



*Cultural Self-Awareness
a Partnership between
WSU-V & SWMC*

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Major Goal

- The over-arching goal of this project was to increase personal awareness of values and beliefs as they may affect the delivery of patient-centered, culturally competent care





Learning Objectives

- The 20 multidisciplinary participants were asked to:
 - Participate in self-reflective processes
 - Identify cultural awareness begins with awareness of self
 - Determine five elements that define personal culture



Learning Objectives (continued)

- Compare and contrast their values to those of their parents
- Identify and share two ways that biases or prejudice are related to one's cultural values
- Describe how personal values and beliefs influence culturally competent patient care




*The Cultural Competence Health
Practitioner Assessment (CCHPA)*

- The CCHPA is based on 3 assumptions:
 1. Cultural competence is a developmental process
 2. With appropriate support, individuals can enhance their cultural awareness, knowledge and skills over time
 3. Cultural strengths exist within organizations or networks of professionals but often go unnoticed




Cultural Awareness: Family Story

Birthplace	Men's/women's role
Kind of community	Illness/treatments used
Education level	Family role in illness
Ethnicity/race	Social
Most influential person and why	Languages spoken

 *Values*

- Personal Reflections

Spend about 10 minutes comparing your values to those of your parents




 *Panel Discussion*

- Participants included:
 - Latina translator
 - Former refugee from Afghanistan, now 30-year US citizen
 - Daughter of a gay parent
 - Academic researcher on cultural safety



 *Viva Bien Video*

- Viewed the video
- Jotted down key points during the video
- Discussed, "What surprised you?"
- Thank you to Kaiser Permanente Diversity and Health video series





Exercise: My Values

- From the "Top Values List" select your top 20 values
- Now reduce the list to 10 values
- Now reduce the list to 5 values
- Now chose your top 2 values and identify what specifically you do in your everyday life to 'live out' these values



Exercise: Assumptions

- Three characters: young man, storeowner, old woman
- View the video clip, "Silent Beats" from the perspective of your assigned character
- <[Silent Beat Video](#)



Results

- Results of summative evaluation
- Interview process
- Themes from coded data





Qualitative Interview Process

- 14/18 participants interviewed
- Seven item, open-ended questionnaire
- Interviews were taped and then transcribed verbatim
- Transcripts entered into *Ethnograph*
- Coded by four project investigators




Themes from Coded Data

- *Making judgments* was a reoccurring theme shared by study participants. Judgments included people's appearance, non-English speaking people "who never bother to learn English" and judging colleagues for not participating in departmental cultural practices.




- "I just want to make sure that I never become callous and hard like that, ever. I just want to make sure that I stay compassionate and caring and that I treat the person, that nobody is better than myself and I am not a step above anybody."






Assumptions


- "I think it just reopened my eyes to when I am with people from different cultures, different ethnicities, different countries, is, again, don't make assumptions about anything, anything at all."





Other discoveries...

- Identified there is difference between cultural needs and psychosocial pathology
- Misplaced anger toward non-English speakers...3 generations to language acquisition
- Compassionate, personalized care can be accomplished through an interpreter
- Participants' response to research was unexpected



Dissemination

Organizational	Academic	Professional
<ul style="list-style-type: none"> ● SWMC Ethics Committee ● Workshop participant reunion ● New Employee Orientation ● Critical Care Intern Program 	<ul style="list-style-type: none"> ● Clark County Skills Center (2^o Education) ● Nurses Week Poster presented Lower Columbia College ● Under-graduate Graduate curricula 	<ul style="list-style-type: none"> ● International Globalization, Diversity & Education Conference (Spokane, WA) ● Submitted for 2011 National Nurses Staff Development Conference



Promising Practices

- "Cultural competence is a journey rather than a destination."
- "Developing a cultural identity is a process rather than an outcome."
- Multidisciplinary endeavor
- Sharing your family story and values exploration activities are effective tools to explore cultural self-awareness
- Engaging Ethics Committee for support



Consider

'The Real Voyage
Of Discovery
Consists Not In
Seeking New
Lands, But In
Seeing With New
Eyes'



Marcel Proust
