



Developing Cultural Competency

PRESENTED BY: JENNY CHANG

Outline

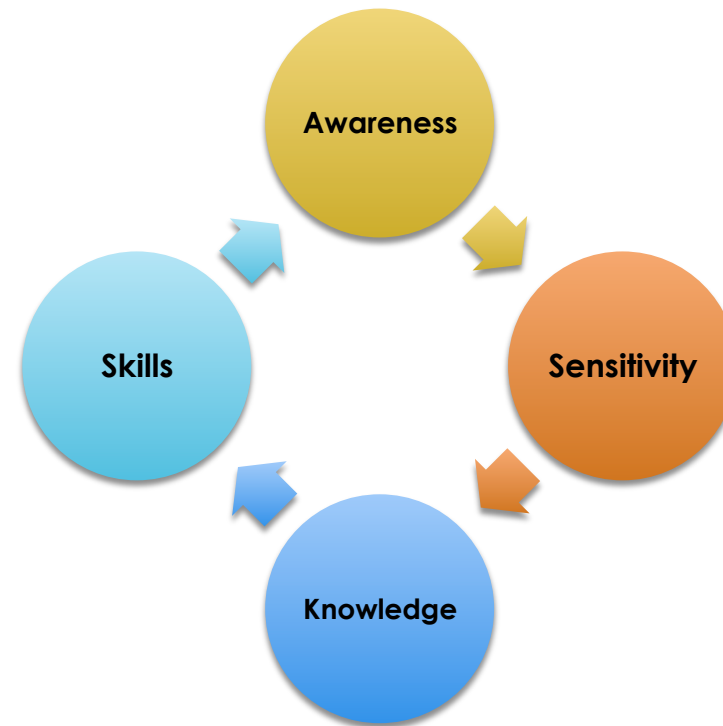
- ▶ The Impact of Culture
- ▶ What is Cultural Competence?
- ▶ What do you think?
- ▶ Eastern and Western Thought Patterns
- ▶ Cultural Competence in Health Care
- ▶ Potential Solutions
- ▶ CME 2019

The Impact of Culture

- ▶ **“Our own culture is like water to a fish. It sustains us. We live and breath through it”**
 - ▶ Tompenaars, F. and Hampden-Turner, C. (2005) *Riding the Waves of Culture: Understanding Cultural Diversity in Business* (Nicholas Brealey, UK)

What is Cultural Competence?

- ▶ The capability to shift cultural perspectives and adapt behaviour to cultural commonality and difference in order to successfully accomplish cross-cultural goals.
- ▶ Cultural competence is:
 - ▶ Developmental
 - ▶ Learned
- ▶ Four components:
 - ▶ Cultural awareness
 - ▶ Sensitivity
 - ▶ Knowledge
 - ▶ Skills



What do you think?

A boss asks a subordinate to help him paint his house. The subordinate, who doesn't feel like doing it, discusses the situation with a colleague.

Which option best reflects your own view?

- A. The colleague argues: "You don't have to paint the house if you don't feel like it. He is your boss at work. Outside he has little authority."
- B. The subordinate argues: "Despite the fact that I don't feel like it, I will paint the house. He is my boss and you can't ignore that outside work either."

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Percentage of respondents who believe you **do not** have to paint the house

32%
China

58%
Indonesia

63%
South Korea

66%
India

82%
U.S.

88%
UK

91%
Sweden

What do you think?

- ▶ Individuals were asked to indicate whether they agree or disagree with the following statement?

“The respect a person gets in highly dependent on their family background.”

1. I agree
2. I disagree

What do you think?

- ▶ Individuals were asked to indicate whether they agree or disagree with the following statement?

“The respect a person gets in highly dependent on their family background.”

1. I agree

2. I disagree



Percentage of respondents who **disagree**

50%
Arab
Cultures
Austria

57%
Thailand
India
Hong Kong

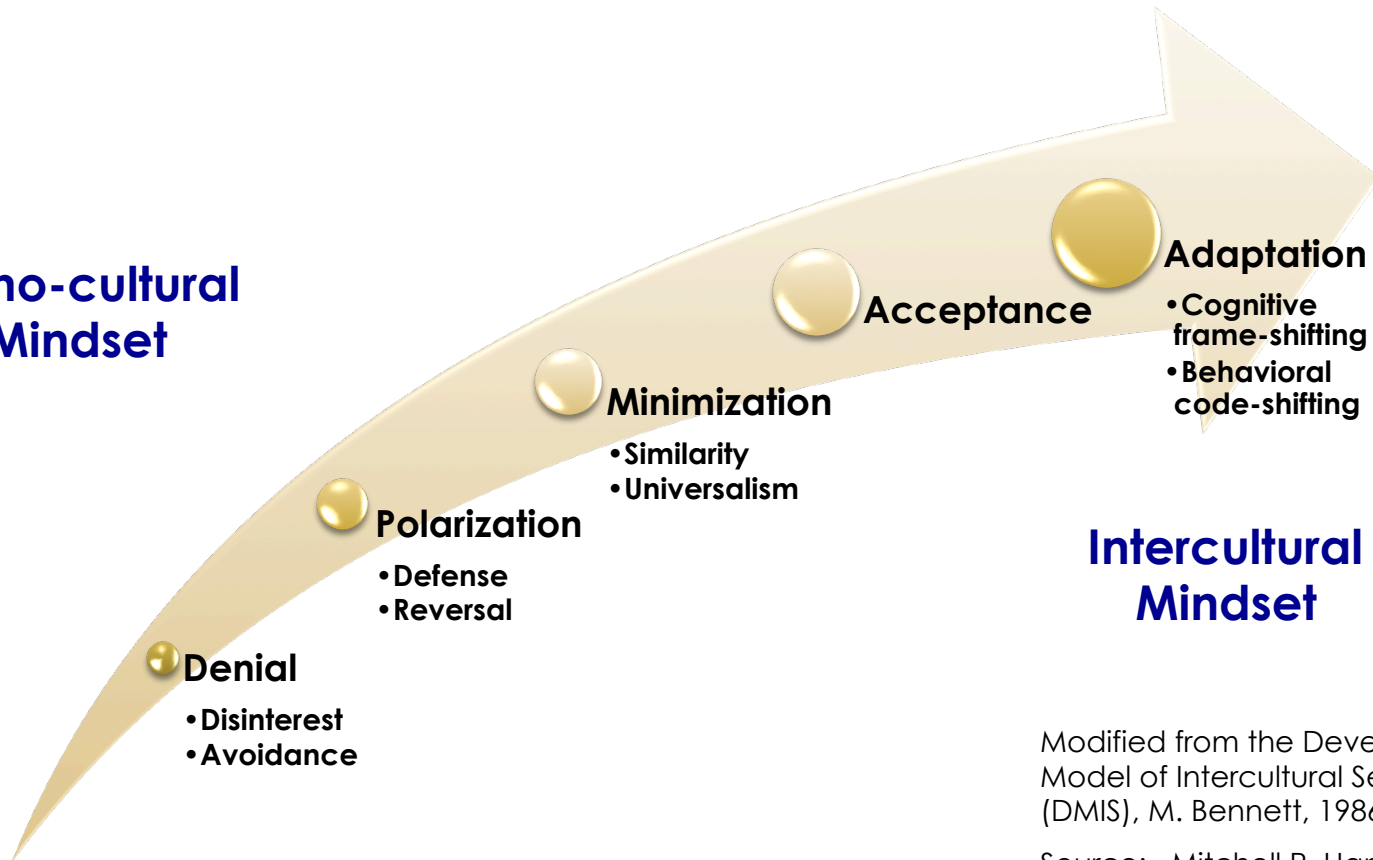
73%
Switzerland
South Korea

87%
Canada
USA
UK

94%
Denmark
Ireland
Norway

Intercultural Development Continuum

**Mono-cultural
Mindset**

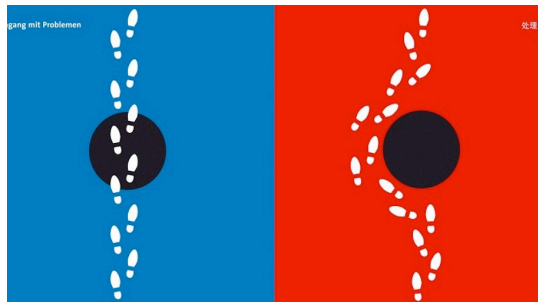


**Intercultural
Mindset**

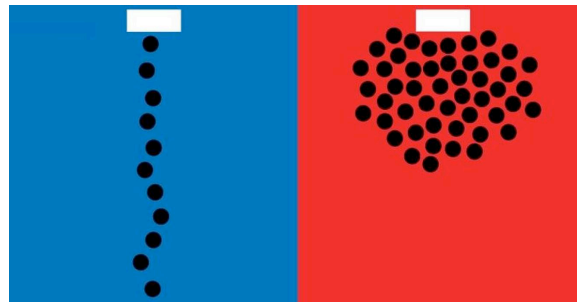
Modified from the Developmental Model of Intercultural Sensitivity (DMIS), M. Bennett, 1986

Source: Mitchell R. Hammer, Ph.D.

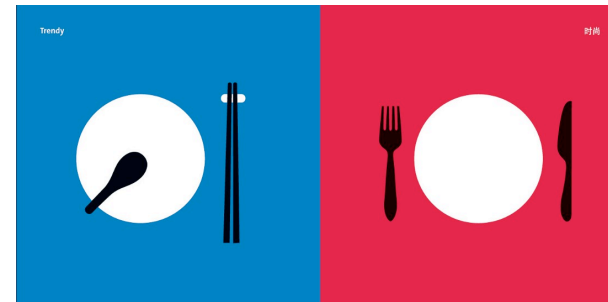
West vs. East: In your Clinic



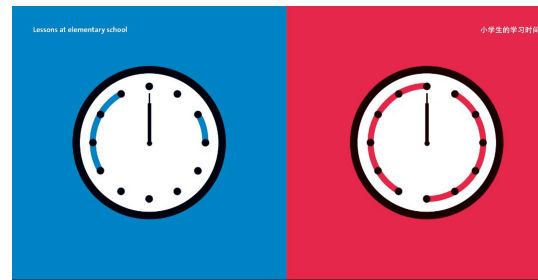
Facing a Health issue



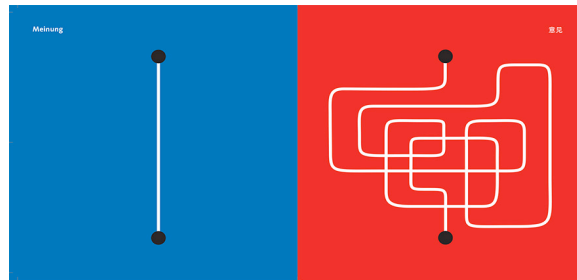
Lining up at Reception



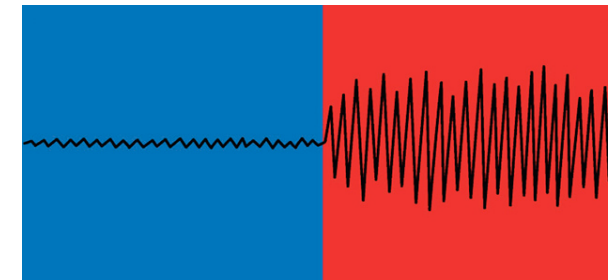
Dietary habits



Attending Appointments



Taking a History



Chatting in the waiting room

Cultural Competency in Health Care


- ▶ Culture
 - ▶ one's beliefs, rituals, customs, and practices that guide thinking
- ▶ Cultural difference
- ▶ Cultural competency
 - ▶ Honour and respect the beliefs, language, interpersonal behaviours
- ▶ Explanatory Model
 - ▶ The belief system that people from a given culture have about what has caused their illness and what the illness does to them.
 - ▶ Patients' beliefs about what will help cure them depend on their explanatory model
- ▶ Social Factors
 - ▶ Environmental factors which affect how the family functions
- ▶ Acculturation
 - ▶ The process of acquiring a second culture.
 - ▶ Assimilation is the process of replacing one's first culture with a second culture

Potential Solutions

- ▶ Develop individual multi-cultural awareness
- ▶ Introduce health promoters
- ▶ Multi-lingual information packages
- ▶ Cultural support and interest groups
- ▶ Asian health champions: www.acma.org.nz
- ▶ Participate in GLMS CME Program

CME 2019

Date/Time: 1800-2000	Presenter	Topic
21/03/2019	Angus	Nasal Obstruction and Rhinitis
	Jenny/Derek	Cultural Workshop
15/04/2019	Ole	Diabetes Medications
23/05/2019	Donny	Chronic Cough
17/06/2019	Judy	Bowel Cancer
18/07/2019	Jennifer	Nutrition Topic
19/08/2019	Yu-Min	Memory and EPOA
19/09/2019	Tien-Ming	Dermoscopy
21/10/2019	Ming-Han	Upper GI: Helicobacter or Liver



Thank You!
&
Questions?