



Building Trust, Enhancing Care: Cultural Humility in Health Care

What is Culture & Cultural Humility?

- Culture is the way of life, especially the general customs and beliefs of a particular group of people at a particular time. (Cambridge Dictionary).
- Culture Humility in health care describes a lifelong commitment to self-evaluation and critiques, to redressing power imbalances and developing mutually beneficial and non-paternalistic partnerships with communities on behalf of individuals and defined populations (Tervaon & Murray Garcia, 1998).

Cultural Humility vs. Cultural Competency

Cultural Humility	Cultural Competency
Admitting that one does not know and is willing to learn from patients about their experience, while being aware of one's own embeddedness in culture(s).	A set of congruent behaviors, attitudes, and policies that come together in a system, agency or among professional and enable that system, agency, or those professions to work effectively in cross-cultural situations.
You're the expert	I'm the expert
Cultural Humility is a lifelong process	Cultural competency is an end product
Cultural humility is a subjective set of practices	Cultural competency implies an objective set of practices

Benefits of Cultural Humility in Healthcare

Builds Trust and Rapport	Reduced Health Inequities
Enhances Communication	Improved Patient Satisfaction
Tailors Health Care to Individual Needs	Eliminates Misunderstandings
Values Diversity	Better Treatment Adherence





How Bias Influences Health Outcomes

- **Explicit Bias:** The traditional conceptualization of bias. With explicit bias, individuals are aware of their prejudices and attitudes toward certain groups.
 - Can manifest itself in discriminatory actions, affecting trust with patients.
- **Implicit Bias:** Involves all of the subconscious feelings, perceptions, attitudes, and stereotypes that have developed as a result of prior influences and imprints.
 - May influence subtle behaviors and decisions impacting communication and patient outcomes.
- **Importance of Recognizing Bias**
 - Enhances Self Awareness & Improves Patient/Provider Interactions

Applying the HUMBLE Approach

- **H:** Be Humble about the assumptions you make about knowing the world from your patients' shoes
- **U:** Understand how your own background and culture can impact your care of patients
- **M:** Motivate yourself to learn more about the patient's background, culture, health beliefs and practices, as well as the unique points of view of their families and communities.
- **B:** Begin to incorporate this knowledge into your care
- **L:** Life-long learning
- **E:** Emphasize respect and negotiate treatment plans

Resources

- American Indian and Alaska Native Culture Card: <https://store.samhsa.gov/sites/default/files/sma08-4354.pdf>
- Linked In Learning Cultural Humility and Agility: https://www.linkedin.com/learning/cultural-humility-and-agility?trk=learning-serp_learning-search-card_search-card&upsellOrderOrigin=default_guest_learning
- Berkeley Cultural Humility Resources: [Cultural Humility Resources | Berkeley Social Welfare](#)

