

Overlapping evidence-driven objectives of gold-standard interventions (targeting individuals) addressing cultural flexibility and unconscious bias

Ability to acknowledge and understand the influence of cultural histories (including oppressive histories), life experiences, language differences, on patients and on OWN beliefs, values, health behavior, help-seeking, expectations of and response to medical care, and recovery. Because there is SO much individual variation within groups and so many groups, requires an "Asking Stance".

Objectives of interventions targeting cultural competence that may not be included in a bias-only interventions

Cognitive objectives. Increase:

- Knowledge of unique or specific care needs and barriers for subgroups (e.g. disabled, LGBT or unique health issues associated with country of origin, etc)
- Working with interpreters effectively

- Open-minded and non-judgmental curiosity and attention to patient as unique person.
- Knowledge/Awareness of:
 - Extent & causes of disparities in health & health care.
 - Definition of culture and the way culture influences values, perspectives, beliefs – (without increasing stereotyping)
 - The way social position & culture influences access to resources, response from others, values, perspectives, beliefs – and how that can differ by culture causing a difference in expectations
 - Self: How one's own culture and social position shapes own perceptions, values, beliefs, assumptions
 - Tremendous variation *within* cultures/groups constellation of values, perspectives, beliefs
 - Impact of own cultural beliefs systems on their automatic, conscious and unconscious reactions (implicit bias) to patient behavior that does not conform to own cultural beliefs & expectations.
- Perspective-taking (cognitive empathy) skills,
- Partnership-building skills (promoting common in-group identity),
- Listening & rapport building skills.
 - Respectfully elicit patient values, preferences and beliefs, preferences for family involvement in care
 - Providing information tailored to patient level of understanding
- Emotional regulation skills (self-awareness, emotion shifting)
- Self-monitoring skills

Understanding of implicit biases & strategies to prevent from being hijacked by implicit biases that are not consistent true goals and motives

- Knowledge of the way implicit processes influence expectations of others, interpretation of behavior, verbal & non-verbal behavior
- Knowledge of the way implicit bias interacts with common cognitive biases to influence assessment and decision-making processes. (can include automatic expectations based on patient culture)
- Awareness of research findings (stories) regarding impact of implicit bias on patient care
- Knowledge of nature and dimensions of stereotype content (relates to cultural groups).
- Knowledge of stereotype (identity threat) and its effects on those experiencing such threat – threat triggers and their converse: awareness of environmental and interpersonal cues related to identity safety (belonging, acceptance)