Beyond Diversity...To Cultural Competency

Health Care Reform Learning Symposium
January 19, 2012

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Introductions

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What do you think you know about the Facilitators?

- Age, Background, Ethnicity?
- What assumptions might you have?
- What stereotypes might you have?
What are Stereotypes?

• Fixed impressions

• Exaggerated or pre-conceived ideas about particular social groups

• Usually based on physical appearance

• Gender, Race, Religion, Age, Weight, Sexual Orientation, Etc........
Implications

What are the implications of stereotypes in the workplace?

• Residents, Co-workers

• Family Members
Video

“BRAIN POWER”
Perceptual Process

Recognition +
Interpretation +
Expectation =
Perception

Perception leads to Behavior
Jelly Bean Exercise

- Each Participant gets a pack of jellybeans
- Individually “taste” the jellybeans
- Work in small groups to determine “expected” flavors and “real” flavors
- Complete worksheet and present to larger group
- What did you “Observe”, “Sense” and “Experience”?
Process to Achieve Cultural Competency

1. Observe
2. Sense
3. Experience
4. Understand
5. Appreciate
Summary

- Wrap-up
- Discuss
- Evaluations