THE CULTURAL ICEBERG

SURFACE CULTURE
- Food
- Flags
- Festivals
- Fashion
- Holidays
- Music
- Performances
- Dances
- Games
- Arts & Crafts
- Literature
- Language

DEEP CULTURE
- Communications Styles and Rules:
  - Facial Expressions
  - Gestures
  - Eye Contact
  - Personal Space
  - Touching
  - Body Language
  - Conversational Patterns in Different Social Situations
  - Handling and Displaying of Emotion
  - Tone of Voice
- Notions of:
  - Courtesy and Manners
  - Friendship
  - Leadership
  - Cleanliness
  - Modesty
  - Beauty
- Concepts of:
  - Self
  - Time
  - Past and Future
  - Fairness and Justice
  - Roles related to Age, Sex, Class, Family, etc.
- Attitudes toward:
  - Elders
  - Adolescents
  - Dependents
  - Role Expectations
  - Work Authority
  - Cooperation vs. Competition
  - Relationships with Animals
  - Age
  - Sin
  - Death
- Approaches to:
  - Religion
  - Courtship
  - Marriage
  - Raising Children
  - Decision-Making
  - Problem Solving
Components of “Cultural Humility”

“Cultural humility incorporates a lifelong commitment to self-evaluation and self-critique, to redressing the power imbalances in the patient-physician dynamic, and to developing mutually beneficial and non-paternalistic clinical and advocacy partnerships with communities on behalf of individuals and defined populations” (Tervalon, Murray-Garcia, 1998).

Cultural humility involves a willingness to become the student of the patient.

Be Authentic – your authenticity translates universally
Expressions of Culture in Healthcare
The Culture of Western Medicine compared to Other Cultures
UCLA Cultural Diversity in Healthcare Curriculum (August 2003)

<table>
<thead>
<tr>
<th>“Ours”</th>
<th>“Others”</th>
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<tbody>
<tr>
<td>Make it Better</td>
<td>Accept with Grace</td>
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<td>Control over Nature</td>
<td>Balance Harmony with Nature</td>
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<tr>
<td>Do Something</td>
<td>Wait and See</td>
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<tr>
<td>Intervene Now</td>
<td>Cautious Deliberation</td>
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<td>Strong Measures</td>
<td>Gentle Approach</td>
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<tr>
<td>Plan ahead</td>
<td>Take Life as it Comes – Time Honored</td>
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<td>Standardize-Treat Everyone the same</td>
<td>Individualize – Recognize Differences</td>
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The LEARN Model

• Listen to the patient’s perception of the problem

• Explain your perception of the problem

• Acknowledge and discuss differences/similarities

• Recommend treatment

• Negotiate and Discuss treatment

Berlin and Fowkes (December 1983)
• As a physician you wield more power and influence than you may realize; your capacity to connect in a culturally competent way is critical
• Practice Respectful listening
• Listen to the word choices of families
• Listen for feelings not just words
• One size does not fit all
• Consider your individuality and how you handle social awkwardness
  Good manners Humor
  Head on Distance
• Empowerment, autonomy, and advocacy are not necessarily inherent in all societies and cultures
• Respect is key
References


References Continued


Like, Robert C. Educating clinicians about cultural competence and disparities in health and health care. Continuing Education in the Health Professions. 2011,31(3):196-206
