



# Central State Community Services

Cultural Competence/ Implicit Bias Training



## **Cultural Competence:**

### **Definition:**

- Cultural competence refers to the ability of healthcare staff to understand, respect, and effectively communicate with individuals from diverse cultural backgrounds.

### **Why Cultural Competence Matters**

- Ensures respectful and effective communication with individuals from diverse cultural backgrounds.
- Builds trust and rapport with clients and their families.
- Enhances the quality of care and support provided.



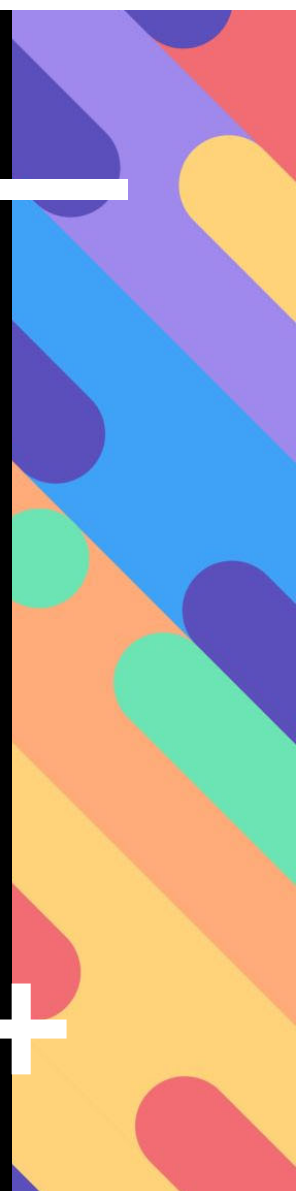
## Scenario:

Maria, a recent immigrant from Latin America, visits a local healthcare clinic seeking help for symptoms of depression. However, the clinic staff assumes she speaks English fluently and does not offer language assistance. During her appointment, both the receptionist and the doctor communicate only in English, despite Maria's limited proficiency. This lack of cultural competence leads to misunderstandings, frustration, and a feeling of being dismissed by Maria, highlighting the importance of considering cultural and linguistic diversity in healthcare settings.



## **Scenario:**

Maria, a recent immigrant from Latin America, visits a local healthcare clinic seeking help for symptoms of depression. The receptionist offers language assistance and Dr. Rodriguez communicates with Maria in Spanish, ensuring clear understanding and providing culturally sensitive care. Maria leaves feeling heard and supported, showcasing the positive impact of cultural competence in healthcare.





## Components of Cultural Competence:

Awareness: Recognizing one's own cultural biases and assumptions.

Knowledge: Understanding different cultural practices, beliefs, and health-related behaviors.

Skills: Ability to effectively communicate and provide care that is respectful of cultural differences.





### **Recognizing Implicit Bias**

Definition: Implicit biases are unconscious attitudes or stereotypes that affect our understanding, actions, and decisions.

**Example:** Communication Styles: Implicit biases can influence how staff members communicate with residents. For example, a staff member may unintentionally speak louder or use simpler language when interacting with residents from diverse linguistic or cultural backgrounds, assuming that they have limited comprehension skills.

### **Effects of Implicit Bias**

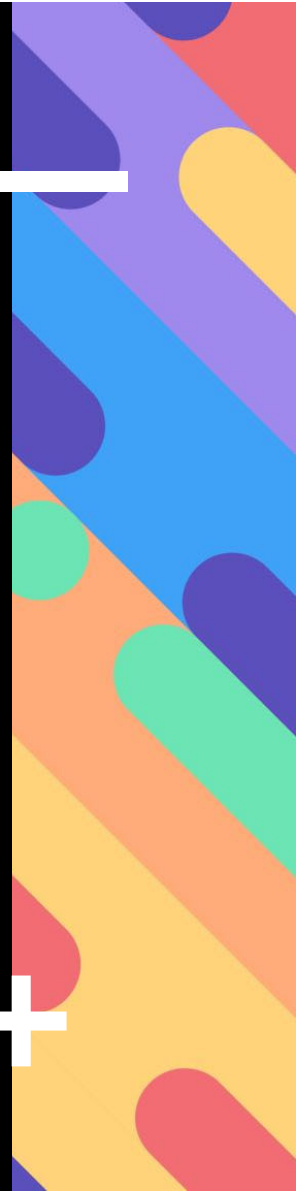
- Impact on patient-provider interactions.
- Disparities in healthcare outcomes.
- Undermining trust and rapport with patients.

### **Strategies for Addressing Implicit Bias**

- Self-reflection: Regularly examining one's own biases and assumptions.
- Cultural humility: Recognizing that there is always more to learn about different cultures.
- Education and training: Participating in cultural competency training and workshops.

## Scenario:

Sarah, a Black woman, arrives at the emergency room with severe abdominal pain. The nursing staff appears dismissive and makes assumptions about her lifestyle based on her race. Sarah feels judged and marginalized, leading to anxiety and doubts about receiving appropriate care. This highlights the negative impact of implicit bias in healthcare, underscoring the importance of addressing these biases to ensure equitable treatment for all patients.



Scenario:

Sarah, a Black woman, arrives at the emergency room with severe abdominal pain. The nursing staff, recognizing the prevalence of certain health conditions in minority communities, ensures Sarah receives prompt attention and thorough care. They approach Sarah with empathy and respect, understanding the potential challenges she may face due to systemic biases. This proactive approach fosters trust and reassures Sarah that her concerns are being taken seriously, emphasizing the positive impact of addressing implicit bias in healthcare.





Please take a few minutes and complete the test. \_\_\_\_\_



Reference: OpenAI. (2022, January 1). OpenAI's GPT (GPT-3.5) [Computer software]. Retrieved from <https://openai.com/gpt>

