

Debriefing for Cultural Humility©

1. Diversity, Context, and Power Imbalances (Antecedents)

1. How did that feel? (Start by assessing emotion.)
2. What types of diversity were present between provider and patient?
3. Are there any historical precedents or political situations that might be at play?
4. Were you aware of any individual diversity characteristics with respect to personal beliefs and values that were apparent?
5. What was the situational context of the conflict?
6. Did you notice anything in the physical environment that seemed relevant to the conflict?
7. What power imbalances did you perceive?
8. In what ways is the patient/family/community in the minority?
9. In what ways is the health care provider in the minority?
10. What thoughts go through your mind when you are faced with a conflict? Do you want to be curious and learn more or avoid it? Is conflict a normal part of life?

2. Cultural Humility (Attributes)

11. In what ways did the health care provider focus on the patient? Was care patient-centered?
12. In what ways did the health care provider focus on his/herself? Who received more focus?
13. Did the health care provider demonstrate flexibility or rigidity? If so, in what ways?
14. Did the patient demonstrate flexibility or rigidity? If so, how?
15. How might the healthcare provider's actions impact patient-centered care?

16. What are some strategies you saw or might consider using to level the power imbalances or flatten the hierarchies in this event?
17. What actions might have demonstrated cultural humility?
18. Did the health care provider demonstrate openness to listening to the patient? What are ways to convey being open?
19. How were the interactions/communications between healthcare provider and patient?
20. How did the health care team function? How was the communication within the team?

3. Outcomes (Consequences)

21. In what ways was the patient empowered?
22. How were the patient's thoughts, beliefs, and values integrated into the plan of care? Did the patient receive optimal care? Why or why not?
23. Did the healthcare provider develop a partnership with the patient? Why or why not?
24. Did you sense a feeling of respect? What are ways of fostering respect in this situation?
25. What were the positive outcomes for the patient? What were the positive outcomes for the provider? For the care team? For the institution? For the community?
26. Were there any negative outcomes that you perceived or anticipate?
27. What are some of the potential implications of the health care provider's decisions and actions?
28. Cultural humility is a process of self-awareness and life-long learning. How might you apply what you learned today about diversity and cultural humility in the future? (End by reinforcing lifelong learning.)

Table. Example Debriefing Questions

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