



Culture is Relational

Creating Cultures of Equity within the Mountain Plains Behavioral Health Workforce

Key Takeaways

This workshop will focus on learning how to demonstrate awareness of diversity, equity, and inclusion in service provision through strategies such as cultural humility. Participants will learn to acknowledge and improve responsiveness about decisions, actions, and policies that are shaped by their personal cultural perspective. The goal is for participants to develop an orientation and active engagement towards transitioning to more open and understanding healing environments while improving client engagement. Participants will:

- Learn ways to validate the experience of others while identifying your own “blind spots” to increase empathy for those we serve.
- Acknowledge the need for cultural awareness and understanding, through self-reflection to create change and more supportive healing environments.
- Develop the ability to reframe interactions with others as one of collaborative equals.

Big Question to Answer

How do we create a culture that is equitable and inclusive of ALL of Mountain Plains diversity?

Culture

What is culture?

Culture is a broad, multi-dimensional construct, influenced by the context of social norms and experiences. Culture refers to integrated patterns of human behavior that include the language, spirituality, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals, enabling them to work effectively in cross-cultural situations.

Cross, T., Bazron, B., Dennis, K., & Isaacs, M., (1989). *Towards A Culturally Competent System of Care, Volume I*. Washington, DC: Georgetown University Child Development Center, CASSP Technical Assistance Center.

Equity

What is Equity? What is Behavioral Health’s role in addressing health equity?

As Healthy People has evolved over the decades to reflect the most current science and address the latest public health priorities, it has strengthened its focus on health equity. This focus is reflected in one



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of the [overarching goals of Healthy People 2030](#): “Eliminate health disparities, achieve health equity, and attain health literacy to improve the health and well-being of all.” - Office of Disease Prevention and Health Promotion

Social Determinants of Health

“The social determinants of health (SDH) are the non-medical factors that influence health outcomes. They are the conditions in which people are born, grow, work, live, and age, and the wider set of forces and systems shaping the conditions of daily life. These forces and systems include economic policies and systems, development agendas, social norms, social policies and political systems.”

- World Health Organization

Cultural Competence/Cultural Humility

“Cultural humility means admitting that one does not know and is willing to learn from patients about their experiences, while being aware of one's own embeddedness in culture(s). While competence suggests mastery, humility refers to an intrapersonal and interpersonal approach that cultivates person-centered care.” -National Institute of Health

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-Cross, et al. (1989)

How do we create a culture? ONE WAY

Open

Niceness

Empathy

Willingness to Learn

Ask Questions, Avoid Assumptions

You may be wrong, and that's OKAY

Finding Commonalities

The BALL Process

1. Be Deliberate: Speak with a purpose; Express your perspective; Offer an alternative, if needed.



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2. Ask the RIGHT questions: Make them feel heard; identify their concerns, not what you think their concerns are
3. Listen 2 Learn: Listen for Feedback; Be curious, not interrogative... remember, they are the expert of their experience
4. Laugh at Yourself: If you make an unintentional mistake, don't beat yourself up about it, but acknowledge your ignorance; share a laugh, and move on

“When we show each other that we want to connect—by asking questions, looping for understanding, and matching people when they become emotional, practical, or when the discussion goes in an unexpected direction—we usually find something we have in common, something we can build on to form a real relationship.”-Charles Duhigg

Questions for Reflection: Where are the opportunities for connection? How are we maximizing the opportunities to connect that we currently have? What are some barriers to connection?

Resources

<https://health.gov/healthypeople/priority-areas/social-determinants-health>

<https://www.samhsa.gov/behavioral-health-equity>

<https://www.cdc.gov/about/sdoh/index.html>

<https://www.humilitycenter.org/>

For More Information

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