



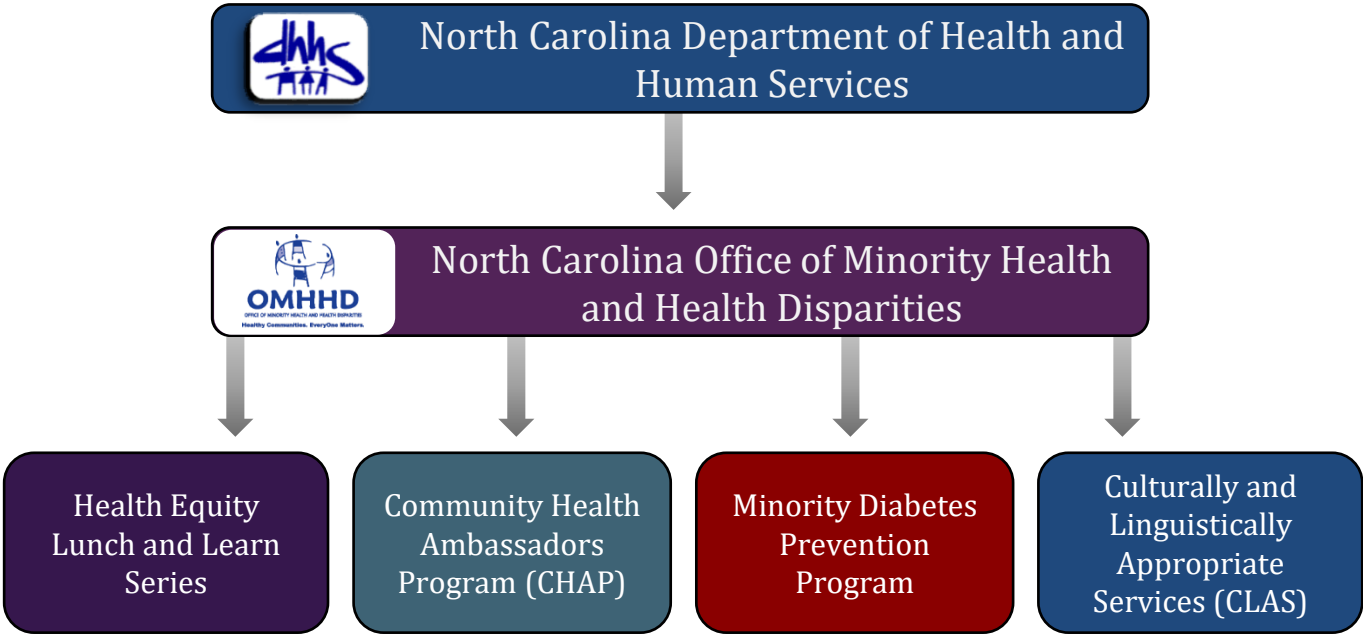
NC Department of Health and Human Services

Implicit Bias, Cultural Humility and Cultural Consciousness

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Office of Minority Health and Health Disparities



Source: www.ncminorityhealth.org

Mission and Vision of NC OMHHD

Vision

- All North Carolinians will enjoy good health regardless of race/ethnicity, [gender, sexual orientation] disability or socioeconomic status.

Mission

- To promote and advocate for the elimination of health disparities among all racial and ethnic minorities and other **underserved populations** in North Carolina.

Welcome

Our learning objectives are:



- Define implicit bias, cultural humility, cultural consciousness, microaggression, and the cycle of socialization.
- Provide two examples illustrating the connection between socialization and implicit bias.
- Identify at least two ways you will implement cultural humility in your professional work and personal lives.

DEFINITIONS - TERMINOLOGY

Race
Bias
Reproductive Justice
Inclusion
Diversity
Institutional Racism
Systemic Racism
Health Disparity
Equality
Prejudice
Socialization
Social Determinants of Health
Unconscious Bias
Microaggression
Racism
Racial Equity
Structural Racism
Health Equity
Implicit Bias
Equity
Social Justice
Explicit Bias

Equality



Equity



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North Carolina Office of Minority Health; Robert Wood Johnson Foundation image

Health Equity, Inequities, Disparities

Health **equity** is the opportunity for everyone to have good health.

Health Equity, Inequities, Disparities



Health Equity, Inequities, Disparities

Health **inequities** are the unfair differences that prevent everyone from the opportunity to have good health.

Health **disparities** are the measurable differences or gaps seen in one group's health status in relation to another or other group(s).

Cultural Competence

Cultural competence is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge and skills along the cultural competence continuum.

Betancourt et al., 2002

Cultural competence in health care describes the ability of systems to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet patients' social, cultural, and linguistic needs.

Cultural Consciousness and Contextuality



Cultural Consciousness and Contextuality

Cultural consciousness is the process of developing awareness of culture in self, which can result in expanding understandings of culture and developing deeper cultural knowledge about other individuals and contexts.

Cultural Consciousness and Contextuality



Cultural Consciousness and Contextuality

Cultural contextuality consists of the values, symbols, interpretations, and perspectives that are shared by a particular group.

Understanding a clients cultural contextuality is critical in designing learning activities, service provision and development of programs.

Cultural Humility

Power Imbalance

- Openness
- Self-Awareness
- Egoless
- Supportive Interaction
- Self-Reflection & Critique

Cultural Humility



Lifelong Learning

- Empowerment
- Mutual Benefit
- Partnerships
- Optimal Care
- Respect

Diversity

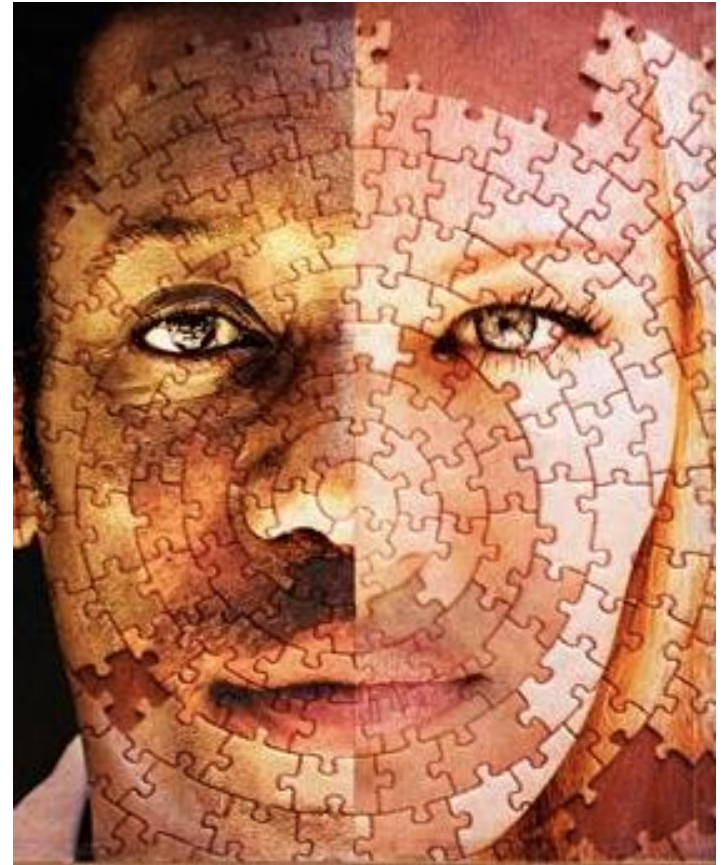
Cultural Humility

Cultural humility is a process of self-reflection and discovery in order to build honest and trustworthy relationships. The ability to maintain an interpersonal stance that is other-oriented (or open to the other) in relation to aspects of cultural identity that are most important to the [person].

(Hook, J. N., Davis, D. E., Owen, J., Worthington Jr., E. L., & Utsey, S. O. (2013).

Racism and Racial Equity

- **Racism:** A system of oppression based on race and unshared power.
- **Racial Equity:** When race can no longer be used to predict life outcomes and outcomes for all groups are improved



("Advancing Racial Equity and Transforming Government – A Resource Guide to Put Ideas into Action." *Local and Regional Government Alliance on Race and Equity*, <https://www.racialequityalliance.org/resources/advancing-racial-equity-and-transforming-government-a-resource-guide-to-put-ideas-into-action/>; NC Office of Minority Health and Health Disparities)

Intersectionality

Intersectionality attempts to identify how interlocking systems of power impact those who are most marginalized in society (Crenshaw 1989).

Intersectionality considers that various forms of social identities, such as **class, race, sexual orientation, age, disability and gender**, do not exist separately from each other but are interwoven together.



Mapping the Margins: Intersectionality, Identity Politics, and Violence Against Women of Color. Kimberle Williams Crenshaw - 1991 - *Stanford Law Review* 43 (6):1241-99.

Reproductive and Social Justice

Reproductive justice exists when all people have the social, political and economic power and resources to make healthy decisions about our gender, bodies, sexuality and families for our selves and our communities.

Social justice is defined as “justice in terms of the distribution of wealth, opportunities and privileges within a society. Ensuring social justice is therefore one component to achieving health equity.

Health Equity as Social Justice

According to Paula Braveman and Laura Gottlieb in a 2014 article in *Public Health Reports*:

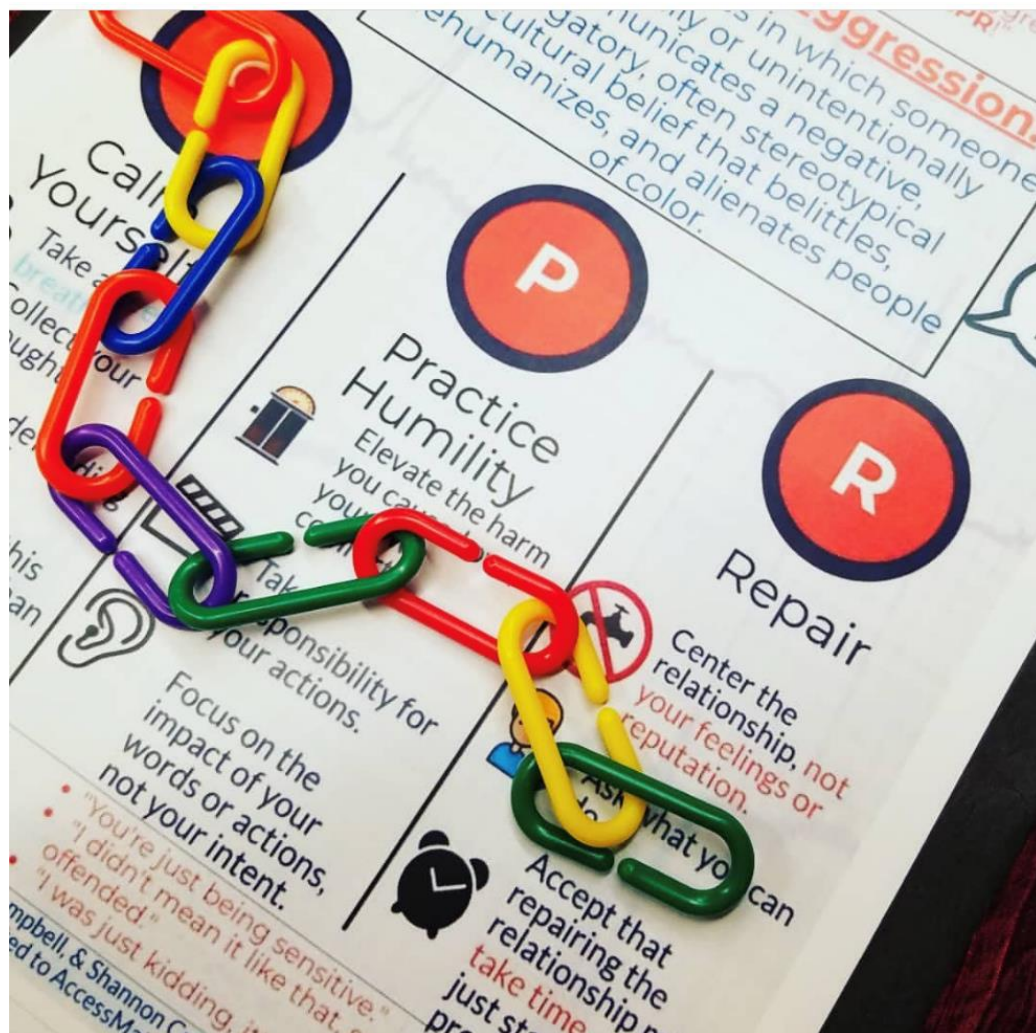
“Health equity means social justice in health (i.e., no one is denied the possibility to be healthy for belonging to a group that has historically been economically/socially disadvantaged).”

Braveman, P. A., Kumanyika, S., Fielding, J., Laveist, T., Borrell, L. N., Manderscheid, R., & Troutman, A. (2011). Health disparities and health equity: the issue is justice. *American journal of public health, 101 Suppl 1*(Suppl 1), S149-55.

Exercise

Moderate to High Participation Risk

- Challenges and Expectations:
Take of personal emotional needs, participate at level of comfort, and share within your own boundaries.



Word Picture Activity

Guided Imagery Exercise

- I will read a very short word picture to you. After I read the word picture I will pause for a few moments of quiet.
- During that time, take note of **gut-level, unedited reactions** that come up *instantaneously* in response to the prompt, write your **unedited, instantaneous reactions down** – words or phrases or questions that come up as **your immediate associations** with the word picture, or anything else that you might be thinking, sensing, or feeling.

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.

Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Word Picture Activity

Guided Imagery Exercise

- **Please do not change your initial response to a word.**
- Do your **best** to put into words whatever your unconscious surfaced to you as an immediate response to the word picture.

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.
Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Word Picture Activity

Guided Imagery #1

Imagine a professional suit.

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.

Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Word Picture Activity

Guided Imagery #2

Picture a loving family household.

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.
Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Word Picture Activity

Guided Imagery #3

Imagine yourself walking into a room for a meeting. *You hear someone you have not yet met speaking with an accent.*

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.

Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Word Picture Activity

Guided Imagery #4

Picture yourself in line at the grocery store. The person checking out in front of you is using food assistance to pay for groceries.

Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity.

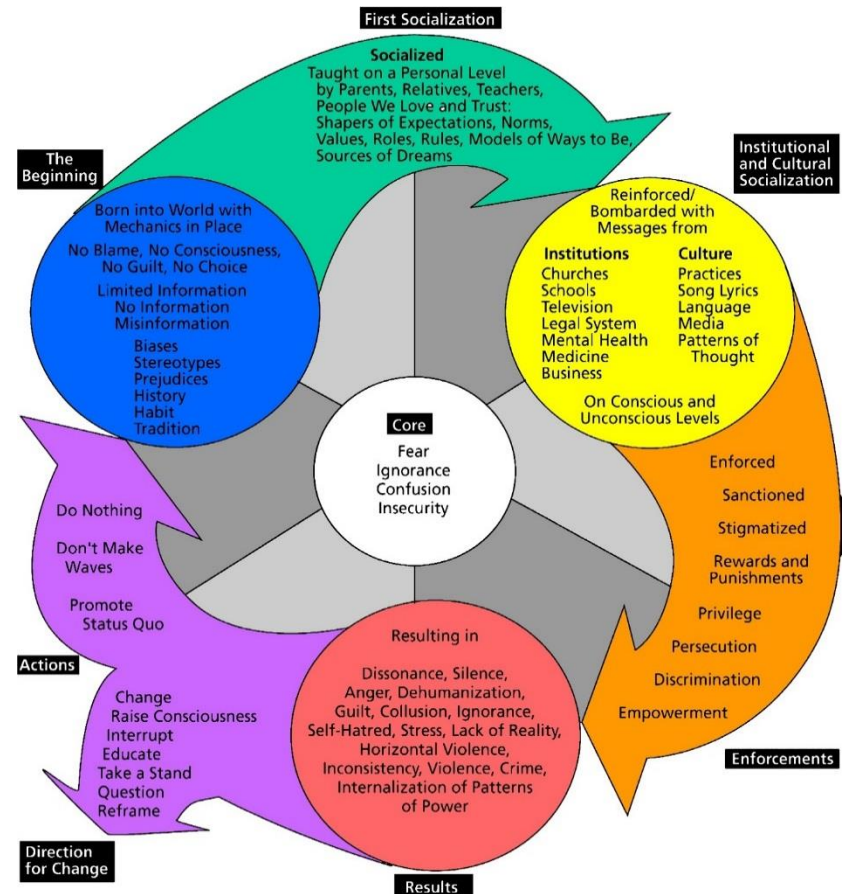
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What Influences Health Equity?

Social Determinants of Health



The Cycle of Socialization



What Influences Health Equity?

How does we **live, learn, work and play** has a tremendous impact on health?

People need social experiences to learn their culture and to survive. **Socialization** represents the whole process of learning throughout the life course and is a central influence on the behavior, beliefs, and actions of adults as well as of children.

Throughout our lives, we all encounter a cycle called the **Cycle of Socialization**.

Source: Adams, M., Bell, L. A., Griffin, P. (1997) Teaching for Diversity and Social Justice, New York: Routledge

Social Determinants of Health

Social Determinants of Health

- **Social determinants of health** are conditions in the environments in which people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.



The Institute of Medicine. Disparities in Health Care: Methods for Studying the Effects of Race, Ethnicity, and SES on Access, Use, and Quality of Health Care, 2002; NC Office of Minority Health

What is Socialization?

Our **first socialization** is interaction between ourselves and our families, especially our parents/guardians who will begin to raise us.

Socialization encompasses both learning and teaching and is thus "the means by which **social and cultural continuity** are attained"



Source: Adams, M., Bell, L. A., Griffin, P. (1997) Teaching for Diversity and Social Justice, New York: Routledge

The Cycle of Socialization

The process of internalizing the norms and ideologies of society.

As we grow older we encounter institutional and cultural socialization, where we become bombarded with messages from school, church, and pop culture as to what is normal.

We are born into a set of social identities, related to **gender, race, ethnicity, class, skin color, first language, ability status, religion, sexual orientation, and economic class.**

Source: Adams, M., Bell, L. A., Griffin, P. (1997) *Teaching for Diversity and Social Justice*, New York: Routledge; Harro, 1982

Implicit Bias

What is “implicit bias?”

- Implicit (**subconscious**) bias refers to the attitudes or stereotypes that affect our understanding, actions and decisions in an unconscious manner.
- These biases, which encompass both **favorable and unfavorable assessments**, are activated involuntarily and without an individual’s awareness or intentional control.

Source: Source: Staats C. State of the science: Implicit bias review 2014. Kirwan Institute for the Study of Race and Ethnicity. ; Rudman LA. Social justice in our minds, homes, and society: The nature, causes and consequences of implicit bias. Social Justice Research, 17(2):129-142.

Implicit Bias

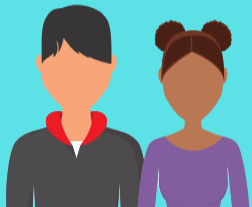
"Bias is woven through culture like a silver cord woven through cloth. In some lights, it's brightly visible. In others, it's hard to distinguish. And your position relative to that glinting thread determines whether you see it at all."

Jessica Nordell, "[Is This How Discrimination Ends?](#)," *Atlantic* (May 7, 2017).

Implicit Bias is...

Attitudes, Stereotypes and Beliefs that can affect how we treat others.

Implicit bias is not intentional, but it can still impact how we judge others based on factors including:



Gender



Culture or
Citizenship



Race/Ethnicity



Language



Ability

Microaggressions

Microaggressions are the everyday verbal, nonverbal, and environmental slights, snubs, or insults, whether intentional or unintentional, which communicate hostile, derogatory, or negative messages to target persons based solely upon their marginalized group membership.

Research suggests that none of us are immune from inheriting the racial, gender, and sexual orientation biases of our society. We have been socialized into racist, sexist and heterosexist attitudes, beliefs and behaviors.

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Addressing Microaggressions

Part of establishing an **inclusive and affirming** environment is developing a keen sense of the racial (and other social identity) dynamics among program staff and leadership. It can be difficult to take steps towards racial or health equity, if it is unknown or unclear -- how or why there is inequity.

CPR

The Racial Microaggressions Reparative Response Model
 "I Committed a Racial Microaggression! Now What?"
Apply CPR!

Racial Microaggression:
 Social exchanges in which someone intentionally or unintentionally communicates a negative, derogatory, often stereotypical cultural belief that belittles, dehumanizes, and alienates people of color.

Examples of microaggressions:
 - "I'm not racist. I have a Black friend."
 - "You are so articulate!"
 - "All Lives Matter."
 - "Where are you 'really' from?"

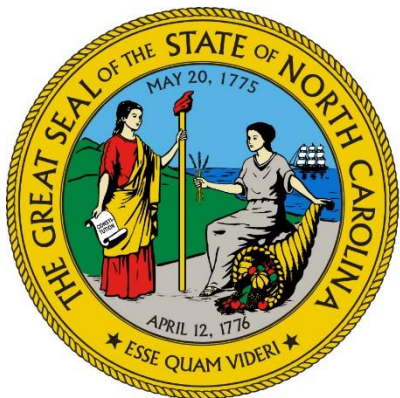
C	P	R
<p>Calm Yourself</p> <ul style="list-style-type: none"> Take a deep breath. Collect your thoughts. Resist defending yourself. Remember this feels scarier than it is. 	<p>Practice Humility</p> <ul style="list-style-type: none"> Elevate the harm you caused over your own comfort. Take responsibility for your actions. Focus on the impact of your words or actions, not your intent. 	<p>Repair</p> <ul style="list-style-type: none"> Center the relationship, not your feelings or reputation. Ask what you can do. Accept that repairing the relationship might take time - you are just starting the process now.
<p>Responses that do more harm</p> <ul style="list-style-type: none"> "You're just being sensitive." "I didn't mean it like that, so you shouldn't be offended!" "I was just kidding, it's not a big deal." 		

CPR model developed by Kira Manser, Jaymie Campbell, & Shannon Criniti. Infographic designed by Lexx Brown-James. Copyright 2018. Permission to use granted to AccessMatters. Contact: training@accessmatters.org

Strategies to Combat Implicit Bias

Actions that health care providers can take to combat implicit bias, include:

- Knowing the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care **(the National CLAS Standards)**.
- Having a basic understanding of the cultures from which your patients come.
- **Avoiding stereotyping the people you serve**; they are individuals, understand and respect the magnitude of unconscious bias. **Learn about microaggressions.**



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Questions?