

Mission Possible: Making Cultural Competence Real on the Policy, Program, and Practice levels

Understanding what it is, how to do it, and what it looks like.

In Our Time Today...

- We will deepen our understanding of cultural competence
 - What it is.
 - What it means for our systems
 - Why this is important for us as leaders.
- We will discuss a philosophical framework for making cultural competence real
- We will explore ways to operationalize cultural competence
 - On the Policy Level
 - On the program Level
 - On the Practice Level

What is Cultural Competence?

Cultural competence is defined as the ability of service providers and organizations to effectively deliver services that meet the social, cultural, and linguistic needs of those they serve.

The Challenge!!!

What does this look like?

How do we get there?

How do we know when we are achieving it?

The Enhanced CLAS Standards

- Established to create a standard for healthcare equity
- Covers the following areas
 - Governance, Leadership, and Workforce
 - Communication and Language Assistance
 - Engagement, Continuous Improvement, and Accountability

The CLAS Standards

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to:

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

What This Means For Systems/ Organizations

- Governance
- Policy and procedures
- Staffing and workforce
- Programming
- Community engagement
- Outcomes and process evaluation

Why is this important for us as leaders?

- Standard setting/ Standard bearing/ branding
- Governance/ internal leadership
- Creating alignment
- Workforce recruitment, retention, and development
- Programming

A framework and approach for understanding and making Cultural Competence real...

Wrapping our head around it..

Gracious Space- What is it?

To create and maintain an environment in which honesty, equity, reciprocity, and partnership can thrive; the group/ organization/ system enters into an agreement on honoring "Gracious Space". Gracious Space is all about honor and respect for the place, time and **people** involved in a particular situation. It allows for safe space in which to engage in real meaningful thought, conversation, and change.

How we got here? We started at the bottom...

- Resulted out of a direct need in our community
 - On the Policy Level
 - On the Program Level
 - On the Practice Level
- How we came to this approach
 - Policy drives program
 - Program drives practice
 - Practice Is People
 - **People Drive Policy**

How Does “Gracious Space” move from the practice level to the program and policy levels?

Gracious Space....

- Is transformational not transactional
- Creates space for and supports the emergence of different voices, processes, approaches, and ways of knowing
- Creates space for those different perspectives to have equitable position

	Axiology (Values)	Epistemology (way of knowing)	Logic (Principles of Reason)	Process (Practice of Reason)
Ethnic Groups European Euro-American	Member-Object The highest value lies in the object or the acquisition of the object	Cognitive One knows through counting and measuring	Dichotomous	Technology All sets are repeatable and reproducible
African African-American Hispanic Arab	Member-Member The highest value lies in the interpersonal relationships between persons	Affective One knows through symbolic imagery and rhythm (i.e., functionality)	Diunital The union of opposites	Ntology All sets are interrelated through human and spiritual networks
Asian Asian-American Polynesian	Member-Group The highest value lies in the cohesiveness of the group	Conative One knows through striving towards the transcendence	Nyaya The objective of the world is conceived independent of thought and mind	Cosmology All sets are independently interrelated in the harmony of the universe
Native American	Member-Great Spirit The highest value lies in the oneness with the Great Spirit	Inspirational One knows through reflection and spiritual receptivity	"Great Mystery" (medicine wheel) 4 directions plus 3 elements, above, at, and below	Transcendence All sets of life are interrelated through the mineral, plant, human, and spiritual networks

Operationalizing Cultural Competence

Taking “Gracious Space” From theory to practice

What does “Gracious Space” look like in practice?

- On the Policy level
 - “Regents Story”
 - Beyond the waiver
- On the Program Level
 - Good product vs. “productivity”
- On the practice Level
 - “Everything old is new again”

Please remember

- The Challenge!!!
- Create a standard for healthcare equity
- It's everyone's job- We all have specific roles to play
- Gracious Space as a framework/ approach
- Nichols Philosophical Theory of Cultural Difference
- Policy drives program
- Program drives practice
- Practice Is People
- **People Drive Policy**

Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

This is Mission Possible!!!!!!

Contact Information

Melanie Funchess

Director of Community Engagement

Mental Health Association

320 N. Goodman St

Rochester, NY 14607

Phone 585-325-3145 *135

Fax 585-325-3188

E-Mail mfunchess@mharochester.org