



Harvard Pilgrim
HealthCare Foundation

CULTURE INSIGHT | Training and consulting for
health care organizations

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Mass in Motion

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Culture

- The learned and shared knowledge, beliefs, and rules that people use to interpret experience and to generate social behavior. The guiding forces behind what people think, say, expect, and do.
- *“While there are observable general characteristics associated with cultural groups, there is significant heterogeneity among individuals within groups. Culture is dynamic.”*

■ Citation: Harvard Pilgrim Health Care, Culture InSight

What is Cultural Competence?

It is the ability to deliver effective medical care to people from different cultures.

By understanding, valuing and incorporating the cultural differences of America's diverse population and examining one's own health-related values and beliefs, health providers deliver more effective and cost-efficient care.

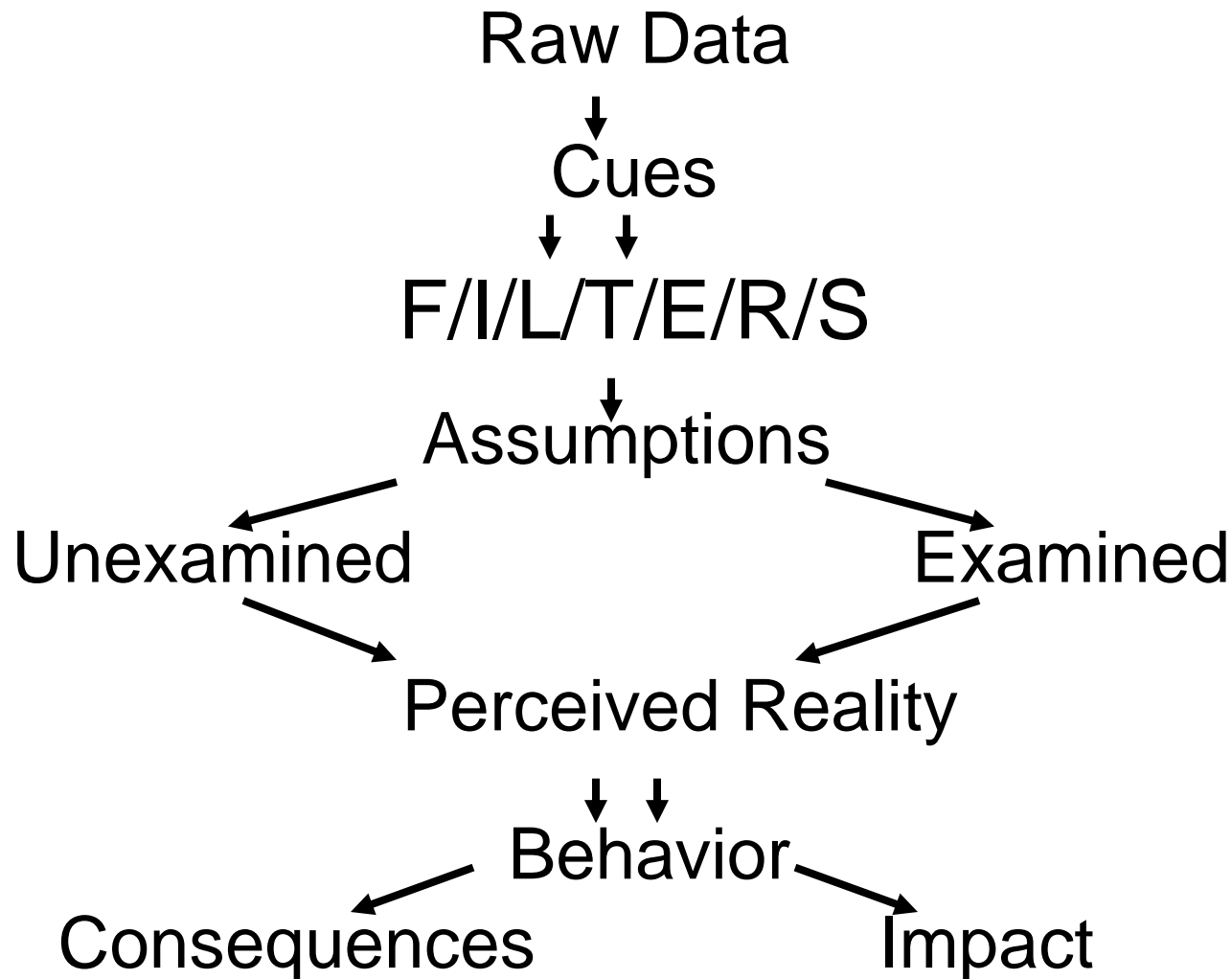
DIVERSITY LENS



Adopted from:
Marilyn Loden & Judy B. Rosener, 1991

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Assumption Model



Cultural Humility

- “Incorporates commitment to self-evaluation and self-critique, to redressing the power imbalances in the patient-physician dynamic...to develop mutually beneficial and non-paternalistic partnerships.”
- Tervalon, M. & Murray-Garcia, J. (1998) Cultural Humility versus cultural Competence: A critical distinction in defining physician training outcomes in multicultural education. J. of Health Care for the Poor and Underserved, 9(2):117-125

