Cultural Competency

• For Substance Abuse Treatment Services Healthcare Professionals
Who am I?

- First Impressions about me
- Did your impression of me change? Why
- What helped form those impressions?
ICE BREAKER

Name
Where are you from
What you do
Why you do it
WHY ARE WE HERE?

Cultural competency is critical to reducing health disparities and improving access to high-quality health care, health care that is respectful of and responsive to the needs of diverse patients. When developed and implemented as a framework, cultural competence enables systems, agencies, and groups of professionals to function effectively to understand the needs of groups accessing health information and health care—or participating in research—in an inclusive partnership where the provider and the user of the information meet on common ground.

National Institutes of Health
WHY ARE WE HERE?

Delaware Health & Social Services (DHSS) promotes an environment of mutual respect for all people so that everyone, both employees and clients/customers, has the ability to achieve his or her very best. This is predicated on the belief that each individual has value. DHSS celebrates and promotes the value of diversity in an effort to build trust, harmony and understanding among all who are employed by or come in contact with the Department and its programs.

DHSS Beliefs and Principles
WHY ARE WE HERE

Our mission is to promote health and recovery by ensuring that Delawareans have access to quality prevention and treatment for mental health, substance use, and gambling conditions.

Our Vision: Always the Right Time, Always the Right Place, To Get the Right Service

DSAMH Mission and Vision
WHY

By becoming aware of others and the points of separation and contention, I am forced to look at myself.
Only then can you see how the differences become barriers to service.
Only then can solutions be found
DELAWARE HAS A DIVERSE POPULATION

Total Population 925,749

- New Castle 549,684
- Kent 169,416
- Sussex 206,649

Female 51.6%

Age
- Under 18 22%
- Over 64 15.9%
- Between 18-64 62.1%

• White 68.9%
• Blk Af/Am 21.4%
• Am/Ind Na/Am 0.5%
• Asian 3.2%
• Na/Hi Pac/Is Z
• 2 or More 2.7%
• Hispanic 8.2%
## DSAMH ADULT ADMISSIONS
### FY 10

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### Race
- White       72.75%
- Blk Af/Am    22.9%
- Am/Ind Na/Am 2.12%
- Asian Pac/Is 0.40%
- 2 or More    0.97%
- Hispanic     4.72%
- Unknown      1.47%
Disability

• State of Delaware
• 100% of your clients have at least 1 disability
• “Drug addiction is an impairment under the ADA.”

• Title II Technical Assistance Manual
There is a high degree of diversity within any given community. This diversity may not be readily apparent to individuals and organizations that seek to provide services to these communities.

National Center for Cultural Competence

You Do Not Know What You Do Not Know

Defense Equal Opportunity Management Institute
TWO UNIVERSAL TRAITS

The need or overriding desire to understand the world that we find ourselves in.

_Cogito, ergo sum_ or “I think, therefore I am”
Descartes, Rene´. _Meditations_.

WHAT IS THE PROBLEM?

We know how to interact with people who are like ourselves

• Norms
• Beliefs
• Commonality
WHAT IS CULTURE

Defined in terms of racial, ethnic and linguistic groups, as well as geographical, religious and spiritual, biological and sociological characteristics

- U.S. Department of Health & Human Services
SELF IDENTITY

What Does it Mean to Have an Identity?

Competing forces shape how a person sees them self

Source: Universality Diversity and the Maintenance of Self-Identity
BUILDING BRIDGES

Source: Universality Diversity and the Maintenance of Self-Identity
PHYSICAL POINTS OF DIFFERENCE (PPD)

Source: Diversity the Art of Useful Disagreement
CULTURAL POINTS OF DIFFERENCE (CPD)

- Work status
- Culture
- Education
- Geographic Location
- Friends
- Media
- Class
- Era
- Religion
- Life Experience
- Family
- Friends

Source: Diversity the Art of Useful Disagreement
TRADITIONAL VIEW OF DIVERSITY AWARENESS

Source: Diversity the Art of Useful Disagreement
NO CLEAR LINE

PPD  Overlap  CPD

Source: Diversity the Art of Useful Disagreement
FOUR PHASES OF UNDERSTANDING

Intolerance → Tolerance → Acceptance → Agreement

Source: Diversity the Art of Useful Disagreement
THE RELATIONSHIP BETWEEN
THE LEVELS AND THE
PHASES

Intolerance

Tolerance

Acceptance

Agreement

PPD

CPD

Time and Exposure

Source: Diversity the Art of Useful Disagreement
CULTURAL COMPETENCIES ARE NOT

Political Correctness

Color Blindness

Patronizing
COMMUNICATION

Including people from diverse backgrounds with a diverse way of looking at the world, also means they will have a diverse way of communicating to that world.

Next to our physical appearance, how we communicate is the biggest barrier to an effective diverse workforce.
STEPS

Cultural Awareness

• Step One: Recognize and Acknowledge the Difference
• Step Two: Recognize potential points of contention
• Step Three: Recognize your value judgments
• Step Four: Develop a plan of action
BENEFITS TO PATIENT/CONSUMER

More likely to continue to access services

Recognize DSAMH commitment to deliver services in a manner that respects and incorporates their cultural perspectives

Patients/consumers may be motivated to seek care sooner

Patients/consumers may be able to communicate their health care needs more effectively and better understand their diagnoses and treatment.

Patients/consumers who benefit from this approach may also encourage others within their community

National Center for Cultural Competence
IN CLOSING

It is all about the client
Your are providing an important service
You are the key to effective communication
Thank-you!

Upon completion of this curriculum, please send your name and that of your supervisor to the e-mail box: dsamhpromise@state.de.us as proof of your task completion.

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