

Culturally Responsive Care Approaches

About CARE Counseling



10 Locations

- 310 Clifton Ave, Minneapolis
- 204 W Franklin Ave, Minneapolis
- 7601 Wayzata Blvd, St. Louis Park
- 1155 Northland Dr, Mendota
- 3601 Minnesota Dr, Edina
- 4100 Berkshire Ln, Plymouth
- 11671 Fountains Dr, Maple Grove
- 7400 109 St. W., Bloomington
- 1650 Madison Ave, Mankato
- 8980 Hudson Blvd N, Woodbury

200+ Clinicians on Staff

Most major insurances are
IN NETWORK, including state plans

Schedule Online

www.care-clinics.com

Click on the “Schedule Now” button

Introduction



Learning Objectives



1. Identify and understand cultural ruptures: Participants will learn to recognize moments when cultural ruptures arise and understand their impact on patient-caregiver encounters.
2. Develop strategies to repair cultural ruptures: Attendees will acquire practical tools and techniques to address ruptures in real time, enhancing trust and empathy in medical settings.
3. Enhance cultural competence in healthcare delivery: Participants will gain skills to deliver more effective, culturally attuned care.

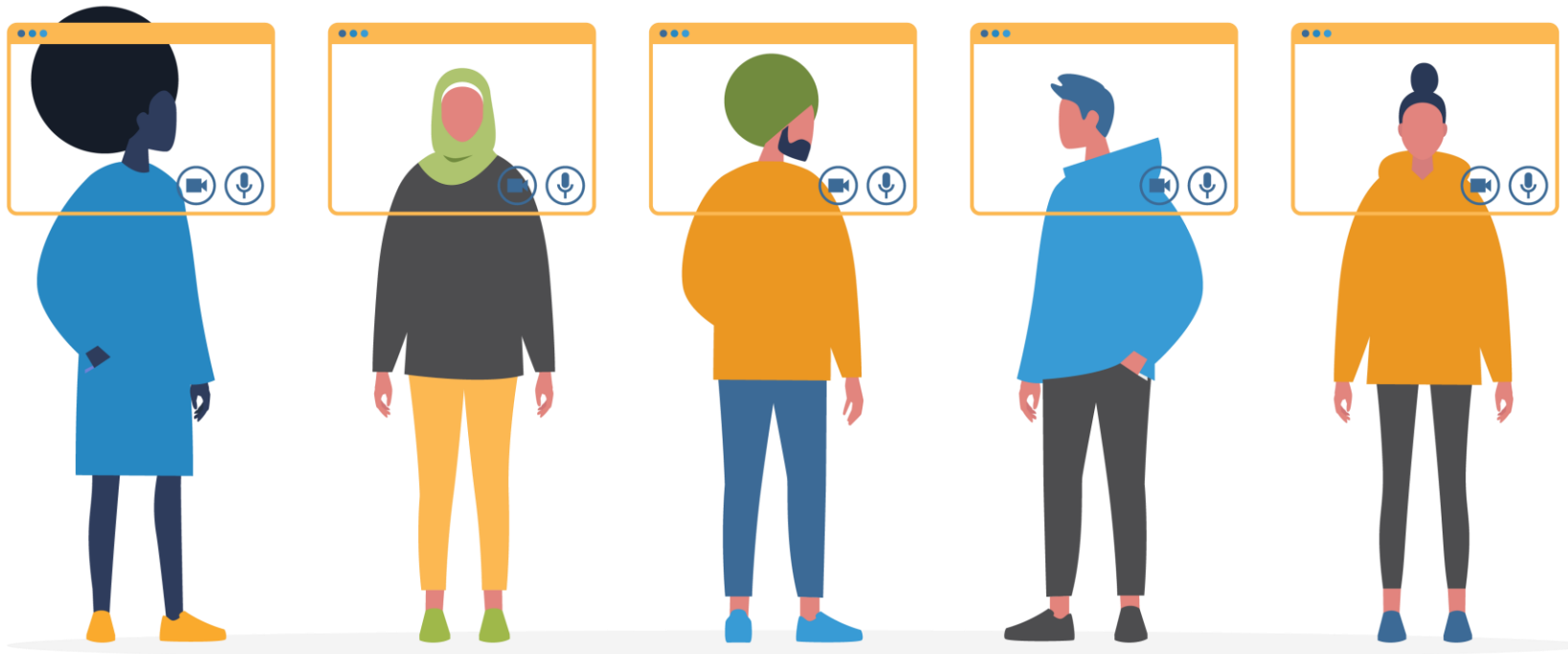
The speaker has no conflict of interest in relation to this presentation to disclose.



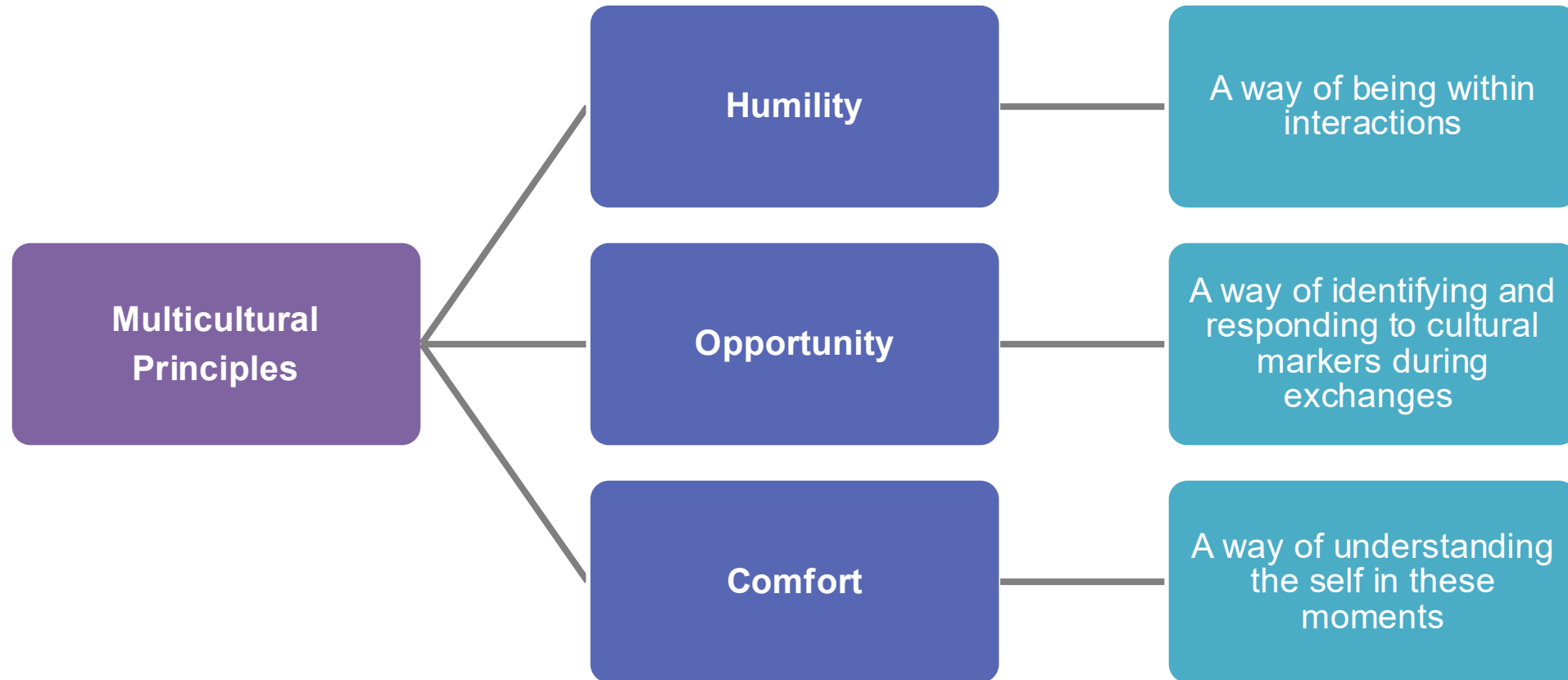
Responding to Cultural Differences



Why is it important?



A Multicultural Approach



Cultural Humility



Cultural Humility



Considerations of Intersectionality



Addressing Model



- A** Age
- D** Disability Status (Developmental)
- D** Disability Status (Acquired)
- R** Religion/Spirituality
- E** Ethnicity/Race
- S** Socioeconomic Status
- S** Sexual Orientation
- I** Indigenous Heritage
- N** National Origin
- G** Gender



Repairing Ruptures



Five Ds of Differences



Distancing

Denial

Defensiveness

Devaluing

Discovery

Rupture Markers



Withdrawal Markers

- Both individuals move away from the other and/or the care process
- Both individuals move toward each other but in a manner that denies their authentic experience

Confrontation Markers

- Actions where either individuals display behaviors against the other person involved or against the care process

Ruptures can encompass elements of both withdrawal and confrontation!



Repairing Ruptures



Steps to keep in mind when you recognize there has been a rupture:

- Get grounded in the moment
- Engage in using cultural humility to acknowledge different experiences
- Listen and prioritize the other's needs to see whether they need **immediate** or **exploratory** resolution strategies
- Apologize in a clear and concise way
- Reflect
- Follow up



Q & A



CARE COUNSELING

