



Culturally Connected

Culturally Connected to improve your practice working with diverse patients and families

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Presentation to Sunny Hill Community, PHSA

January 22nd, 2019







Today I will...

1. define cultural humility
2. define health literacy
3. unpack the culturally connected approach
4. review tools to apply the culturally connected approach in your practice





Presentation Outline

1. Background and context
2. Overview of the Culturally Connected approach and its key principles
3. Fundamental practices and tools within Culturally Connected
4. Case study video
5. Resources & printable tools



Context

**BC WOMEN'S
HOSPITAL+
HEALTH CENTRE**

An agency of the Provincial Health Services Authority



**BC
Children's
Hospital™**

An agency of the
Provincial Health Services Authority



Culturally Connected



Health Equity

Health equity is the absence of unjust, avoidable differences in health care access, quality or outcomes.

<https://www.cihi.ca/sites/default/files/document/defining-stratifiers-measuring-health-inequalities-2018-en-lb.pdf>



In Pursuit of Health Equity: Defining Stratifiers for Measuring Health Inequality

A Focus on Age, Sex, Gender, Income, Education and Geographic Location

April 2018



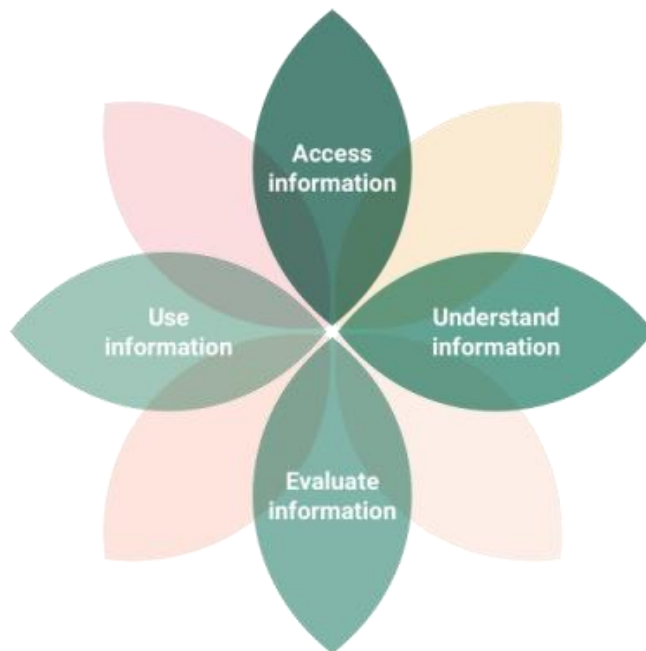


Health Equity & the Health System

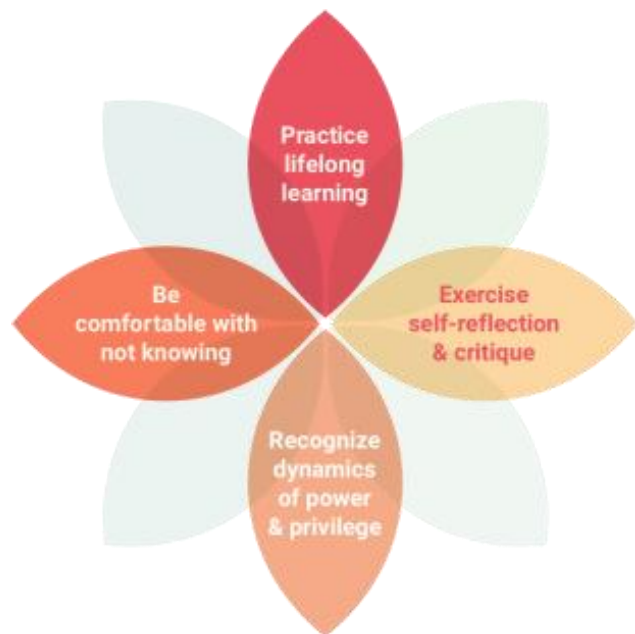




Culturally Connected



Health Literacy

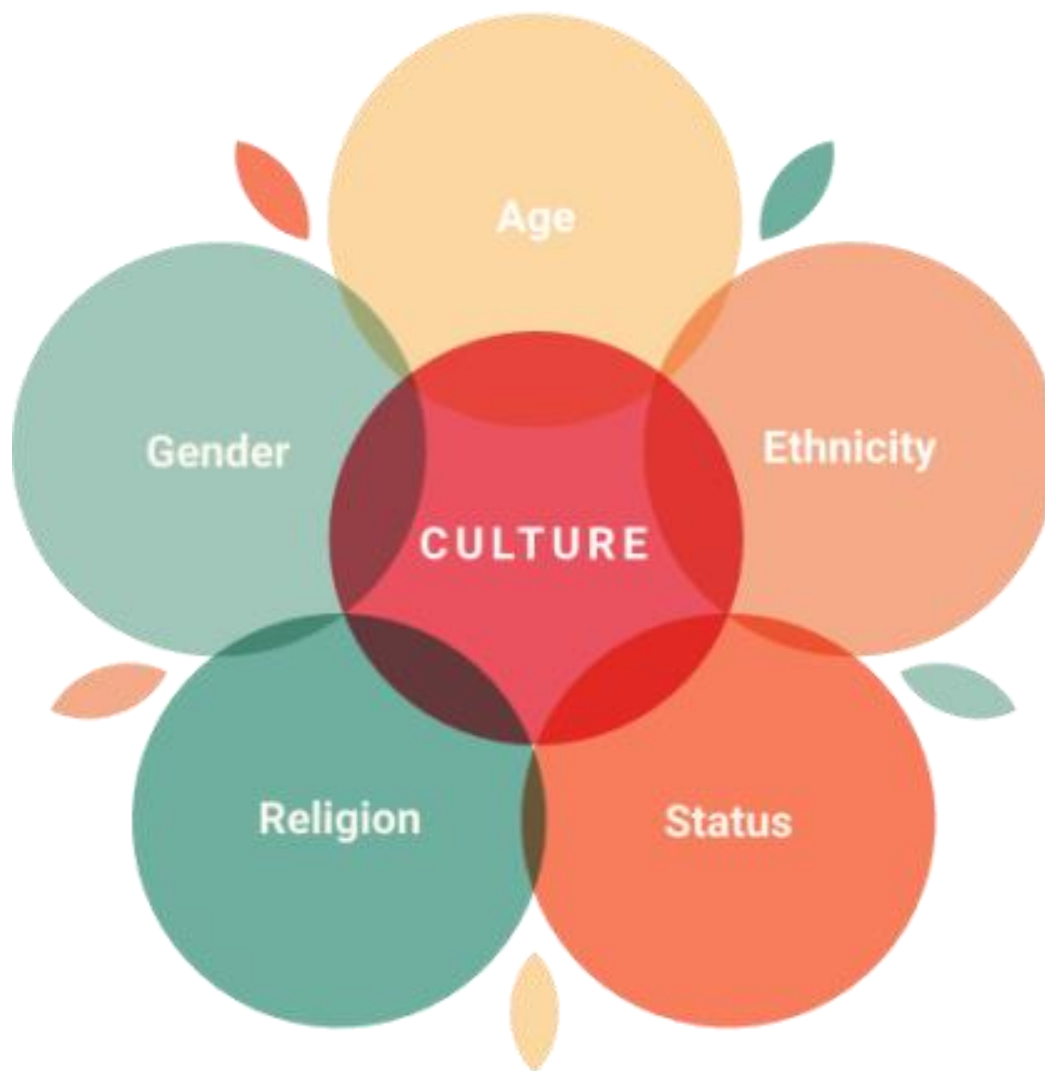


Cultural Humility





Understanding Culture



Some Aspects of Culture



Towards Cultural Safety





Towards Cultural Safety

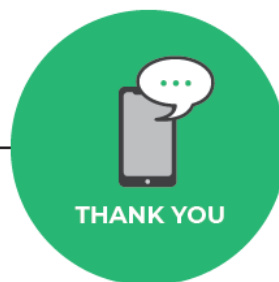
TOP 10 THINGS

Your Clinic, Practice or Department Can Do

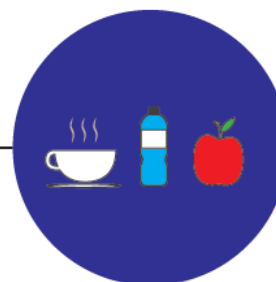
To Create a Welcoming Environment



Display words or phrases
in local languages & dialects



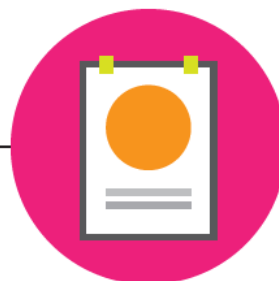
Begin and end every
phone call with
“Thank you for calling”



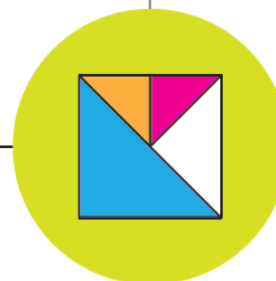
Provide coffee, water or snacks
to clients while they wait



Create a separate
waiting area for families,
women and/or Elders



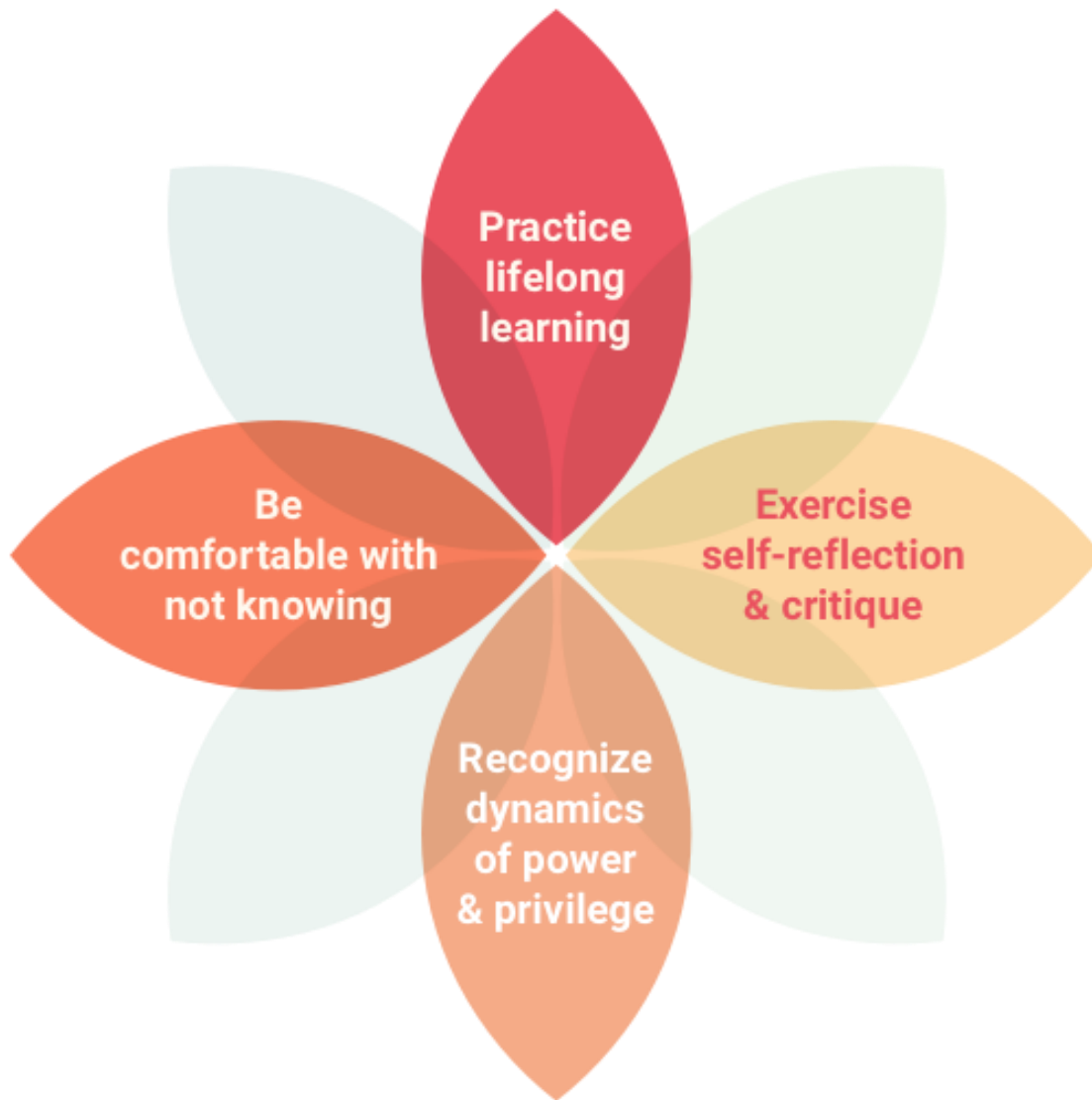
Display posters and signs
conveying that clients deserve
to feel welcome and respected



Display local art



Cultural Humility





Indigenous Cultural Safety

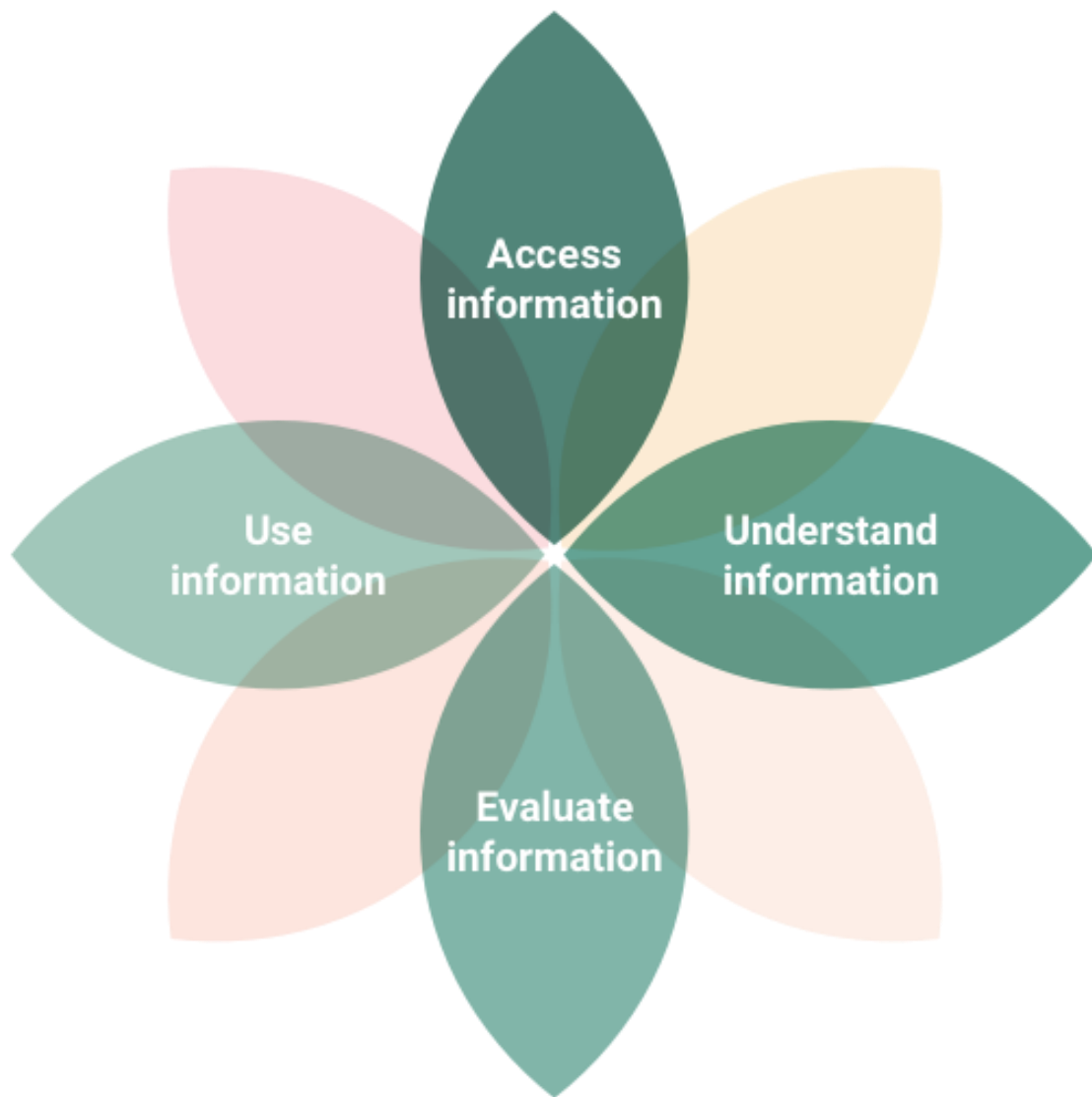
Indigenous Cultural Safety & Cultural Humility

To address Canada's legacy of colonization with Indigenous Peoples, executive leaders from British Columbia's five regional health authorities, two provincial health authorities, and the deputy minister for the Ministry of Health signed a Declaration of Commitment to Cultural Safety and Humility in Health Services Delivery for First Nations and Aboriginal Peoples on July 16, 2015. The Declaration of Commitment recognizes that: Cultural humility builds mutual trust and respect and enables cultural safety; Cultural safety is defined by each individual client's health service experience; Cultural safety must be understood, embraced, and practiced at all levels of the health system including governance, health organizations, and within individual professional practice.

The San'yas Indigenous Cultural Safety Training Program (ICS) is a facilitated online training program designed to enhance awareness regarding Indigenous people and their history and to strengthen the skills of those who work both directly and indirectly with Aboriginal people.

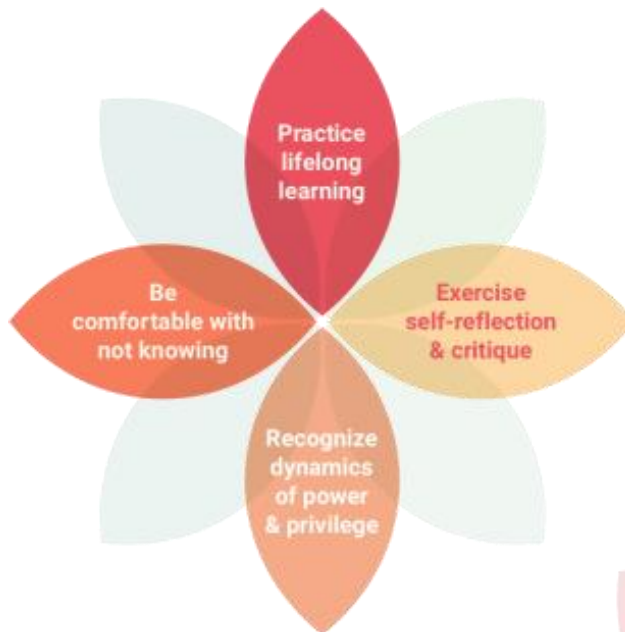


Health Literacy

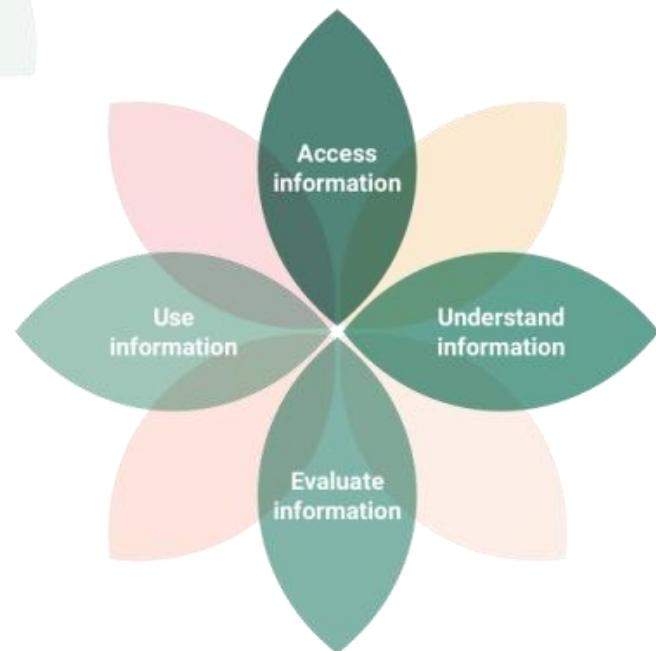




Becoming Culturally Connected



Cultural Humility



Health Literacy



Being Culturally Connected

This resource provides you with the fundamental practices and tools to support cultural humility and health literacy with clients. Two case study videos help demonstrate how the Culturally Connected approach can be applied in practice. In each case, we see a care provider being responsive to their situation and encounter with a client – drawing on the fundamental practices and tools that best support the situation.





Fundamental Practices

Communication and understanding between clients and care providers can be enhanced by applying the fundamental practices of the Culturally Connected approach. In addition to adopting the four main components of cultural humility, care providers can use fundamental health literacy strategies to ensure clear communication and understanding.



Practice lifelong learning

Understanding yourself and the clients you work with is a lifelong process. Foster curiosity and growth through opportunities to reflect, learn, and better understand yourself and others.



Exercise self-reflection and critique

Take time to reflect on your personal history and biases to help you become more aware of the



Recognize the dynamics of power and privilege

Recognize the power and privilege you have as a result of your expert knowledge, skills, and access to



Be comfortable with not knowing

Balance your own expert knowledge as a care provider with an openness to learn from clients and their



Fundamental Practices I



1. Practice lifelong learning

Understanding yourself and the clients you work with is a lifelong process. Foster curiosity and growth through opportunities to reflect, learn, and better understand yourself and others.



2. Exercise self-reflection and critique

Take time to reflect on your personal history and biases to help you become more aware of the ideas and assumptions you hold about yourself and others.





Fundamental Practices II



3. Recognize the dynamics of power and privilege

Recognize the power and privilege you have as a result of your expert knowledge, skills, and access to resources, and reflect on the impact this power can have on your interactions with clients.



4. Be comfortable with not knowing

Balance your own expert knowledge as a care provider with an openness to learn from clients and their experiences.





Tools

The tools are strategies and techniques that support a Culturally Connected approach. Care providers can experiment with these tools to see which ones are helpful with different clients and situations.

1

L.E.A.R.N.

L.E.A.R.N. is a communication tool that can be used to improve communication, enhance awareness of personal and cultural beliefs, and help determine acceptable care plans.

2

Teach-back

Giving clients an opportunity to 'teach it back to you' in their own words is a great way to ensure comprehension and understanding.

3

Kleinman's Explanatory Model

Psychiatrist and anthropologist Arthur Kleinman suggests that care providers ask their clients questions to gain insight into the client's

4

Ask Me 3™

Ask Me 3™ is an exercise that helps you anticipate the type of questions a client will want answers to.

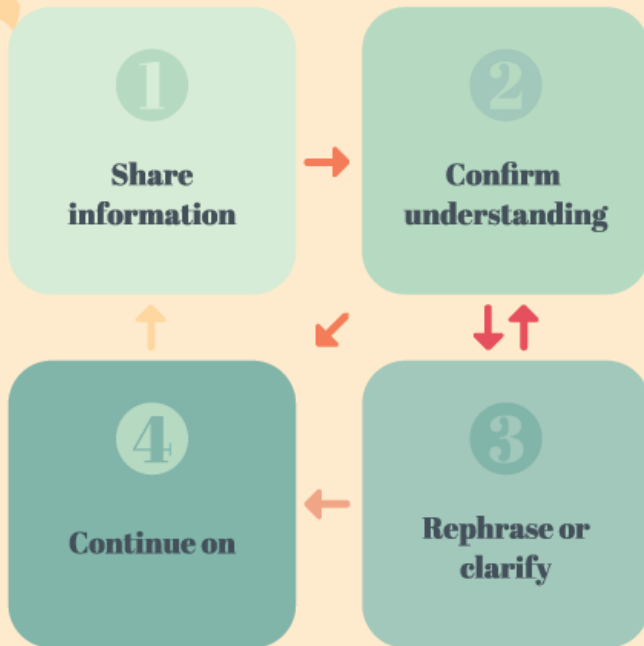


Tools II

2

Teach-back

Giving clients an opportunity to 'teach it back to you' in their own words is a great way to ensure comprehension and understanding.



4

Ask Me 3™

Ask Me 3™ is an exercise that helps you anticipate the type of questions a client will want answers to.



Client

What is my main problem?



Client

What do I need to do?



Client

Why is it important for me to do this?



Tools II

1



L.E.A.R.N.

L.E.A.R.N. is a communication tool that can be used to improve communication, enhance awareness of personal and cultural beliefs, and help determine acceptable care plans.

L

Listen with empathy and understanding.

E

Explain your thoughts and perceptions about the problem.

A

Acknowledge differences and similarities.

R

Recommend treatment.

N

Negotiate agreement.

3



Kleinman's Explanatory Model

Kleinman's theory of explanatory models is a set of questions care providers can ask during an assessment which provides insight into what is most important for the client in terms of their health, illness, and care. Try blending these questions into your discussion in an informal manner.

- What do you call your problem? What name do you give it?
- What do you think has caused it?
- Why did it start when it did?
- What does your sickness do to your body? How does it work inside you?
- How severe is it? Will it get better soon or take longer?
- What do you fear most about your sickness?
- What are the chief problems your sickness has caused for you (personally, family, work, etc.)?
- What kind of treatment do you think you should receive? What are the most important results you hope to receive from the treatment?



Case Study Video



Case 2: Supporting a Family's Decision around Care Plans

This case features a meeting between Caroline, a nurse practitioner; Ramon, an 11 year old boy; and Ramon's parents. In their meeting, Caroline demonstrates the use of a CulturallyConnected approach to support shared understanding and the development of an acceptable care plan for Ramon.



[Play video](#)

Featured fundamentals and tools

[Be comfortable with not knowing](#)

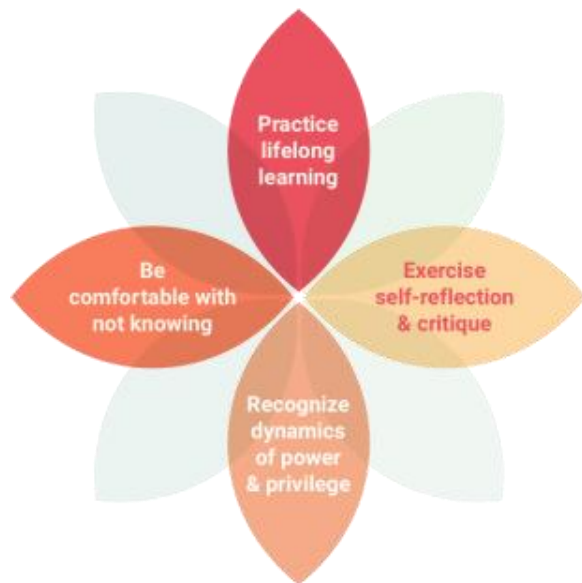
[Teach-back](#)

[Kleinman's Explanatory Model](#)

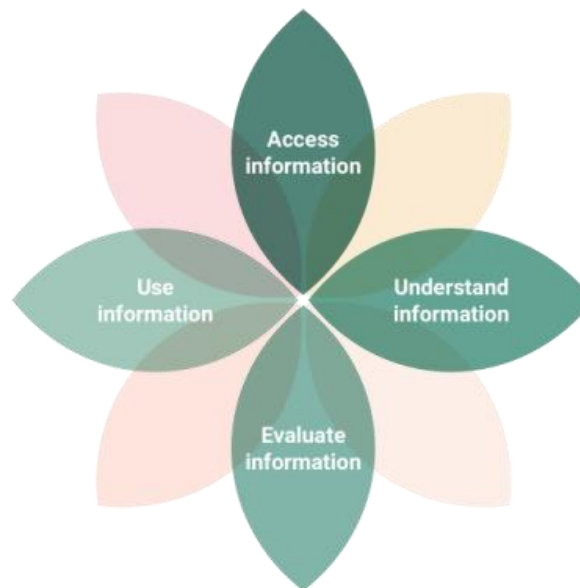
[Exercise self-reflection and critique](#)



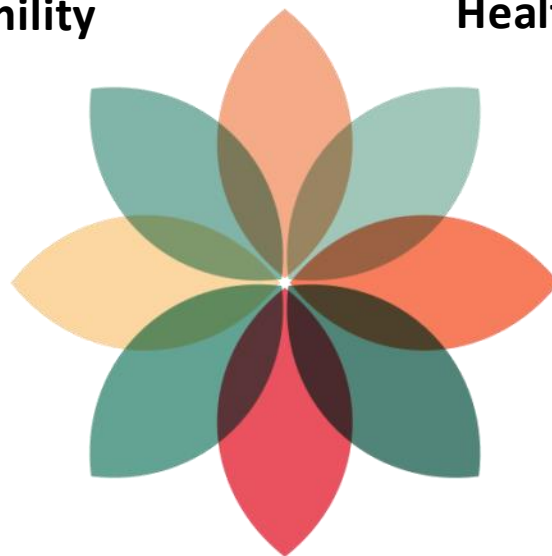
Recap



Cultural Humility



Health Literacy



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(on maternity leave until August 2020)

*Thank
you*