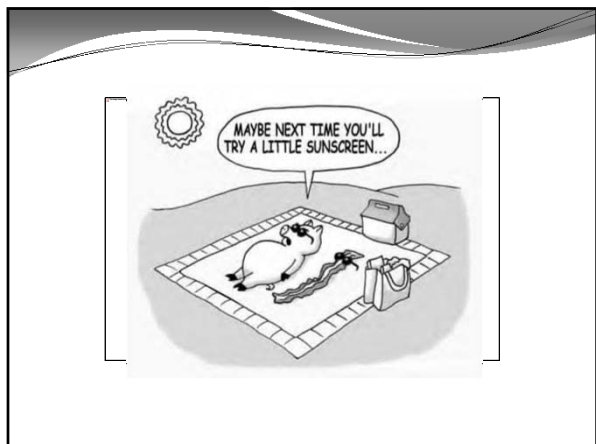
LASTLY,
TIP 4
**SOMETIMES HUMOR CAN
TRANSCEND CULTURE**

&

**ALSO.. TRY TO ...
KEEP THINGS IN PERSPECTIVE**











Mahalo

Thank you for this important work!!

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