CULTURAL DIVERSITY & IMPLICIT BIAS

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Disclosure Statements

Statement Regarding Financial Relationships	No one with the ability to control content of this activity has a relevant financial relationship with an ineligible company
Criteria for Successful Completion	Criteria for successful completion include attendance at the entire event and completion of an evaluation form.
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OBJECTIVES

1

Promote understanding of cultural diversity and implicit bias

2

Enhance knowledge of a cultural assessment

3

Present healthcare workforce considerations related to implicit bias

What is culture?

- Constructed meaning based on experiences= created reality
  - Pattern of shared attitudes, beliefs, self-definitions, norms, roles, values that can occur among those who speak a particular language/live in a defined geographical region
    - Guide:
      - Social relationships
      - Expression of thoughts
      - Emotions
      - Morality
      - Religious beliefs and rituals
      - Use of technology

(Leininger, 1993)

ATTRIBUTES AND CRITERIA

- Culture is learned (by individuals during childhood & adolescents) through socialization and enculturation
  - *Not limited to same country of origin/ethnicity or determined in childhood*
- *Share certain roles/values/norms/attitudes (subcultures)*
  - Racial/ethnic minorities
  - Indigenous/aboriginal heritage
  - Profession (nursing/veteran)
  - Socioeconomic levels (poverty)
  - Sexual orientation (bisexual, homosexual, transgender, heterosexual, pansexual, and/or asexual)
  - Religion/spiritual beliefs
  - Age
  - Disabilities
  - Language
  - Rituals
  - Customs (holidays)
  - Diet
  - Dress
  - Relationships to authority
  - Social interactions
  - Gender roles

(Giddens, 2021)

Culture and Illness Beliefs

Influence causal beliefs about illness

- Natural causes (bacteria, viruses, climate, & environment)
- Social world (punishment for individual behaviors/negative social interactions
- Supernatural world (ancestral spirits & deities)

Symptoms and expression of illness

(Giddens, 2021)

Stereotype vs Generalization

Cultural stereotypes

Often negative

Do not allow for individual differences

Interfere with understanding the individual

Generalizations

Provides information to continue to learn about people

Idea or principle has general application

General conclusions

Not applied to every person in a culture

(Bennett, 2018)

Cultural Assessment

Gain understanding of the meaning of illness to the patient

Expectations the patient has regarding care and treatment

Patient's perceptions about the processes

Ask "Have I ASKED myself the right questions?

- *Awareness- aware of personal biases toward other cultures*
- *Skill- do I have the skill to conduce a cultural assessment or need more*
- *Knowledge-what knowledge do I have regarding patient's culture*
- *Encounters- face-to-face encounters with patients*
- *Desire- what is the genuine desire?*

(Transcultural C.A.R.E. Association, 2015)

One word to describe implicit bias

- Poll Everywhere

  - Join via web: The audience can respond to this activity at **PollEv.com/judithcox351**.

  - Join via text: Your audience texts **JUDITHCOX351** once to **22333** to join your session.
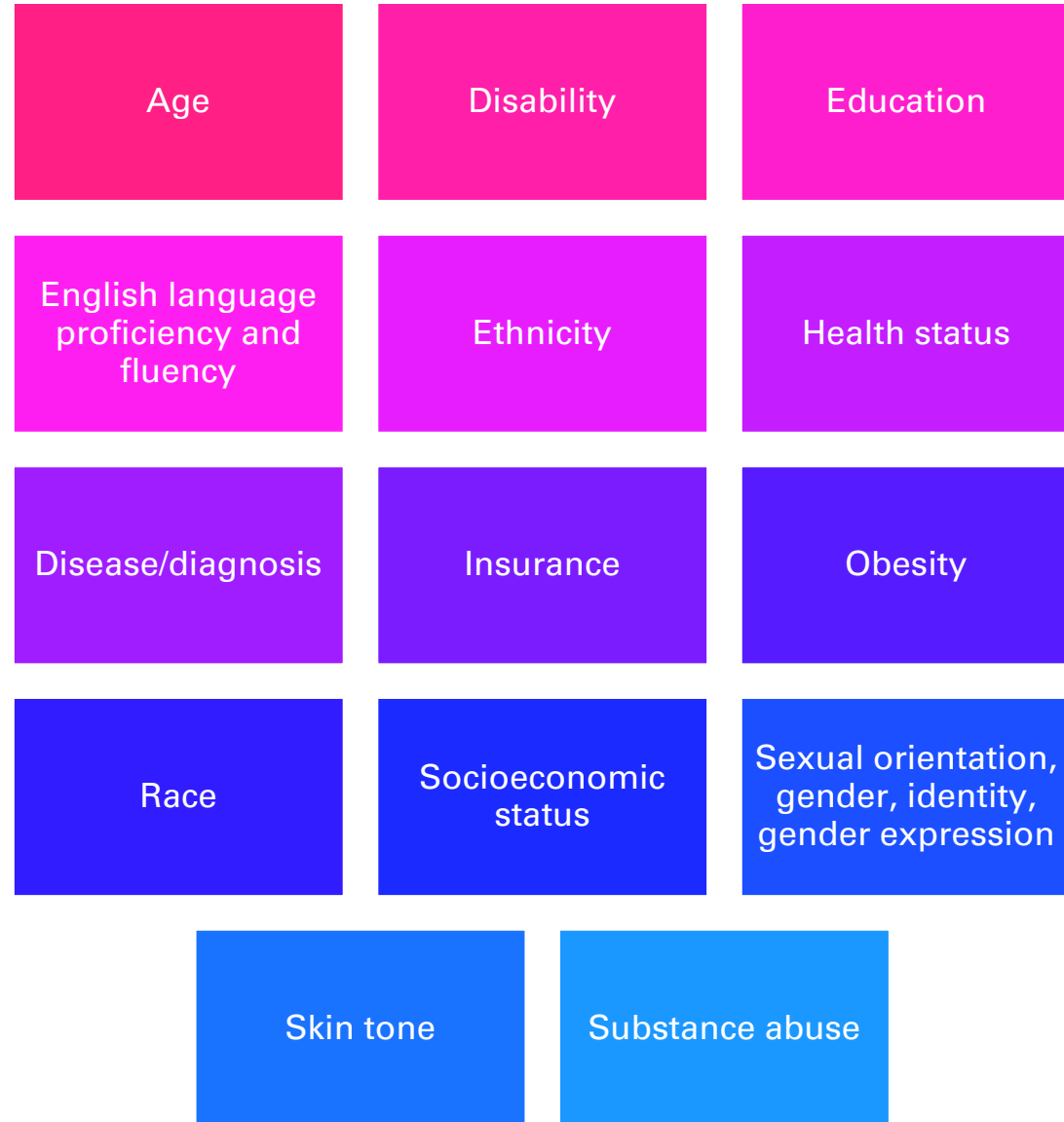
Implicit Bias

- Influenced by experiences
    - Cultural conditioning
    - Media
    - Upbringing

- Can influence how you behave towards members of social groups
    - School
    - Work
    - Legal proceedings

- Can lead to stereotype threat- internalize negative stereotypes

(Cherry, 2020)

Implicit vs Explicit Bias

- Implicit bias- unconscious attitudes and evaluations of an individual
  - Can start as early as 3 years of age
    - Can influence perceptions and behaviors

- Explicit bias- conscious awareness of attitudes and evaluations of an individual
  - Intentional behaviors related to these attitudes
  - Can be reflected in work behaviors

- Health professionals' implicit biases can exacerbate existing disadvantages of vulnerable groups on multiple levels

(The Joint Commission, Division of Health Care Improvement, 2021)

Social Characteristics that Trigger Implicit Bias

Age	Disability	Education
English language proficiency and fluency	Ethnicity	Health status
Disease/diagnosis	Insurance	Obesity
Race	Socioeconomic status	Sexual orientation, gender, identity, gender expression
Skin tone	Substance abuse	

(Georgetown University National Center for Cultural Competence, 2021)

INTERSECTIONALITY

Source: Misty McPhetridge, BSSW via icma.org

- What is it?
  - Interconnected nature of social categorizations that overlap and are interdependent systems of discrimination or disadvantage
    - Race
    - Class
    - Gender
    - Sexual orientation
    - Physical ability
- Lens- inequalities and injustice
- Contributing factor to implicit bias

COGNITIVE BIAS CODEX

Systematically form patterns to respond to judgment and decision making

(Wilke & Mata, 2012)

What do you see?

What do you see?
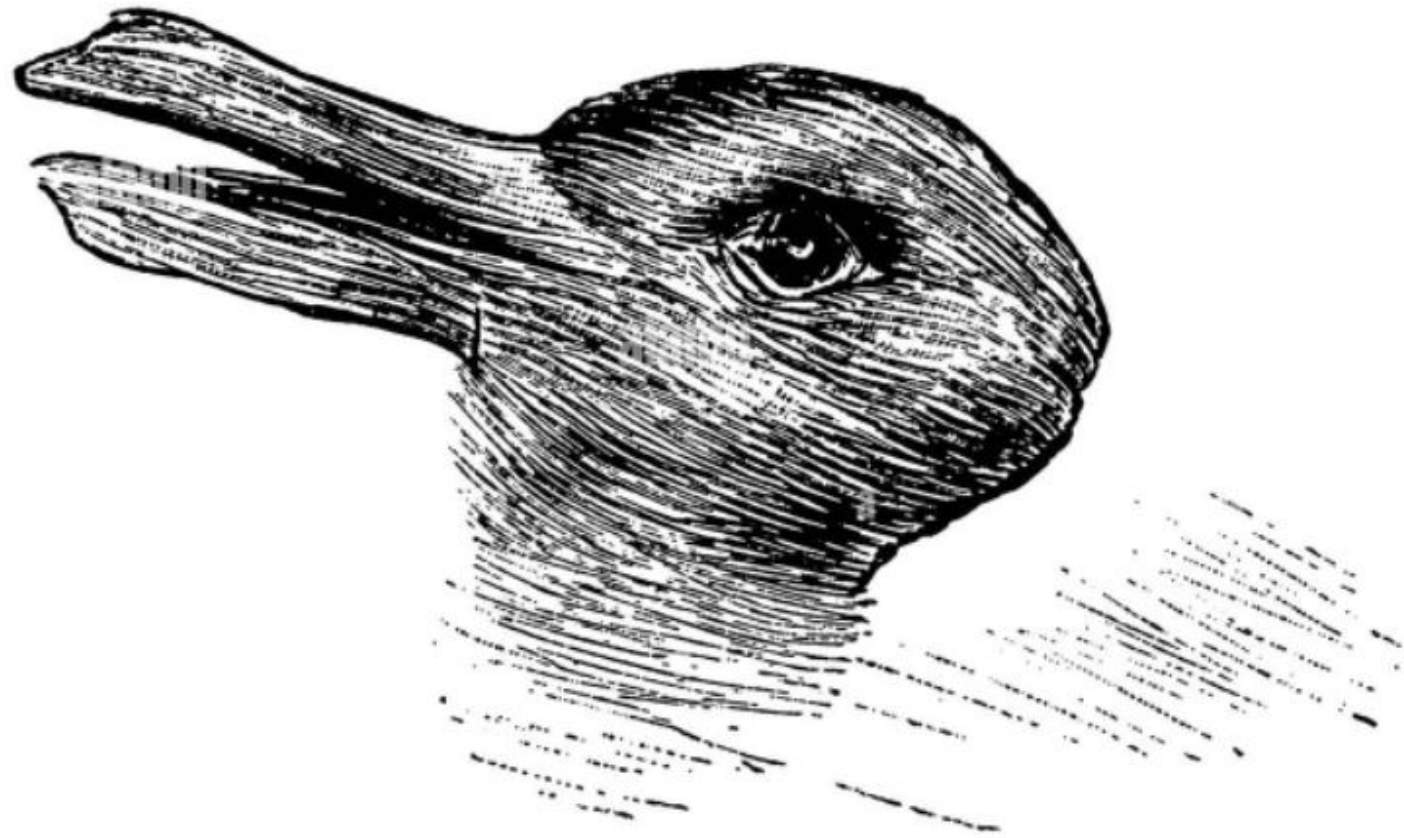
Equality vs Equity

- Equality= individual or group of people given same resources or opportunities
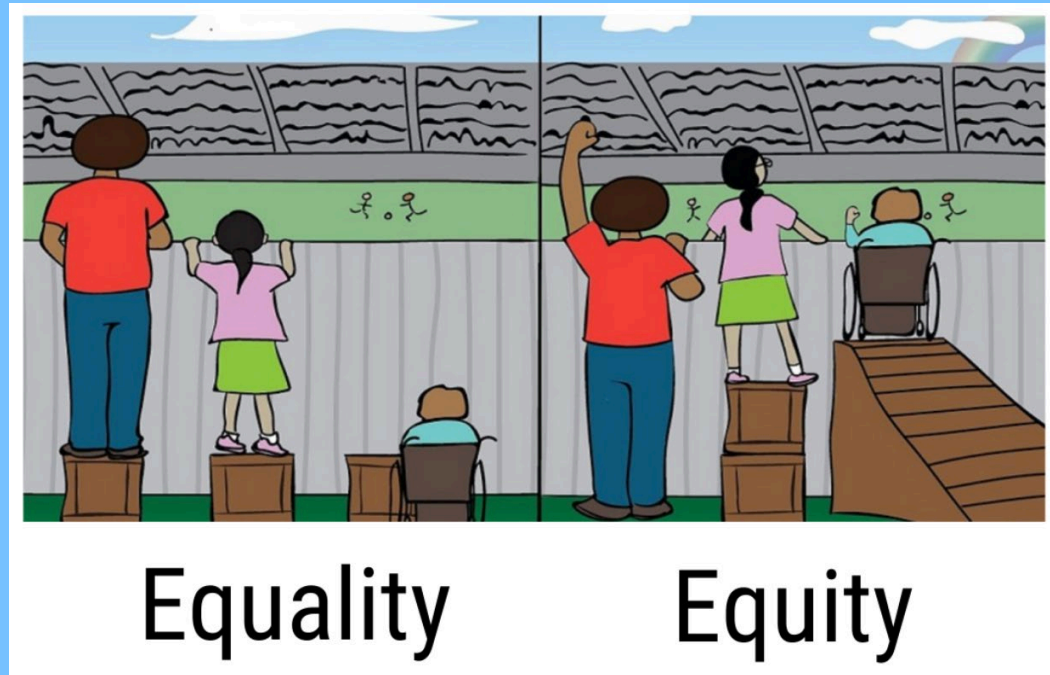- Equity= individuals or group of people have different circumstances and provides resources and opportunities necessary for equal outcome

(Health Resources & Services Administration, n.d.)

Equality   Equity

(Interaction Institute for Social Change, 2016)

Social Determinants of Health

- Impact on people's health, well-being, & quality of life

  - Safe housing, transportation, and neighborhoods
  - Racism, discrimination, and violence
  - Education, job opportunities, and income
  - Access to nutritious foods and physical activity opportunities
  - Polluted air and water
  - Language and literacy skills

Healthy People 2030

Conditions & Environmental Risk Factors

Stressful emotional state (anxiety, anger, frustration...)

Uncertainty

Low-effort cognitive processing

Time pressure

Lack of feedback

Feeling behind with work

Lack of guidance

Long hours

Overcrowding

High-crises environments

Mentally taxing tasks

Juggling competing tasks

(National Center for States Courts, 2021)

Actions Health Care Providers Can Take

- Basic understanding of the cultures of patients
- Avoiding stereotyping- individualize patient
- Understanding & respecting unconscious bias
- Recognize situations that enhance stereotyping and biases
- Know National CLAS standards
- Teach back
- Evidence-based practice
- Techniques to de-bias
  - Training
  - Intergroup contact
  - Perspective-taking
  - Emotional expression
  - Counter stereotypical exemplars

(The Joint Commission, Division of Health Care Improvement, 2021)

National CLAS Standards

Provide effective, equitable, understandable, and respectful quality care and services.

Governance

Leadership and Workforce

Communication and Language Assistance

Engagement

Continuous Improvement

Accountability

(Office of Minority Health, n.d.)

The Health Care Workforce

Bias training

Interpreters and translation

Chief equity officers

Diversified pipelines

- Employees
- Professional Schools

Performance Matrics & Incentives

(Agrawal & Enekwechi, 2020)

Conclusion

Sometimes you need to look at things from a different perspective.

BOOM SOCIAL

(James Goll, n.d.)

AWARENESS	DIVERSITY	DESIRE TO UNDERSTAND
PERMISSION TO ASK QUESTIONS	GENERAL PERSPECTIVES	ASSUMPTIONS
MINDSETS	REFRAMING	

(Georgetown University National Center for Cultural Competence, 2021)

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