

# 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  
Rule 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)



“Ours”

Make it Better

Control over Nature

Do Something

Intervene Now

Strong Measures

Plan ahead

Standardize-Treat Everyone the same

“Others”

Accept with Grace

Balance Harmony with Nature

Wait and See

Cautious Deliberation

Gentle Approach

Take Life as it Comes – Time Honored

Individualize – Recognize Differences

# 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



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