

**Reflect & Connect™: The Impact of an  
Evidence-Based Cultural Competence  
Workshop for University Student Health  
Centers Licensed Personnel**

**DOCTORS OF NURSING PRACTICE CONFERENCE 2021**

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# Project Aims

## Primary aim:

Examine impact of an evidence-based, cultural competence (CC) workshop on CC scores of university student health centers licensed health care personnel (HCP).

## Secondary aims:

- Compare demographic groups with CC scores
- Evaluate the workshop format
- Appraise facilitators barriers to implementation of the CC skills addressed in the workshop



# Cultural Competence



**Journey... not a  
destination**

# Why CC matters?

## Diverse Students/Patients Suffer.

- HCP attitudes toward patients can cause healthcare disparities ...
- Premature death, increased admittance and readmittance to hospital & clinics ...
- Non-adherent to medications or wellness instructions ...

(Hunt, 2014; National Center for Health Statistics, 2016; Office of Minority Health, 2015; National Center on Cultural Competence, 2017)

**Changes in behavior ~ change outcomes!**

# Treating everyone the same leads to disparities...

## Equality



## Equity



Robert Wood Johnson Foundation (2017)



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# CC Constructs

**A** awareness

**S** skill

**K** knowledge

**E** encounter

**D** desire

(Campinha-Bacote, 2002)

# Unconscious Bias

## Unconscious BIAS

WHAT IS IT? **FLAW** in thinking guided by past experiences and mental preconditioning

instinctively CATEGORIZING PEOPLE and THINGS WITHOUT BEING AWARE OF IT

DID YOU KNOW? there are more than **150** types of biases

AND THEY IMPACT US, OUR WORK AND OUR RELATIONSHIPS

HOW TO DEAL WITH OUR BIASES?

- 1** KNOW THEM WELL READ ABOUT THEM RECOGNIZE THAT THEY EXIST
- 2** THINK CRITICALLY ATTEND TO DATA and EVIDENCES LOOK AT PROBLEMS AS A DIAMOND WITH MULTIPLE FACETS
- 3** CHALLENGE ASSUMPTIONS AND TRADITIONS TAKE A CONTRARY VIEW

be mindful IN YOUR WORDS and ACTIONS

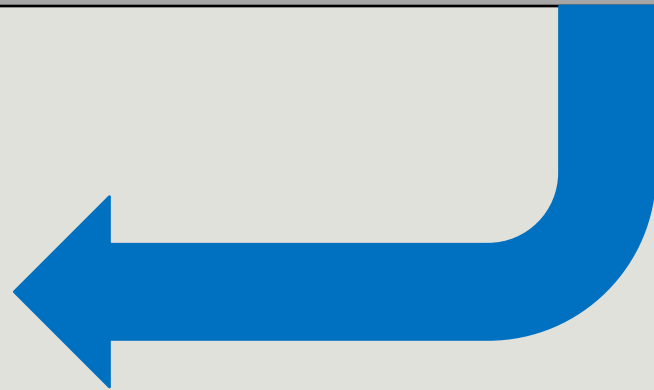
and not as a coin WITH ONLY TWO SIDES

ask WHY AND WHY NOT? OFTEN

EMBRACE DIVERSITY

**PRACTICE EMPATHY**

INSIGHTS FROM A WORKSHOP WITH SMITA THAROOD  
TANMAY VORA QAspire.com



<https://qaspire.com/2018/01/22/being-conscious-about-our-unconscious-biases/>

# CC Assessment

**C: communication**

**O: orientation**

**N: nutrition**

**F: family Relationships**

**H: health beliefs**

**E: education**

**R: religion**

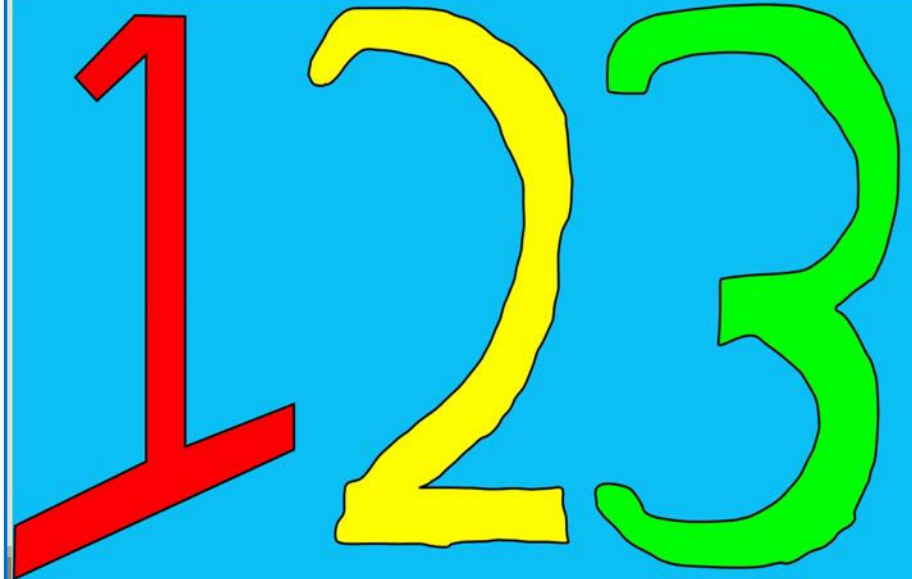


# Patient Understanding

**Teach Back Method.**



**ASK Me Three (™)**



**Be the change** you want to see in the world  
(Gandhi)



**Reflect**

**Accept**

**Connect.**

**Every Patient, Every Encounter.**

# CC Tool Box

## Harvard Implicit Bias Test

<https://implicit.harvard.edu/implicit/takeatest.html>

## Thinkculturalcompetence.org

<https://www.thinkculturalhealth.hhs.gov/>

## National Center for CC Georgetown

<https://nccc.georgetown.edu/assessments/>

## National Office Health Equity

<https://www.minorityhealth.hhs.gov/>

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**THANK YOU !**

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