What is Diversity

Range of Human Differences

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CULTURE

Language

Manners of interacting

Communication

Thoughts

Courtesies

Values

Rituals

Expected behaviors

Roles

Practices

Customs

Relationships
The Name Game

TELL THE STORY OF YOUR NAME AND ITS ORIGINS

ETHNICITY

FAMILY HISTORY

BIRTHPLACE/WHERE YOU ARE FROM
Physician Culture

Engage in reflective thinking

Explore the rich cultural backgrounds and potential biases that Clinicians bring to clinical encounters

Explore own personal and family histories

Acknowledge different cultural groups

Learn of successful healthcare administered in diverse settings.

Develop an appreciation of diversity.
The Case for Diversity?

• Is it important to acknowledge patient's diversity in clinical settings? Why or why not?

• What should Clinicians understand in order to effectively care for a diverse patient population in the care setting?
Questions

Describe the diversity of patients encountered in clinic: especially the ethnicities you have been surprised to meet in CT.

List some ways in which diversity influences clinician-patient interaction.

Identify considerations for clinician-patient interaction in a diverse clinician setting.
Demographics/Data
U.S. Demographics

Almost 35 million U.S. residents are foreign born.

Almost 55 million people (19.7% of the U.S. population) speak a language other than English at home.

More than 24 million people (8.7% of the U.S. population) speak English less than "very well" and are considered LEP.
CT Population Demographics

Racial diversity in Connecticut: 77.1% Caucasian, 10.4% African American, 4.9% Other Race, 3% Two or more Races, 4.3% Asian, and .002% Native American.

<table>
<thead>
<tr>
<th>Race</th>
<th>Population</th>
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<tbody>
<tr>
<td>White</td>
<td>2,766,080</td>
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<tr>
<td>Black or African American</td>
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<td>Some Other Race</td>
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<tr>
<td>Asian</td>
<td>152,782</td>
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<td>Two or More Races</td>
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<td>American Indian and Alaska Native</td>
<td>9,399</td>
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<tr>
<td>Native Hawaiian and Other Pacific Islander</td>
<td>1,031</td>
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Race Data via US Census (2019 ACS 5-Year Survey)
Ethnic Composition - CT
Connecticut Citizenship Status

- Born In US: 82.4%
- Born In Puerto Rico Or Islands: 6.9%
- Born Abroad To Americans: 7.1%
- Naturalized: 0%
- Non Citizen: 0%

Legend:
- Blue: Born In US
- Orange: Born In Puerto Rico Or Islands
- Green: Born Abroad To Americans
- Red: Naturalized
- Purple: Non Citizen
Games you played as a child
Home remedies your family used
Cultural healing practices
The Case for Diversity?

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• What should Clinicians understand in order to effectively care for a diverse patient population in the care setting?
Social Identity

- Groups you belong to by choice
- Groups you had no choice
- How does it feel
The Case for Diversity?

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Iceberg

DIFFERENCES WE SEE

DIFFERENCES WE DO NOT SEE
Iceberg
The Nacirema People

In a 1956 edition of American Anthropologist, an article by Horace Miner, "Body Ritual Among the Nacirema," describes the "magical beliefs and practices" of a tribe supposedly observed by Miner in great detail and expresses concern about several of the group’s slightly masochistic tendencies. Some of the Nacirema customs include scraping and lacerating the face or legs with a sharp instrument, piercing the skin with sharp instruments and then taking great care to keep those holes from closing again, painting of the body, and inserting and ritualistically moving a bundle of hog hairs in the mouth several times a day. The people of this tribe seek the assistance of medicine men many times during the course of a year to treat physical ailments, release them from the power of devils that have lodged in their heads, and gouge holes in their teeth. (This last is done in the hopes of avoiding oral decay and offending one’s friends). The Nacirema gather in large numbers to watch clans within the tribe enact small battles, often with many physical injuries, and to observe individual tribal members fight to unconsciousness.
Let's Discuss

1. Where do you think the Nacirema live?

2. List at least ten adjectives to describe this tribe’s customs. How many were positive? Negative?

3. If you were a teacher, how would you deal with Nacirema children in your classroom who insisted on maintaining their tribal customs?

4. Describe everyday events such as shaving, ear piercing, and brushing teeth so that they do not sound like "primitive" customs.

5. What spells backward?
Definitions & Common Terms
Culture: The integrated pattern of thoughts, communications, actions, customs, beliefs, values and institutions associated, wholly or partially, with racial, ethnic or linguistic groups, as well as with religious, spiritual, biological, geographical or sociological characteristics. Culture is dynamic in nature, and individuals may identify with multiple cultures over the course of their lifetime.

Race: Classification of individuals who possess distinctive physical characteristics that are transmitted genetically.

Ethnicity: Races or groups of people who are classed according to common background, languages, traits, customs, or appearance.

Cultural Group: People with common origins, customs, and styles of living; sense of identity and a shared language. No cultural group is homogenous, it contains diversity.
<table>
<thead>
<tr>
<th>Cultural Competence</th>
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<tr>
<td>Cultural Empathy</td>
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<td>Cultural Skills</td>
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<td>Cultural Competence</td>
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<td>Cultural Curiosity</td>
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<td><strong>Cultural Humility</strong></td>
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<td>Cultural Proficiency</td>
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<tr>
<td>Culturally Effective Clinical Interaction</td>
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<td>Attributes</td>
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Cultural Competency:

Knowledge, skills, attitudes, and behavior required of the clinician to provide care to patients from a wide range of cultural and ethnic backgrounds.
“Culturally Effective Healthcare:”

Appropriate professional knowledge, understanding, and appreciation of cultural distinctions

Takes into account the beliefs, values, actions, customs, and unique healthcare needs of distinct population groups…

Strengthens the clinician-patient relationship and maximizes the health status of patients
Increased Focus on Training

- **AAP- American Academy of Pediatrics** is dedicated to the health of all children
- **APA-American Psychological Association**
- **AMA-Advancing psychology to benefit society and improve people’s lives**
- **STFM-Society of Teachers of Family Medicine** is a national community of academic leaders committed to developing an accomplished family medicine workforce, prepared to serve as the foundation of America’s health care system
- **LCME-Liaison Committee on Medical Education** -
  - **Benefits of diversity**: In a medical education program, the facts that having medical students and faculty members from a variety of socioeconomic backgrounds, racial and ethnic groups, and other life experiences can: 1) enhance the quality and content of interactions and discussions for all students throughout the preclinical and clinical curricula; and 2) result in the preparation of a physician workforce that is more culturally aware and competent and better prepared to improve access to healthcare and address current and future health care disparities. (Standard 3)
- **State Legislatures**
- **Department of Health and Human Services- Office of minority Health**

Think Cultural Health (TCH) is dedicated to advancing health equity at every point of contact. With growing concerns about health inequities and the need for health care systems to reach increasingly diverse patient populations, cultural competence has become more and more a matter of national concern.
Culture

- Know Thyself
- Influences in the Diverse Clinical Setting

Know Thy Patient

- More than celebrating Diversity
Know Thyself Activity

• What ethnic group, socioeconomic class, religion, age group and community do you belong to?

• What is the first experience you had with people from an ethnic group, religion, age group or community not your own?

• What was that experience like & how did you feel about it?
• What socio-cultural factors in your background might contribute to your being prejudged by others?

• What personal qualities do you have that will help you establish interpersonal relationships from other cultural groups?

• What personal qualities may be deterrent?
Exercise Summary

WHAT WERE THE ASSUMPTIONS YOU MADE ABOUT YOUR COLLEAGUE BEFORE THEY TALKED? DID YOU PREDICT WHAT THEY WERE GOING TO SAY?

WAS ANYTHING DIFFICULT TO DISCUSS? DID ANYTHING MAKE YOU UNCOMFORTABLE?

WHAT DID YOU LEARN?
What Cultural Influences Can Affect Care Giving in the Clinical Setting?
Awareness

Individual Cultural Heritage

Patient's/Family as well as clinician's own cultural family beliefs and upbringing

How does the clinician’s culture impact the patient
Patients are reflected in these statements...

- Self perception/inaccurate interpretation of others, of being different not fitting in socially limits interaction, participation

- Ambassadorial position – either take that role seriously or view it as burdensome

- Easier to choose option that ameliorates present discomfort than the more difficult option of learning new cultural rules

- May face social deficits expected in the new culture
Skills the Clinician Can Hone

- Accept
- Respect
  Valuing Diversity

- Self
- Others
  Being Culturally Aware

- Multiple Factors
  Understanding Dynamics of Cultural Interactions

- Institutionalizing Knowledge & Adapting to Diversity
The Clinician who is Culturally Aware May Engage in reflective thinking and writing

1. Explore personal and family histories
2. Acknowledge membership in different groups
3. Visit or read about successful clinicians in diverse settings
4. Develop an appreciation of diversity
Self Assessment

Write a short essay describing your experience as a citizen of a diverse society. The survey questions will direct you to concepts and ideas that you might have a reaction to.

Questions you might address include:

• How well do the survey and results highlight your actual experiences?

• How well does the survey reflect how you feel about yourself (i.e. do you agree with the results and why or why not)?

• As you were completing the survey, what were your thoughts about your experience?

• What specific experiences did the survey suggest, that exemplify (or counter) the kinds of things it’s designed to get you thinking about?

Thank you!