

# Cultural Competence in Mental Healthcare

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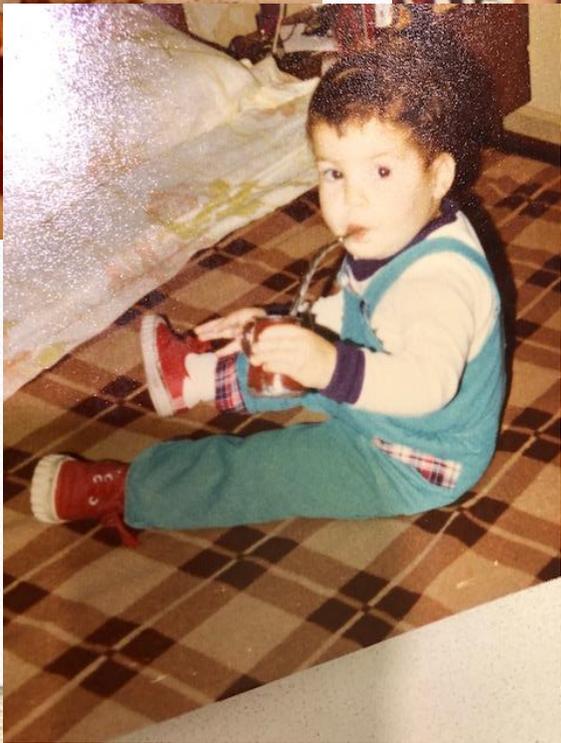
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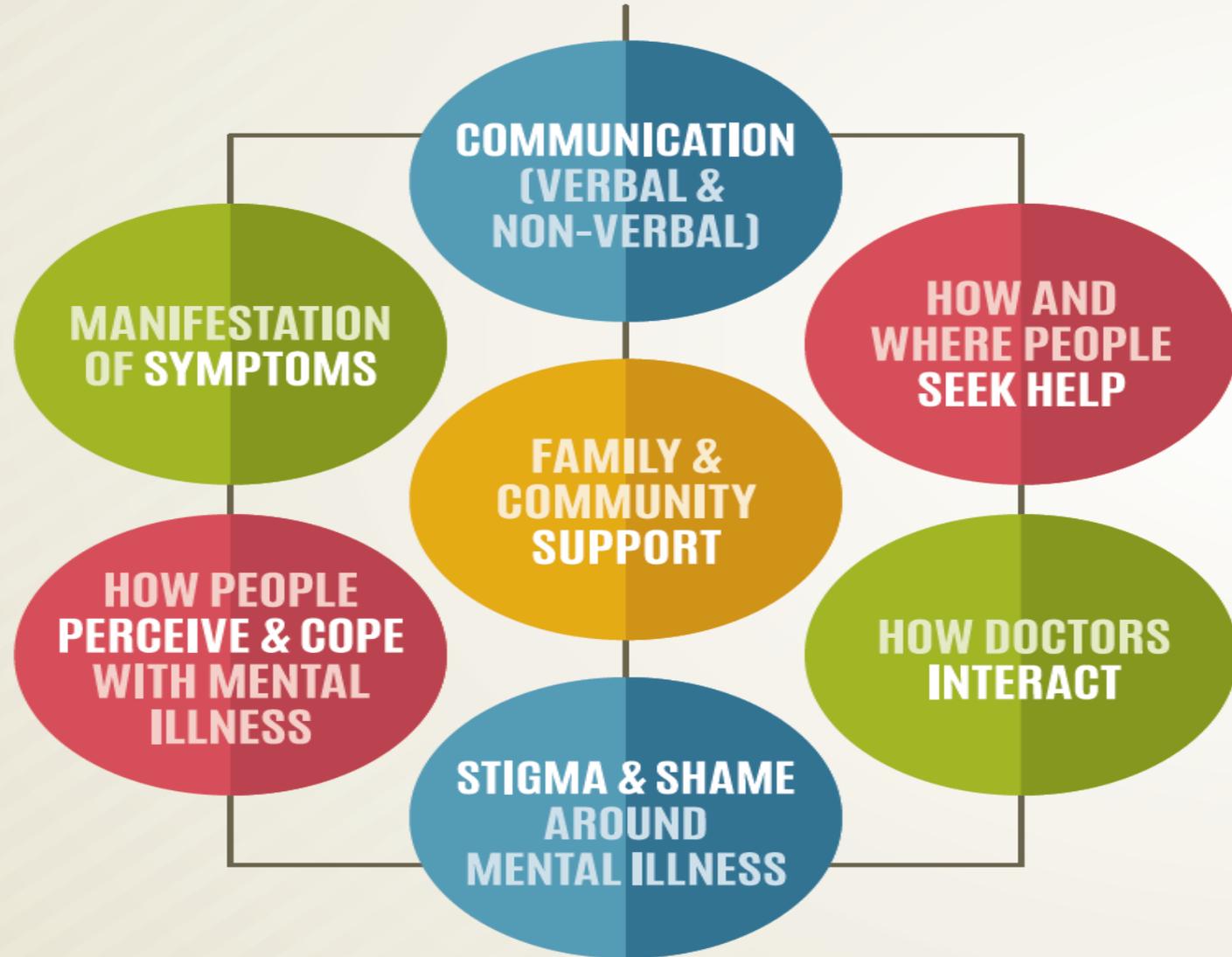
# Learning Objectives

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- Discuss patient-centered philosophies and individualized care
- List considerations in relation to cultural diversity and cultural competency affecting healthcare and substance use disorder treatment
- Discuss the key aspects of cultural competency



# How Can Race/Ethnicity/Culture INFLUENCE MENTAL HEALTH?



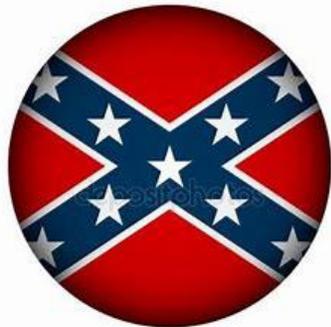
# Unconscious Bias

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- Our brains unconsciously make decisions on what feels safe, likeable, valuable, and competent.
- “We make decisions largely in a way that is designed to confirm beliefs that we already have.”
- Unconscious beliefs impact the way we perceive others, perceive ourselves, and as such influence our organizations.
  - \*[www.cookcross.com](http://www.cookcross.com) Dr. Howard Ross

# Pushing Buttons or Can Buttons Push You?

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# Defining Cultural Competence

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- Cultural competence describes the ability of an individual or organization to interact effectively with people of different cultures. To produce positive change, prevention practitioners must understand the cultural context of their target community, and have the willingness and skills to work within this context. This means drawing on community-based values, traditions, and customs, and working with knowledgeable persons of and from the community to plan, implement, and evaluate prevention activities.”
- (Substance Abuse and Mental Health Services Administration)

# A practitioner is culturally competent when they:

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- Understand the concept of culture, and how it can influence human influences, including emotions generated by intercultural interactions.
- Demonstrate a willingness to explore the above from the perspective of people from Culturally and Linguistically Diverse (CALD) backgrounds.
- Demonstrate the ability to identify culturally appropriate strategies for working with people from CALD backgrounds.

# Patient Centered Care

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- Solicit and respect the patient's values, preferences and needs
- Empower patient through information and education
- Incorporate the nutritional, cultural and nurturing aspects of food
- Ensure emotional and spiritual support
- Encourage involvement of family and friends

# SUD and Ethnicity

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- Substance use disorders occur when the recurrent use of alcohol and/or drugs causes clinically and functionally significant impairment, such as health problems, disability, and failure to meet major responsibilities at work, school, or home. According to the DSM-5, a diagnosis of substance use disorder is based on evidence of impaired control, social impairment, risky use, and pharmacological criteria.
- **SUD is an affliction that does not discriminate between young and old, rich or poor, black or white. It affects men and women all over the world and the consequences can be destructive and harmful.**

# Statistics- The World Health Organization

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- The World Health Organization estimates that 155 – 250 million people or 3-5 per cent of the population aged 15-64 used illicit substances in the previous year. Of these, between 16 and 38 million people are considered problem drug users. Cannabis, amphetamines and opiates are the most popular drugs used.
- Alcohol is consumed by nearly 12 per cent of the world population in high risk occasions on a weekly basis according to the World Health Organization's 2010 Global Alcohol Report. The report reveals that the highest levels of alcohol consumption is found in developed countries such as Europe, America and Australia.

# Culture and Language May Influence...

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- Health, healing and wellness belief systems
- Illness, disease and how causes are perceived
- How health care treatment is sought and attitudes toward providers, impacting treatment
- Delivery of health care services by providers who may compromise access for patients from other cultures do to a lack of diagnosis

# Hispanic Historical Cultural Health Beliefs and Practices

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- Preventative care may not be practiced
- Illness is God's will and recovery is in His hands
- Hot (diabetes, pregnancy, etc.) and Cold (pneumonia, colic, etc.) Principles apply
- Expressiveness of pain is culturally acceptable
- Family may not want terminally ill told as it prevents enjoyment of life left
- Overweight may be seen as healthy/good well being
- Diet is high in salt, sugar, starches and fat
- High respect for authority and the elderly
- Provide same sex caregivers if at all possible

# How Do Mental Health Conditions Affect the Latino Community?

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- Common mental health disorders among Latinos are generalized anxiety disorder, major depression, posttraumatic stress disorder (PTSD) and alcoholism. Additionally, Latina high school girls have high rates of suicide attempts.
- While Latino communities show similar susceptibility to mental illness as the general population, unfortunately, we experience disparities in access to treatment and in the quality of treatment we receive. This inequality puts us at a higher risk for more severe and persistent forms of mental health conditions.

# Barriers to Treatment and Issues to Consider

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- Lack of Information and Misunderstanding about Mental Health
- Privacy Concerns
- Language Barriers
- Lack of Health Insurance
- Misdiagnosis
- Legal Status
- Natural Medicine and Home Remedies
- Faith and Spirituality

# The LEARN Model

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**Listen** to the patient's perception of the problem

**Explain** your perception of the problem

**Acknowledge** and discuss  
differences/similarities

**Recommend** treatment

**Negotiate** treatment

# Skills and Characteristics of Cultural Competency

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- Respectful to each other
- Willingness to share, risk change,& explore
- Open to each other's differences
- Understand the power of action and words
- Ability to recognize learning opportunities
- Possessing knowledge of one's self
- Having an attitude that "Different is okay or interesting"
- Commitment – Co-Responsibility

# Cultural Competent Communication Skills

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- Cultural Competent skills
- Use inclusive language - Make no assumptions
- Learn about each other's culture, generation, & beliefs
- Active Listening
- Learn about the client's culture
- Explain what you want to do and why
- Approach with engagement, openness and with the willingness to learn

# How do I become cultural competent?

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- Learn about yourself.
- Learn about different cultures.
- Interact with diverse groups.
- Attend diversity-focused conferences.
- Lobby your department.

# These Steps Are Just The Beginning...

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- Cultural competence is a lifelong project, competence with one group doesn't mean you're competent with another. You have to keep finding ways to expand your learning.

Questions?

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