

# CULTURAL COMPETENCE ? (AWARENESS? ... SAFETY?) AVOIDING THE TERMINOLOGY TRAP

*Identifying Key Principles ... Integrating the  
Major Dimensions*

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inspiring achievement

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# UNIVERSITIES AUSTRALIA

## Guiding Principles for Cultural Competency:

*This report discusses at some depth the evolution over time of cultural competence from **earlier concepts of cultural awareness and cultural safety – more limited concepts that provided an essential basis for, but did not extend as far as, cultural competence as it is today.***

# IHEAC 2007 Conference

## Key Strategy 4: Cultural Competence as a Graduate Attribute

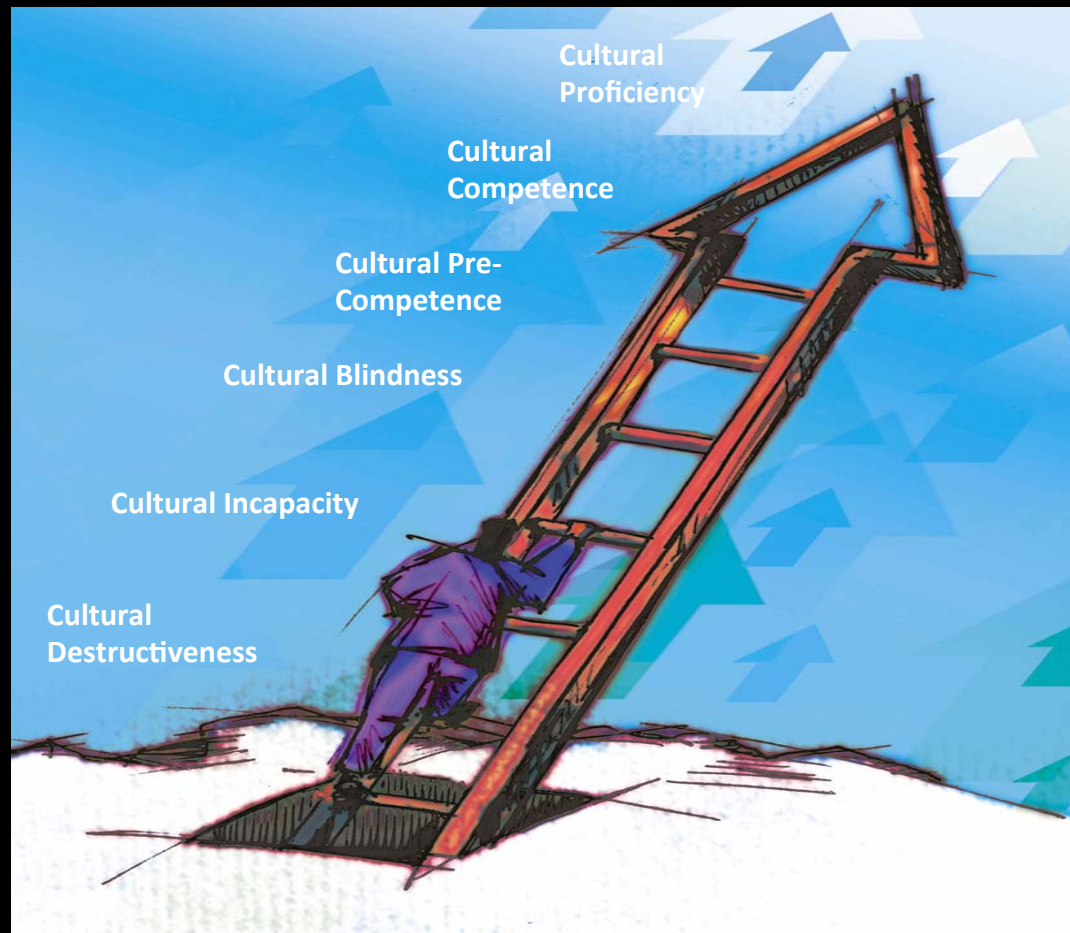
*Cultural competence is the awareness, knowledge, understanding and sensitivity to other cultures combined with a **proficiency** to interact appropriately with people from those cultures.*

# CULTURAL COMPETENCE

*USA: Wells –Synthesised various approaches into the Cultural Developmental Model*

- Cultural Incompetence →
- Culture Knowledge →
- Cultural Awareness→
- Cultural Sensitivity →
- Cultural Competence →
- Cultural Proficiency

# Cultural Competency Continuum



# BEYOND 'CHECKLIST' CULTURAL COMPETENCE

- *[Health professionals] work with the **social realities** of people, many of whom **do not have their own 'cultural information'***
- *Behaviours ... result from a **series of sophisticated social and personal events***
- *Cultural safety requires that all human beings receive ... services that take into account **all that makes them unique**\**

\* Nursing Council of NZ, 2011

# CULTURAL HUMILITY

*Melanie Tervalon and Jann Murray-Garcia*

*YouTube Clip:*

[http://www.youtube.com/watch?  
v=SaSHLbS1V4w](http://www.youtube.com/watch?v=SaSHLbS1V4w)



# CULTURAL HUMILITY

- Competence as '*detached mastery of finite body of knowledge*' may be inappropriate
- Cultural humility a **lifelong commitment to self-evaluation and self-critique**
- CH commits to redressing power imbalance in physician-client dynamic
- CH seeks **clinical and advocacy partnerships** with communities on behalf of both indivls. and popn.

# CULTURAL COMPETENCE

## *Native American Perspective: Weaver*

- Appreciate diversity
- Know history / culture / **contemporary realities**
- Good work and **listening skills (silence)**
- Aware of own biases and **need for wellness**
- **Humility** / willingness to learn
- Respectful, non-judgemental and open-minded
- Value social justice / **de-colonise own thought processes**

# GOOD CULTURAL SAFETY TRAINING *UNSETTLES*

- Cultural safety *foundation* of effective practice
- Building such a foundation may require disassembling existing planks of belief: a *transformative unlearning*\*
- Involves a journey: begins with *discomfort*

\* Ryder, Yarnold and Prideaux, *Medical Teacher*, 2011

# *SPECTRUM OF RESPONSE*

## *Emotional responses to Indigenous health and well-being content*

### **1. ‘Accepting/Keen for More’**

Positive, supportive, open to information

### **2. ‘Moved/Uncertain’**

Moved, sorrowful, ashamed (nationally), wanting to atone, but no feeling of guilt

# *SPECTRUM OF RESPONSE*

## **3. ‘Disturbed/Flummoxed’**

Uncertain, distressed, resentful, feeling personally blamed, betrayed

## **4. ‘Hostile/Rejecting’**

Angry, rejecting of teaching and teacher, disruptive of class

# Participant Profile Continuum



Highly Defended  
Minimal engagement  
Hostile  
Rigid



Engaged  
Sensitized  
Empathic  
Concerned  
Struggle



Leaders  
Truth tellers  
Indignant  
Next Steps: ACTION

5-10%

20  
%

20  
%

20  
%

20  
%

5-10%

# CULTURAL SAFETY

- *... the effective [medical, mental health, nursing or welfare] practice of a person from another culture, and is determined by that person or family\**
- *... safe service [is] defined by those who receive the service\*\**

\* *Nursing Council of New Zealand, 2005*

\* *Nursing Council of New Zealand, 2011*

# UNSAFE CULTURAL PRACTICE

*... comprises any action that **diminishes, demeans or disempowers** the cultural identity or well-being of an individual.\**

\* *Nursing Council of New Zealand, 2005*



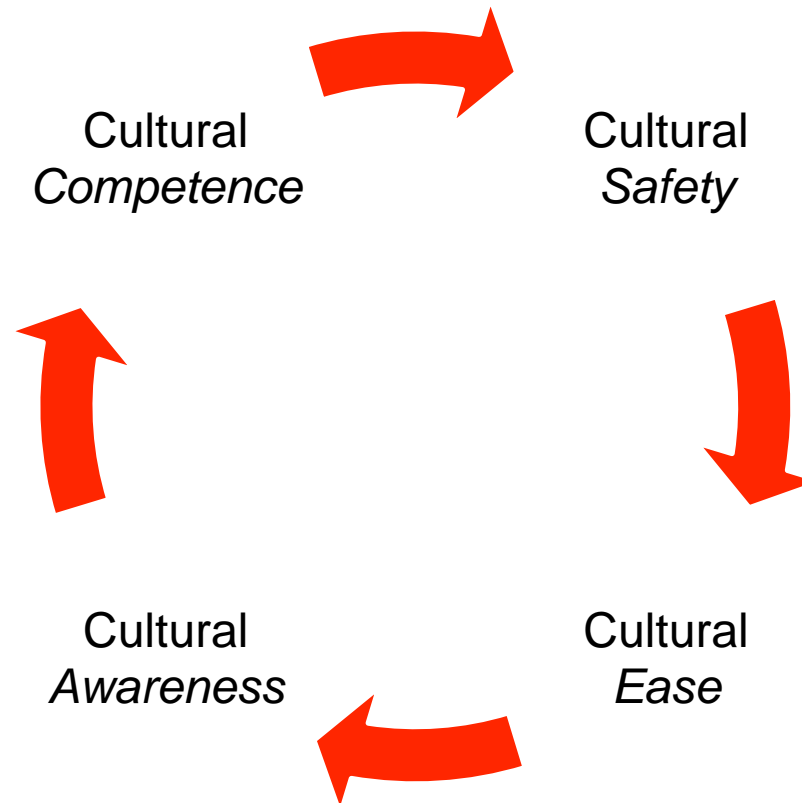
# WHAT IS SPECIAL ABOUT CULTURAL SAFETY?\*

- Considers power
- Decolonising
- Regardful (not regardless)
- Reflective practice
- And, most importantly, is

*Determined by the recipient of care*

\* Pauline Guerin, 2011

# AN INTEGRATED APPROACH



# GABB & MCDERMOTT: INTEGRATED MODEL

- **Cultural awareness:** *A localised phenomenon*
- **Cultural competence:** Using knowledge and skills *flexibly* to work effectively – competence defined in line with *Weaver's Native American* depiction

# GABB & MCDERMOTT: INTEGRATED MODEL

- **Cultural safety:** Create a health intervention experience where *power dynamics* in the health encounter are addressed and *clinician cultural underpinnings* are a critical focus
- **Cultural ease:** Indigenous protocols and 'ways' *incorporated seamlessly* into the health professional's repertoire.