

# Cultural Competency and Diversity

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# Culture



The Sum of all lived experiences:  
What we know  
Who we are  
How we do things

# Culture can be based on:



- Shared Characteristics (exercise we do)
- Stage in Life (e.g. youth cultures)
- Sexual Orientation
- Gender
- Nationality
- Geographical/regional residency
- Social Class/socioeconomic status
- Relationship Status
- Religious Beliefs



# **Culture**

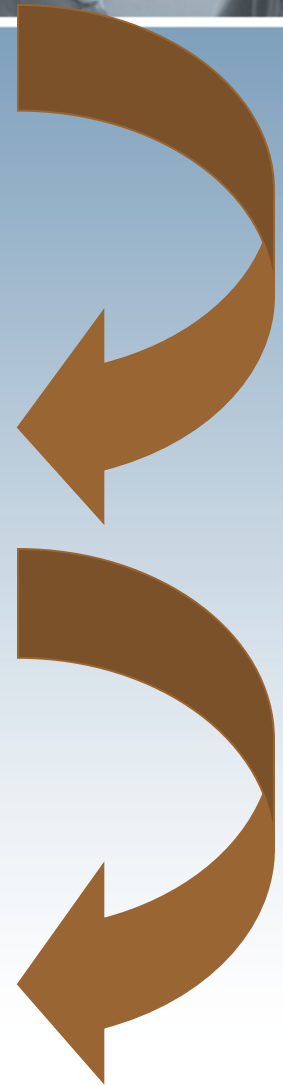
**Customs**  
**Ways of thinking**

**It influences**

**Patterns of Communication**  
**Behavior**

**It is the foundation of**

**Beliefs**  
**Value systems**



# Health Services are Cultural Constructs



- Clients come to health care services with their own culturally-based beliefs about disease and the body
- Dietitians/clinics/hospitals/CBOs are part of a cultural group that has its own beliefs, practices, customs and rituals.

# Influences of Culture in Health Care Services



- The definition of health and illness.
- Information is circulated/ viewed by providers and clients.
- How rights and protections are exercised.
- How symptoms are expressed and who provides treatment and diagnosis.
- Who decides what treatment will be given.



## **Gaps in health care can put consumers of these services at risk for**

- Poor quality care
- Dissatisfaction with their care
- Negative health consequences

## **Problems in verbal and non-verbal communication may also lead to**

- Poor comprehension
- Low adherence to recommendations and/or treatment
- Decreased quality of care



# Cultural Competency

The ability to respond respectfully and effectively to people of all cultures in a way that affirms and values cultural differences and protects/preserves the dignity of each individual.

Seattle King County Department of Public Health, 1994.



# Levels of Competence



- Unconscious incompetence - provider is not aware that cultural differences exist
- Conscious incompetence - provider still do not understand another's culture, but is aware of this lack of understanding and that differences so exist
- Consciously competent - provider becomes knowledgeable about cultural differences but still in the process of learning
- Unconsciously competent - providers knowledge of cultural differences now is appropriately incorporated in one's behavior and interaction with a client of different culture

# Cultural Responsiveness



- A set of skills and behaviors to work effectively in both eliciting and delivering responses for delivery of care in a cross cultural situation.
- The capacity to respond when one is able and when necessary and acknowledge when and where it is appropriate.

# Communication



- Linguistic variations within a cultural group (Region, ethnic group, social class, occupation, and many other factors)
- Cultural variations within a language group (Regional differences in cultures, social class differences, religious differences, or differences based on sexual orientation, etc.
- Variations in literacy levels in all language groups

# Cultural Humility



- Skills and behaviors that are tooled and renewed in a commitment for lifelong learning.
- Unconditional acceptance of client as expert in own culture to serve as tutor or teacher for provider to improve communication.

# Cultural Sensitivity



- Conduct in which a person recognizes the existence of both shared commonalities and differences for improved communication.
- Requires skills in observations, sensibility to behavior and speech.
- Involves willingness to observe local codes and rules of behavior.

# Cultural Domains



# Surface Culture and Deep Culture



- Some aspects of a culture are visible and others are hidden.
- surface culture may be tangible and recognizable of a group.
- Deep Culture may remain hidden but may rise to the surface in emotions and performing behavior.
- There is a shifting evolution of culture generated by social process influenced by movement.
- Culture may move and have multiple processes, hybridization, renewal and loss.



## Surface Culture

What is visible when you meet someone

## Deep Culture

What cannot be seen and requires the use of Dynamic Interaction to elicit more of.



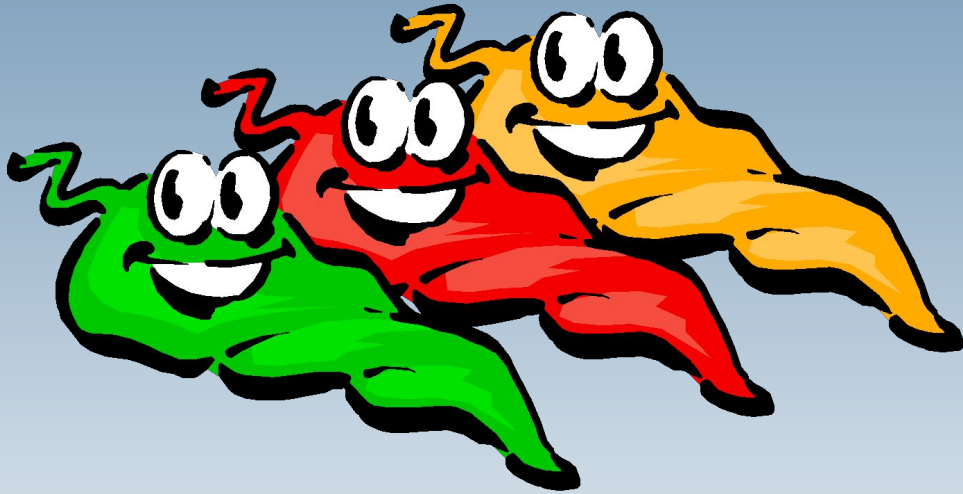
# Elements of Surface Culture



- Food - food and culinary contributions
- Holidays - patriotic holidays, religious observances, and personal rites and celebrations
- Arts - traditional and contemporary music, visual and performing arts, and drama
- Folklore - folk tales, legends, and oral history
- History - historical and humanitarian contributions, and social and political movements
- Personalities - historical, contemporary, and local figures



QUESTIONS?



¡¡¡Muchas Gracias!!!!



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