

NHPCO Project ECHO *Equity Where It Matters*

Key Takeaways: Culturally Responsive Trauma-Informed Care October 19, 2023

Key points:

- Cultural Humility: A personal lifelong commitment to **self-evaluation** and **self-critique** whereby the individual not only learns about another's culture, but one starts with an examination of their own beliefs and cultural identities.
- People of the same backgrounds do not always identify in similar ways or carry the same beliefs. When initiating dialogues about an individual's identity, ALWAYS lead with questions to demonstrate compassion, sensitivity, humility, and genuine interest.
 - Lead with compassion – everyone appreciates kindness.
 - Ask questions – lead from a place of inquisitiveness.
 - Ask permission.
 - Seek understanding and/or clarification.
 - You have permission to not know or not understand – you are only the expert in yourself!
 - Use the cultural humility tool to understand the unique needs of the patient/client and how their trauma may impact their care.
 - Honor the interdisciplinary team – work together, not in silos.
 - Sympathize, empathize, don't pathologize.

Actionable Steps:

- Identify your own biases (implicit and explicit)
- Identify and understand your own triggers – give yourself grace.
- Seek to understand any traumas that you identify for yourself – be compassionate with yourself.

Conversation Starters:

1. What are some of your preparatory activities as you prepare to enter the patient's/client's space?
2. How do you work to identify your own triggers and become aware of them in advance?
3. How do you create space that reduces disparities in healthcare they may have already experienced?
4. If you are "from the opposite side," how do you protect yourself and your patient/client?
 - a. How do you build trust?
5. How do you support other team members who are struggling with bias to present compassionately when with the patient/client?
6. What does trauma-informed look like to you?
 - a. Consider verbal and non-verbal approaches.



Participant Perspectives:

- Cultural humility is being aware of our limitations related to understanding of others' culture and being curious and interested in learning about others
- Think about your own triggers and recognize the sources of your discomfort.
- Recognizing a person's lived experiences may involve trauma and we cannot make assumptions/presumptions in providing care as we are coming from a place of cultural humility.
- It's important to come from a curiosity approach.
- [Patients] require empathy and wanting to know more about the person/patient holistically to go deeper with their care and perform pt-specific interventions.
- Seek permission to pursue conversations around trauma and cultural humility.
- Remember to remain nonjudgmental while talking with patients/staff who seem uncomfortable. Lean in with curiosity and aim to understand what is making patients and/or staff members uncomfortable.
- If [person affected by trauma] corrects something that you say or do - don't take it personally!

References:

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- UCLA's Implicit Bias Series: <https://equity.ucla.edu/know/implicit-bias/>
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- NHPCO Access and Inclusion - <https://www.nhpco.org/resources/access-and-inclusion/>



- [*Hospice Through the DEI Lens: A Research Study Identifying Barriers to Hospice Care in Underserved Communities*](#), National Hospice and Palliative Care Organization.
- NHPCO Diversity Tools and Resources <https://www.nhpco.org/education/tools-and-resources/diversity>
- Culturally and Linguistically Appropriate Services (CLAS) <https://thinkculturalhealth.hhs.gov/clas>
- CMS Framework for Health Equity <https://www.cms.gov/about-cms/agency-information/omh/health-equity-programs/cms-framework-for-health-equity>

