

Cultural Considerations

System Change:
From the Bottom Up

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Culture Matters

“Cultural competency is more than being politically correct, it’s about people’s health and well-being.”

Change takes Courage

“Not everything that is faced can be changed, but nothing can be changed until it is faced.”

First,

Why Culture?

3 Truths

“Everyone of us are like everybody else ...

Everyone of us are like some other people...

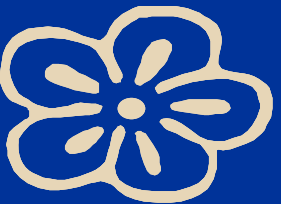
Everyone of us is like no other person.”

Who are the

“some other people?”

A-D-D-R-E-S-S-I-N-G

**What do we mean
by the terms
“Minority” or
“Majority”?**



- **Political Majority?** What is the composition (physical, language, mannerisms, histories, values, beliefs, etc) of the Political Majority.
- **Economic Majority?:** If you were to look at income levels, does a natural cluster occur between the races, gender, etc?
- **Administrative Majority?:** Who “runs” America? Would a “cluster” occur as well?

Where did “American Culture” come from...?

- Early definition of a “citizen”?
 - White,
 - Male,
 - English-Speaking,
 - Christian,
 - Heterosexual, and
 - Landowner.

What are some components of the “Majority Culture”?

Individualism – <i>“Be Independent”</i>	Capitalism – <i>“Make Money”</i>	English is the primary language
<i>“Make eye contact when talking”</i>	<i>“Speak your mind”</i>	Meetings are runned by <i>“Roberts Rules”</i>
Credentials have value	Holidays and history are European based	American Disease Model dominant theory of illness
Single God concept.	The scientific method is valued.	Firm handshake.
Little physical contact.	Adherence to rigid time.	Hot Dog, Appie Pie, etc.



... observations from being away...

Mainstream America... “My AAPI Influence..”

We say “hello”.	We say “how you”?.
We are assertive.. If you want it, go get it!	We are passive. If you want it, be respectful, and it might be given to you
We try to change the world.	We let nature change the world.
We believe in the freedom of speech.	We believe in the freedom of silence.
We shake hands and might hug or kiss.	We shake hands, and will more than likely hug, and/or kiss.
We give the firm handshake as a sign of respect and strength.	We give the soft handshake as a sign of respect and humility.
We say sorry when it’s our fault.	We say sorry when its our fault and the other person’s fault.
We get to the point, then we talk story.	We talk story first, then we get to the point..

Why Else...?

It's the Law....

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.”

Title VI of the Civil Rights Act of 1964

...But more importantly, we need to focus on cultural issues because more often, culture bears upon whether adults, youth, or families *even seek help in the first place*, and if they do seek help, culture influences...

- *what types of help they seek,*
- *who they prefer to treat them, and*
- *how much stigma they attach to addictions or mental illness.*

5 more reasons...

■ **The Changing Demographics**

- By the year 2050, Euro-Americans will constitute no more than 50% of the US population. In Hawaii, 70% are Asian/Pacific Islander.

■ **Eliminate Disparities**

- Did you know that of all the races in Hawaii, Native Hawaiians are the fastest dying, most incarcerated?. These are disparities.

■ **Improves Quality of Services and Outcomes**

- When people feel understood, respected, and validated, it increases the likelihood that they will participate in their own treatment.

■ **Adults (youth and families) Say So!!**

- This is probably the only evidence we need to justify training in this area. Adult, youth, and family surveys nationwide tell us that culturally competent services matter regardless of race or ethnicity.

Where do we
start...?

With Yourself!! Because.....

***“ We don’t see
things as they are,
we see them as
we are”***

Prejudice in Hawaii

A Cognitive Shortcut / Researcher Bias

“That boy work’s hard for a Hawaiian”

“Eh, you’re smart for a Portuguese”

Prejudice

“Hey that’s one cool Ha’ole bruddah”

“That girl is no good – that’s how the family”

“She probably don’t know cause she don’t speak English”

If you don't think you have any prejudices, ask yourself...

How did your parents express their feelings about other ethnicities and/or races?

Was it expressed openly or in off-hand remarks, jokes, etc?

Were threats made if you dated someone from another ethnicity or religion?

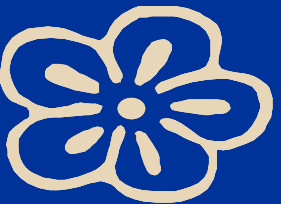
How would your family respond if you were gay?



“It is difficult to be truly understanding and sensitive to someone else’s culture until one has gained some knowledge and appreciation for one’s own culture”

(Lynch & Hanson, 1998)

**Where Am
I?**



That's their Problem

■ Denial

- Your worldview is the only one that should exist. You deny and are disinterested in diversity issues.
 - “...diversity is a problem and clients should learn how to be more like the mainstream and adapt to how we do things. If they don't get better, that's their fault.”

■ Defense

- You experience your worldview as the best from all others. You use mechanisms such as stereotyping to defend yourself.
 - Thus, you are not aware of your agencies own discriminatory practices and/or subtle messages (e.g., subtle messages that some clients are not welcomed, agency décor that does not reflect the diversity of the population, etc);

Moving Forward

■ Minimization

- You know differences exist but you minimize these differences and believe that human similarities outweigh any differences.
 - Thus, you believe that “all clients are the same,” (e.g., Staff strongly encourage the “different client” to get with it; pity the client; or blames them for their problems);

■ Acceptance

- You recognize and value cultural differences, and you are curious about different cultures, beliefs, etc.
 - Thus, you and your staff recognize that there are cultural differences and start to educate yourself about those differences (e.g., hires a diverse staff; considers culture and difference as important, considers specific interventions targeting the most at-risk, provides diversity training to staff);

Culturally Responsive

■ Adaptation

- You value differences and change your behavior to communicate more effectively to clients from different cultural backgrounds, etc.
 - Thus, you express a commitment to diversity for all and continually evaluate diversity issues and the dynamics of the differences (e.g., willing to make adaptations in services, conducts client satisfaction surveys, conduct staff morale surveys, uses data to inform agency-wide efforts)

■ Integration

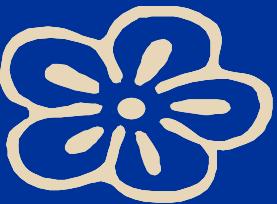
- You value a variety of cultures and move easily in and out of varying worldviews.
 - Thus, you conduct interviews with diverse clients, integrate specific agency-wide approaches to improve the agency climate; collect data; and you keep looking for ways to improve without defensiveness.

and so...

Culture Matters when helping
Diverse Individuals and
Families!!

but how?...

Lets look at 5 ways.....

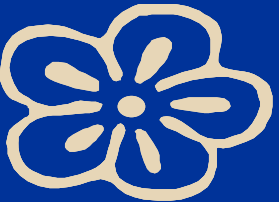


First...

**Obtain Basic Knowledge of the
Cultural Groups you are likely to Serve.**

*“Seek first to understand,
then to be understood.”*

For example...



Second... Build the Therapeutic Alliance

✓ Know basic “hello” and “goodbye” protocol (handshake, head nod);

✓ Pay attention to political correctness;

✓ Be aware of communication styles and nonverbal cues;

✓ Be willing to learn and understand the language of the local people or phrases most commonly used:

-Expectancy—15%

-Techniques—15%

-Extra-therapeutic—
30%

-Relationship—40%

Being alert,
empathic, flexible,
friendly, prepared,
honest, genuine,
attuned, etc



Political Correctness

Definition: Avoidance of expressions or actions that can be perceived to exclude or marginalize or insult people who are socially disadvantaged or discriminated against.

- *Examples:*
 - *Asian (not Oriental)*
 - *Black or African American (not colored or Negro)*
 - *White or European American (use Ha'ole with caution – depends on context, tone of voice, etc)*
 - *Don't shorten Race descriptions.*
 - *Careful with Ethnic Jokes...*
 - *Chairperson, not chairman.*

Be aware of nonverbal cues...

“..No, no.. Leave it on!”

You are asked to do a home visit. From the background information you know that the family are of Hawaiian-Chinese ancestry and has lived in Hawaii over 20 years.

The family greets you at the door and as you begin to take off your shoes they tell you “ooh no, no leave it on”.

What would be your initial response?

In addition to the family’s comments, what other factors would you consider to help you decide on your best ‘next step’?



Language can help in Engagement

“Hello...”

Hawaiian	Aloha
Japanese	Kon nichiwa
Chinese	Nei hou ma
Korean	Annyonghasipnika
Tagalog	Kumusta
Ilokano	Komusta
Tongan	Malo e lelei
Samoaan	Talofa



“Do you understand?”

Hawaiian	Maopopo'oe?
Japanese	Wakarimasuka?
Chinese	Nei meng ng meng?
Korean	Ihae hasimnika?
Ilokano	Maawatam?
Tagalog	Naintindihan mo ba?
Samoaan	E malamalama oe?
Tongan	'Oku mahino?

“Thank You”

Hawaiian	Mahalo
Japanese	Arigato gozaimasu
Chinese	Do jie
Korean	Komapsumnida
Ilokano	Dios ti agngina
Tagalog	Salamat saiyo
Samoan	Fa’afetai tele lava
Tongan	Malo

A'OLE

- **“Dah uddah time...” means**
 - Once before
 - Once upon a time
- **“Hemo your jacket” means**
 - Put on
 - Take off
- **The “stink eye” means**
 - Another term for pink eye
 - A “stare” that shows ones discontent
- **“Choke clothes” refers to**
 - Smoky clothes
 - A lot of clothes
- **When making the shaka, the back of your hand is facing in.**
 - True or False

Third.. Be prepared for Language & Cultural Differences

- ✓ Have brochures and fliers on common concerns or questions related to your section or program in multiple languages (e.g. Spanish, Ilokano, Tagalog, Samoan, Marshallese).
- ✓ Update your list of interpreters.
- ✓ Be able to access and work effectively with an interpreter.
- ✓ Hire a diverse workforce ...cause at some level, looks matter!

Non-English as Primary Language in Adult Mental Health CMHCs

CMHC	TOTAL Non- English as Primary Language	PERCENT of Non- English within CMHC
Central Oahu	55	5.98%
Diamond Head	23	4.29%
East Hawaii	18	2.39%
West Hawaii	13	1.65%
Kalihi-Palama	109	14.91%
Windward Oahu	17	4.15%
Kauai	31	5.41%
Maui	22	2.10%
Hawaii State Hospital	16	5.71%

“Get the Word Out”

Interpreter List Growing

[O-oahu; M-maui; h-Hawaii; mo-Molokai; k-Kauai]

American Sign	9-o; 2-m; 3-h; 2-k
Cantonese	27-o; 1-m; 1-h; 0-k
Chuukese	12-o; 1-m; 1-h; 0-k
Ilokano	19-o; 4-m; 3-h; 4-k
Japanese	33-o; 2-m; 7-h; 1-k
Korean	28-o; 1-m; 2-h; 0-k
Mandarin	30-o; 1-m; 2-h; 0-k
Marshallese	5-o; 1-m; 2-h; 0-k
Samoan	7-o; 0-m; 0-h; 0-k
Spanish	25-o; 11-m; 18-h; 1-k
Tagalog	21-o; 1-mo; 3-m; 4-h; 1-k
Tongan	6-o; 0-m; 0-h; 0-k
Vietnamese	14-o; 0-m; 1-h; 0-k



Mr. Vignette

“Interpreter Please”

You request the services of an Ilokano speaking interpreter to assist you in communicating with your Ilokano consumer. Later the interpreter tells you that he was impressed with the way you worked with him especially when:

Lets see if our colleagues can figure this one out?



...lets ask our colleagues



You asked him for his opinion of the client's mental status.



You requested the use of the client's brother to assist in the interpretation rather than only relying on the interpreter.



You spoke directly to the client rather than saying to the interpreter "ask him" or "tell her"..

Fourth.....

Consider a
Client-Centered Approach:

ETHNIC Model

ETHNIC

■ EXPLANATION:

- What do you think caused “this” problem?
- What do friends, family, others say about this problem?
- Do you know anyone else who had this kind of problem?

ETHNIC

■ TREATMENT

- What kinds of medicines, home remedies, or other treatments have you tried for this problem?
- Is there anything you eat, drink, or do (or avoid) on a regular basis to stay healthy?
- Tell me about it.
- What kind of treatment do you want from us (me)?

ETHNIC

■ HEALERS

- Have you sought any advice from alternative/folk healers, friends, or other people (non-doctors) for help with this problem(s)?
- Tell me about it.

ETHNIC

■ NEGOTIATE

****Negotiate options that will be mutually acceptable to you and the youth and that do not contradict, but rather incorporate, youth or the family beliefs.**

****Ask what are the most important results the youth and family hopes to achieve from this intervention.**

ETHNIC

■ INTERVENTION

- Determine an intervention with the youth and family.
- May include incorporation of other family members, alternative treatments, spirituality, and healers as well as unique cultural or religious practices (e.g., prayer, avoiding certain foods).

ETHNIC

■ **COLLABORATION**

- Collaborate with the youth, family members, other health care team members, healers, and community resources.

How to Respond to Cultural Practices

Practice	Response	Example
Beneficial	Promote	Ho'oponopono; Spiritual Healers
Neutral	Respect	Ancestor Worship; Ocean cleansing
Potentially harmful	Educate	Circumcision Cleansing/Fasting
Harmful	Prevent / Educate	Using physical abuse to discipline

Promising Local Practices

Practice-Based Evidence Research

*Consumer Satisfaction Survey with Ho'omau Ke Ola

CS Domains

AMHD

*HKO

■ Access:	81%	85%
■ Appropriateness:	83%	97%
■ Improved outcomes:	69%	86%
■ Satisfaction:	84%	100%
■ Involved in tx planning:	79%	75%

Fifth...

Be careful not to get...

“Aloha Fatigue”

Antidote to
“Aloha Fatigue”

Malama Yourself

Here is two good ways...

