

Practicing Cultural Humility in Healthcare

**Greater insight into the diversity
of the East Bay**



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ASIAN HEALTH SERVICES

axis
community
health



LifeLong
Medical
Care



Health Services For All Ages



NATIVE AMERICAN
HEALTH CENTER

Serving the community since 1972



TRI-CITY
HealthCenter

Our Community. Your Health.



West Oakland Health



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90+

Health Center Locations Across
Alameda, Contra Costa, San Francisco, and Solano Counties



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350,000+

People Receive Care by CHCN Member Health Centers



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Types of Cultural Diversity

Race/Ethnicity

Immigrant Community

Limited English Proficiency (LEP)

Disabilities

Sexual Orientation/Gender Identity (SO/GI)

Race/Ethnicity

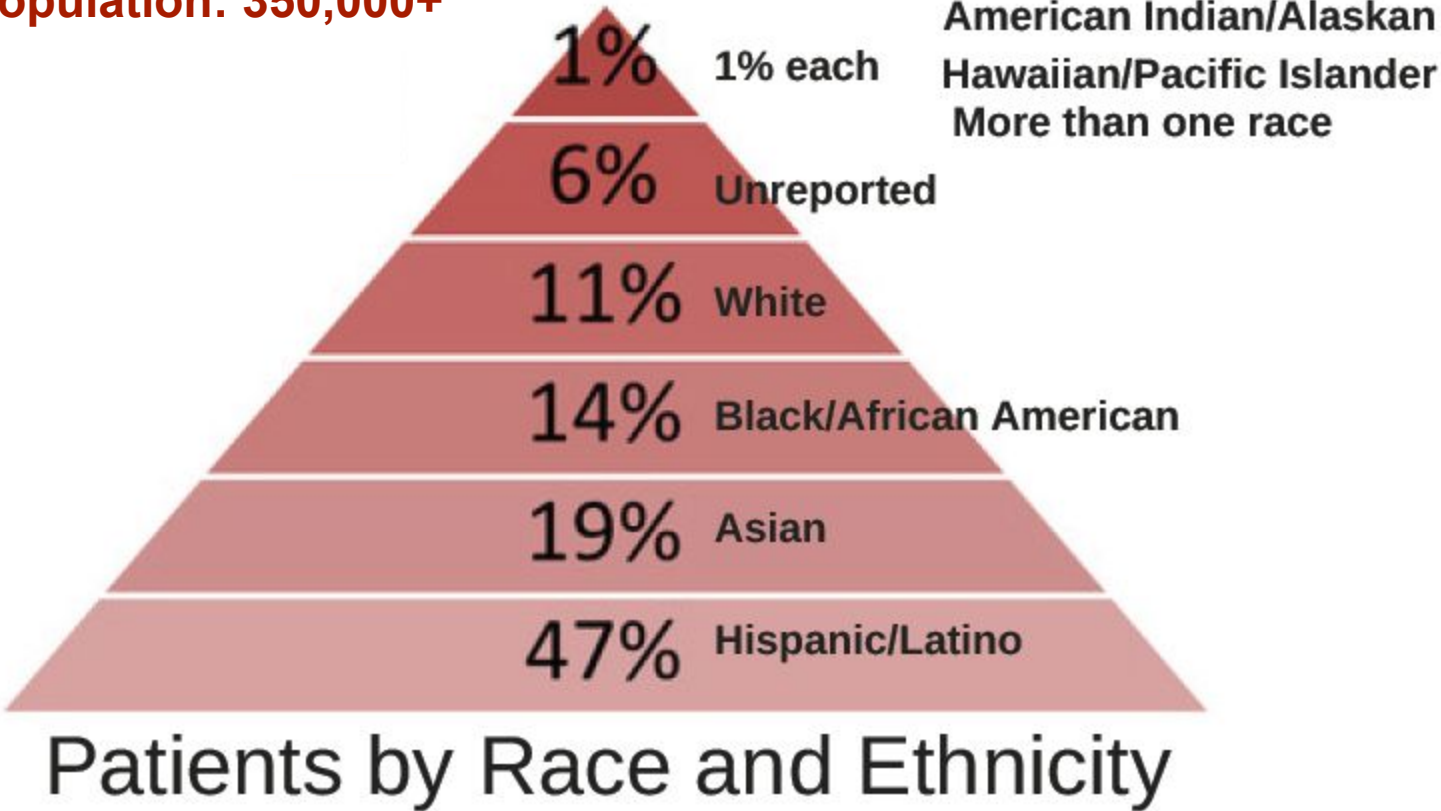


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**CHCN Member Health Center
Patient Population: 350,000+**



Source: UDS, 2016

Immigrant Community



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1.6 million

Alameda County Residents (U.S. Census, 2016)



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30.8%

of Alameda County's population are immigrants; over 50% are naturalized

(ACPHD, 2014)

1.14 million

Contra County Residents (CA Department of Finance, 2017 Estimates)

24.4%

of Contra Costa County's population are immigrants (US Census)

Limited English Proficiency (LEP)



Language Spoken at Home	Count	Percent
Total	1,431,724	100.0%
Speak only English	811,228	56.7%
Speak other language*	620,496	43.3%
Spanish	242,831	17.0%
Chinese	122,828	8.6%
Tagalog	50,737	3.5%
Hindi	27,350	1.9%
Vietnamese	26,281	1.8%
Korean	15,075	1.1%
Persian	13,907	1.0%
Other languages	121,487	8.5%

Source: American Community Survey, 2011.

Notes: *54.9% of these speak English very well; percentages do not add to 100.0% because of rounding.

This table surveys data for residents who have been in Alameda County for at least five years:

- 43.3% do not speak English at home
- They speak dozens of languages, with Spanish being the most popular
- Among Alameda County residents who speak other languages at home, 54.9% of them speak English very well



Linguistic minorities include not only people with limited English proficiency (LEP), but also people with low literacy skills and the hearing impaired.

(HHS OMH)



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**13.8% of Contra Costa County's
population 5 years and older is LEP**

63.7% speak Spanish at home

**23% speak an Asian/Pacific Islander
language at home**



Disabilities



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7-12%

of Contra Costa County population identified as disabled

*Disability includes at least one type of disability and could include more than one type.

<https://www.census.gov/quickfacts/fact/table/contracostacountycalifornia/POP645216#viewtop> (low estimate)

[https://data.census.gov/cedsci/results/tables?q=Contra%20Costa%20County,%20California%20Health&t=Health&g=0500000US06013&tab=ACSSE2016.K201801&ps=map*tableId@ACSSE2016.K201801\\$app*page@1\\$app*from@RESULTS_ALL](https://data.census.gov/cedsci/results/tables?q=Contra%20Costa%20County,%20California%20Health&t=Health&g=0500000US06013&tab=ACSSE2016.K201801&ps=map*tableId@ACSSE2016.K201801$app*page@1$app*from@RESULTS_ALL) (high estimate)



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10-30%

of Alameda County population identified as disabled

Estimates range between 153,500-470,500 persons with disabilities*

*Disability includes at least one type of disability and could include more than one type.

American Community Survey 2014, 1-year file (low estimate)

California Health Interview Survey 2013-2014 pooled data (high estimate)



Disabilities include:

- **Hearing:** Deafness or serious difficulty hearing (all ages)
- **Vision:** Blindness or serious difficulty seeing (all ages)
- **Cognitive:** Serious difficulty in concentrating, remembering, or making decisions because of physical, mental, or emotional condition (5 years or older)
- **Ambulatory:** serious difficulty in moving from place-to-place due to physical condition (5 years or older)
- **Self-care:** difficulty doing activities such as dressing, bathing, or getting around inside the home (5 years or older)

Who has disabilities in Alameda County?

- Majority are older (≥ 65)
- Slightly more females than males
- Black/African Americans, Native American/Native Alaskans, and Native Hawaiian/Other Pacific Islanders
- Cherryland, Oakland, and San Lorenzo have the highest percentage of persons with disabilities

Sexual Orientation/Gender Identity (SO/GI)



LGBTQIQ2-S

Sexual Orientation/Gender Identity



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LGBTQIQ2-S

SO/GI

L - Lesbian

Q - Queer

G - Gay

I - Intersex

B - Bisexual

Q - Questioning

T - Transgender

2-S - Two-Spirited



Lesbian - A woman who is emotionally, romantically or sexually attracted to other women

Gay - A person who is emotionally, romantically or sexually attracted to members of the same gender

Bisexual - A person emotionally, romantically or sexually attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree

Transgender - An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth. Being transgender does not imply any specific sexual orientation. Therefore, transgender people may identify as straight, gay, lesbian, bisexual, etc.

SO/GI

Queer - A term people often use to express fluid identities and orientations. Often used interchangeably with "LGBTQ"

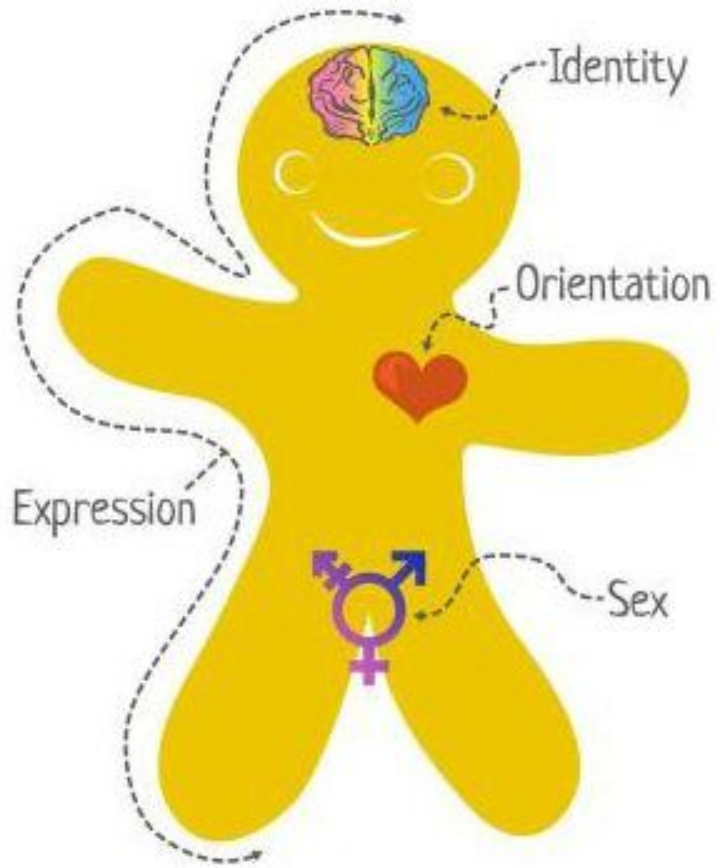
Intersex - A general term used for a variety of conditions in which a person is born with a reproductive or sexual anatomy that does not fit the typical definitions of female or male; can involve abnormalities of the external genitals, internal reproductive organs, sex chromosomes, or sex-related hormones

Questioning - A term used to describe people who are in the process of exploring their sexual orientation or gender identity

2-S Two-Spirited - Reflects complex indigenous understandings of gender roles and the long history of sexual and gender diversity in indigenous cultures; used within some indigenous communities to encompass sexual, gender, cultural, and spiritual identity

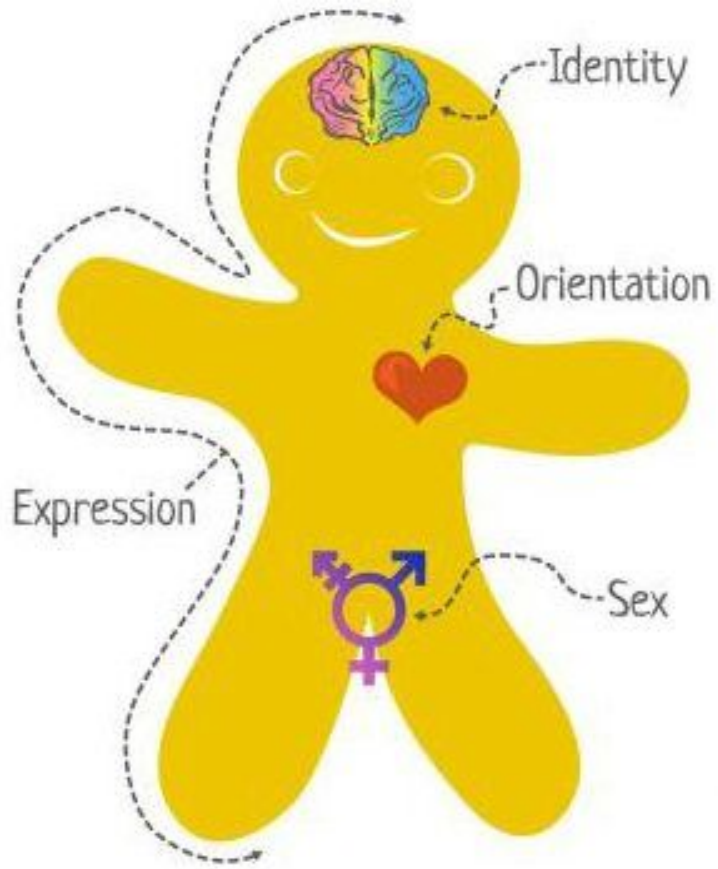
Asexual - The lack of a sexual attraction or desire for other people





Gender Identity: One's internal sense of being male, female, neither of these, both, or another gender(s). For transgender people, their sex assigned at birth and their own internal sense of gender identity are not the same. Female, woman, and girl and male, man, and boy are also NOT necessarily linked to each other but are just six common gender identities.

Gender Expression/Presentation: The physical manifestation of one's gender identity through clothing, hairstyle, voice, body shape, etc.

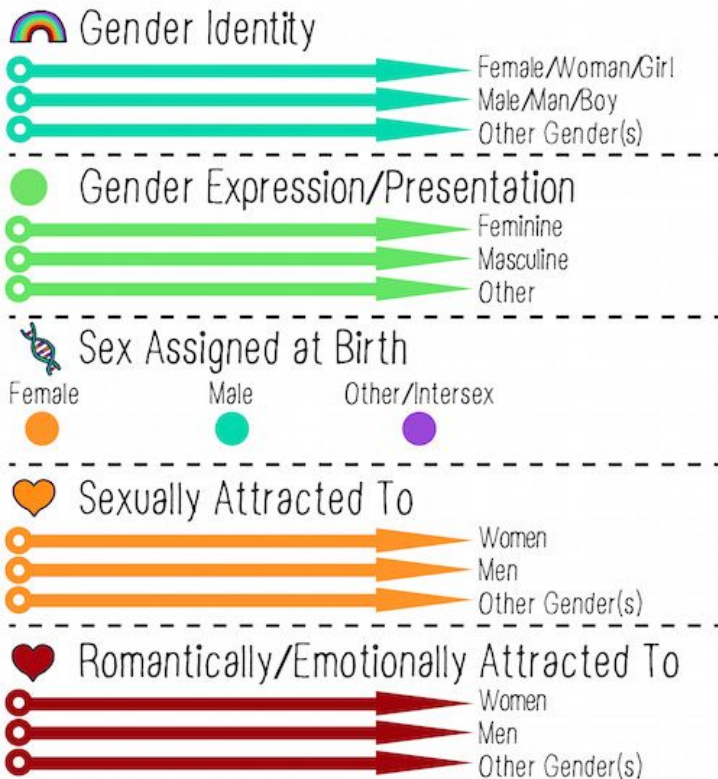
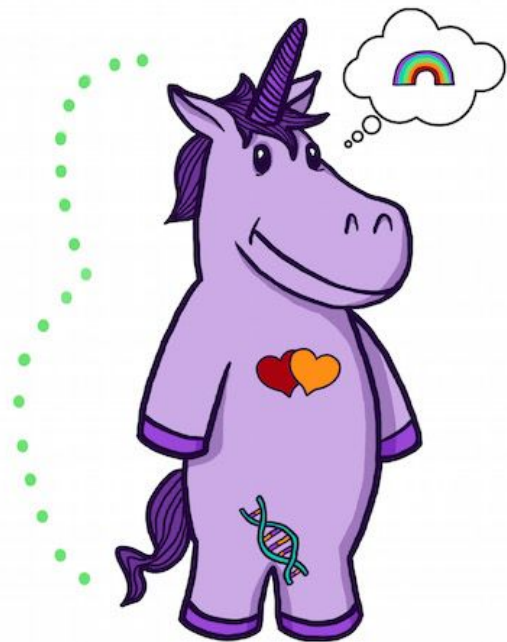


Sex Assigned at Birth: The assignment and classification of people as male, female, intersex, or another sex based on a combination of anatomy, hormones, chromosomes.

Sexual Orientation: It is important to note that sexual and romantic/emotional attraction can be from a variety of factors including but not limited to gender identity, gender expression, and sex assigned at birth

The Gender Unicorn

Graphic by:
TSER
Trans Student Educational Resources



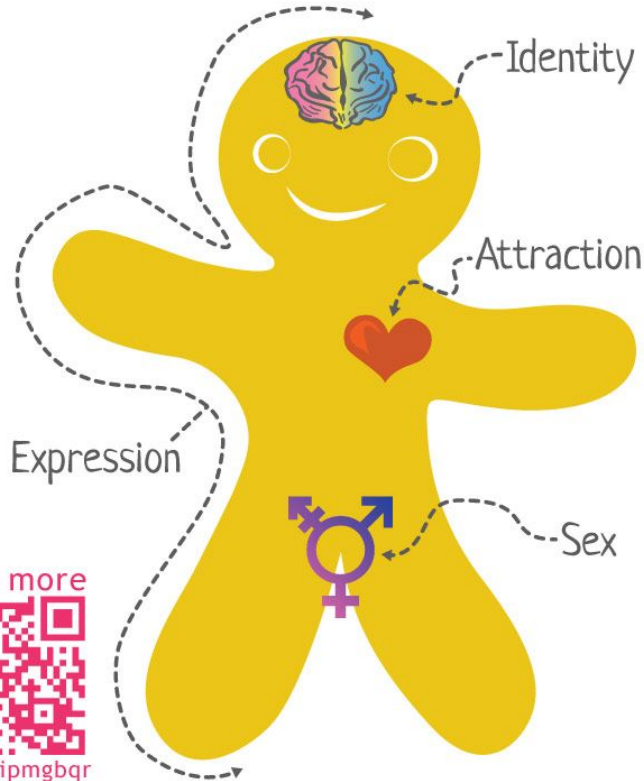
The Gender Unicorn allows people to self-select where they identify on SO/GI spectrums

To learn more go to:
www.transstudent.org/gender

Design by Landyn Pan

The Genderbread Person v2.0 by its pronounced METROsexual.com

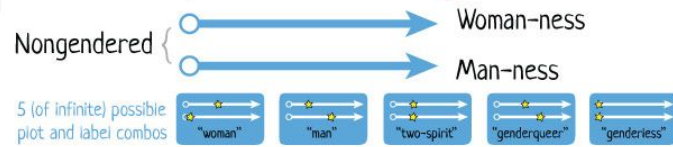
Gender is one of those things everyone thinks they understand, but most people don't. Like *Inception*. Gender isn't binary. It's not either/or. In many cases it's both/and. A bit of this, a dash of that. This tasty little guide is meant to be an appetizer for understanding. It's okay if you're hungry for more.



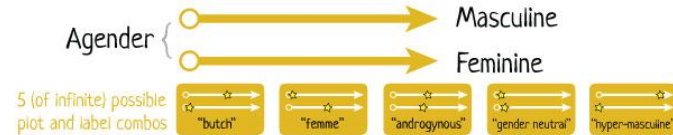
read more

bit.ly/ipmgbqr

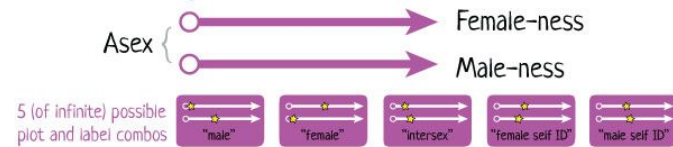
Gender Identity



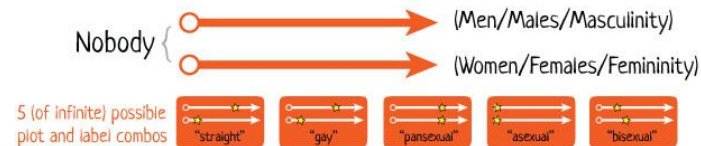
Gender Expression



Biological Sex



Attracted to



Cultural Competency vs. Cultural Humility



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Cultural Competency



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Cultural Competence

Mandates, laws, rules, policies, standards, practices, and attitudes used to increase the quality of interactions within the public health system, thereby producing better outcomes (ACPHD)



Cultural Humility



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Cultural Humility

Does not require mastery of lists of different cultures and particular health beliefs and behaviors

Entails developing a respectful partnership with diverse individuals, groups, and communities



Cultural Humility: Values

Openness

Appreciation

Acceptance

Flexibility

Overall: Knowledge & skills we can develop as healthcare professionals



Video:

"Cultural Humility: People, Principles and Practices"



30-minute documentary by San Francisco State professor Vivian Chávez, that mixes poetry with music, interviews, archival footage, and images of community, nature and dance to explain what Cultural Humility is and why we need it.

The film describes a set of principles that guide the thinking, behavior, and actions of individuals and institutions to positively affect interpersonal relationships as well as systems change. These principles are:

- Lifelong learning and critical self-reflection
- Recognizing and changing power imbalances
- Developing institutional accountability



Summary: Cultural Humility

To recap, cultural humility entails a lifelong commitment to self-evaluation and critique

It includes:

- Addressing power relations
- Working in partnerships



References & Resources

Alameda County Public Health Department

“Cultural Humility versus Cultural Competence,” authored by Dr. Melanie Tervalon and Dr. Jann Murray-Garcia

“Cultural Humility: People, Principles and Practices,” documentary by Vivian Chavez

U.S. Department of Health & Human Services Office of Minority Health

Lyon Martin Health Services

An Ally’s Guide to Terminology, GLADD,

http://www.glaad.org/sites/default/files/allys-guide-to-terminology_1.pdf

Trans Student Education Resources, <http://www.transstudent.org/>

Health Centers Serving LGBT Populations (HRSA, 2014),

<https://bphc.hrsa.gov/technicalassistance/trainings/lgbtpresentation06242014.pdf>

