

# Cultural Humility as a Strategy to Promote Inclusive Learning Experiences Within Clinical Environments

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To receive continuing education credits

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# Disclosures

Presenters do not have any financial or other conflict of interest to disclose for this presentation.



# Reflection

Write down:

What are one or two life events that have made it possible for you to be a member of the BCH Academy learning community?



# Historical context about cultural Humility

- Melanie Tervalon and Jan Murray-Garcia (1998) Children's Hospital in Oakland, CA,
- Cynthia Foronda (2016, 2022) concept analysis



# Definitions

“cultural humility incorporates a lifelong commitment to **self-evaluation** and **self-critique**, to **redressing the power imbalances** in the patient-physician dynamic, and to **developing mutually beneficial and non-paternalistic clinical and advocacy partnerships with communities** on behalf of individuals and defined populations”

Tervalon & Murray Garcia, 2018



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# A Theory of Cultural Humility (Foronda, 2020)

"refers to the **recognition of diversity and power imbalances** among individuals, groups, or communities, with the actions of **being open, self-aware, egoless, flexible**, exuding **respect and supportive interactions**, focusing on both self and other to formulate a tailored response. Cultural humility is a **process of critical self-reflection and lifelong learning**, resulting in mutually positive outcomes."

When applied to educational settings...

"Cultural humility promotes learner-centered education within safe learning environments."

"Cultural safety is a subjective experience that is not achieved until the learner feels that it is."

(Foronda, 2022)

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# Intersectionality

“Intersectionality refers to the inseparability, interconnectedness, and intricate interactions among social-structural factors, *isms*, and identities. Multiple social factors are overlapping, entwined with each other, and may be indivisible. The exploration of these diverse intersections facilitates a complex and nuanced understanding of oppression, [marginalization](#), and privilege. ”

- In order to redress power imbalances, we need to understand how our multiple identities identify who we are.
- Reflecting on intersectionality provides a framework for doing so.
- Everyone is an expert in their own identity







# Competence vs. humility

## Competence

- Content oriented: increasing confidence, knowledge and self-efficacy to communicate and treat different patients
- Might overlook nuanced and individual attributes about persons because every person is placed in a category. Could lead to stereotyping.

## Humility

- Process oriented; enhance capacity to deliver patient centered care
- Engaging with the person, seeing and valuing them as an individual with unique attributes and life experiences
- Acknowledging that one cannot assume to know the other person; needs and wants to learn from them.

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# Key Elements of Cultural Humility

Self-reflection of one's own experiences which impact the present interaction

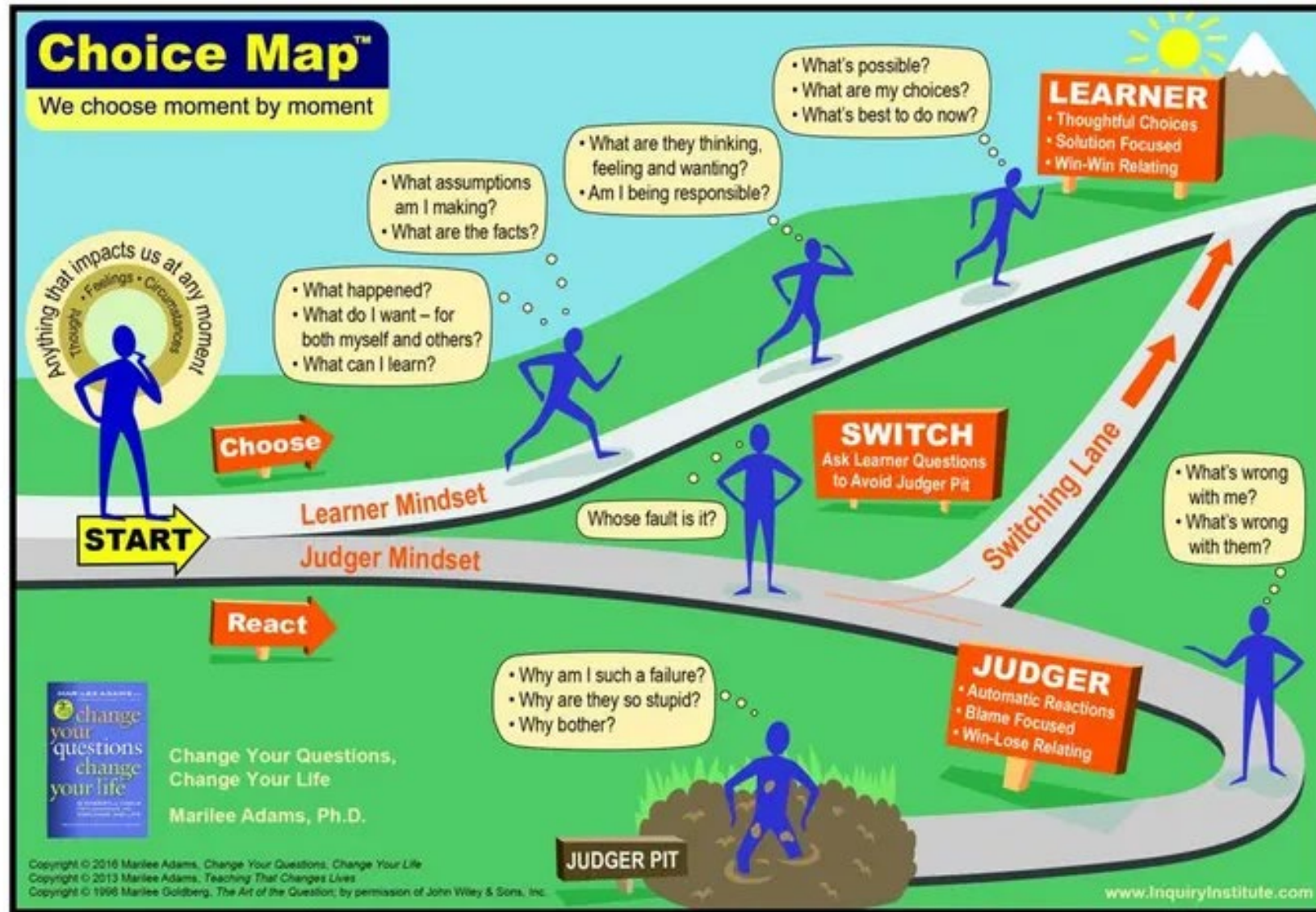
Not make assumptions about a person's experience; everyone is an expert in their own identity

Recognize power imbalances and desiring to foster equity and inclusivity

Implement actions that foster cultural humility



# Judging vs. Learner Mindset



# Cultural humility in clinical education: Why do we teach this concept?

## Learners

- Foster respect for diverse perspectives
- Promote inclusive learning environment
- Promote critical thinking by exploring with curiosity and intentionality
- Acknowledge power gradient and equalize imbalances to foster mutual learning

## Families and Caregivers

- Foster respect for diverse experiences
- Promote engagement and patient-centered care
- Build trusting relationships
- Acknowledge and address power imbalances to create true partnerships with families

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# Case Example

- You are supervising a learner who reports that a parent is adamant they do not want their children to be vaccinated.
- The learner has tried reasoning with the parents about how critical it is for children to have protection. As a strategy they provided all the scientific evidence and data showing the efficacy and safety of vaccinations.
- How can cultural humility help the learner understand the fears of the family?



# Preparing to Educate with Cultural Humility Lens

- Environmental scanning:
  - What is happening in the current climate and how external forces impact the learning experience?
- Examine the teaching materials:
  - Evaluate images (or lack thereof), case studies and other resources
- Establish ground rules prior to discussions:
  - Create psychological safety and set expectations of learner behavior





# Moving from self-reflection to action



## Ask Forward-Focused Questions

- “What small step can I take today?”
- “Who can support me in this?”
- “What resources do I need?”

## Turn Insights into Action

- **Reflection:** “I realize I avoid difficult conversations.”
- **Action:** “I will prepare for one conversation this week using active listening techniques.”

## Commit to a Learner Mindset

- View mistakes as learning opportunities rather than failures.

## Use the A.W.E. Question

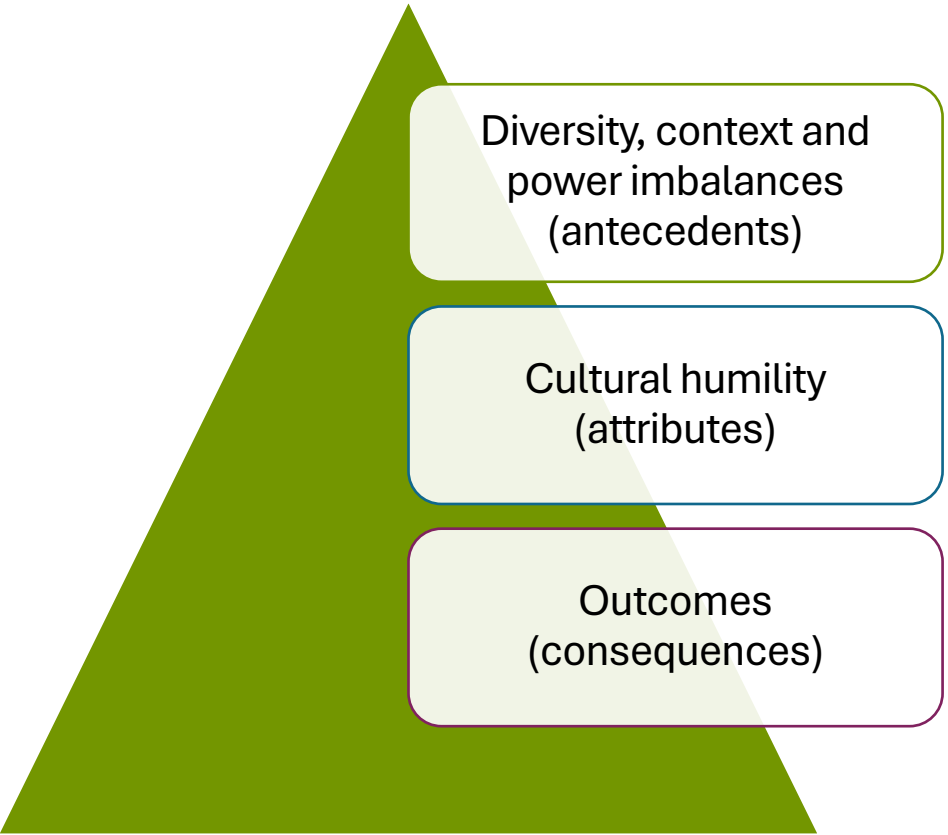
- Ask yourself: “**And What Else?**” to explore more possibilities and expand your options.

## Accountability and Tracking

- Set goals and track progress with questions like:
  - “What worked well today?”
  - “What will I do differently tomorrow?”

# Debriefing for Cultural Humility

(Foronda, 2021)



Diversity, context and  
power imbalances  
(antecedents)

Cultural humility  
(attributes)

Outcomes  
(consequences)

Where the world comes for answers



Boston Children's



# Large group activity

- Consider the learners you are working with right now.
- In the chat, enter which of these strategies do you see yourself using in your education experiences to promote cultural humility?

Moving from Self-Reflection to Action	Debriefing for cultural humility
Ask Forward-Focused Questions	Diversity, context and power imbalances (antecedents)
Turn Insights into Action	Cultural humility (attributes)
Commit to a Learner Mindset	Outcomes (consequences)
Use the A.W.E. Question	
Accountability and Tracking	



# Key Takeaways

- Cultural humility is a process for engaging with persons that doesn't focus on us, it focuses on them.
- Normalizing the exploration of bias and going beyond the surface with curiosity promotes critical thinking for learners.
- You can always bring cultural humility at any point in an interaction; even if you found yourself in a judging path you can always go back.
- Intersectionality: Everyone is an expert in their own identity.
- Being open, self-aware, egoless, and flexible are fundamental in cultural humility.
- Best taught and transmitted to learners through our own interactions with them.



# Thank you!

