



Developing a Cultural Humility Training for Volunteers at the Student Run Free Clinic (SRFC) using Community-Based Participatory Research (CBPR)

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GRANT OVERVIEW

- December 2017 – July 2018
- **Purpose:** Use shared decision making at the Student-Run Free Clinic (SRFC) to determine how students should be trained in cultural humility
 - Address concerns of health care navigation by improving students' ability to communicate with diverse populations served by the Healing Center
 - **Aim 1:** Use group-level assessment with members of the community to gain perspective on how students should be educated in cultural humility training
 - **Aim 2:** Develop the findings of the group-level assessment into a cultural humility training
 - **Aim 3:** Assess the impact of the cultural humility training

METHODOLOGY

- Community-Based Participatory Research (CBPR)
 - Facilitated group level assessments (GLA) with community members, conducted in both English and Spanish to develop themes to guide the training development
 - Formed a training development team to create a training that addressed the key concerns from the community, for improving patient-provider encounters
- Cultural Humility Principles
 - Built on the idea that every encounter is one of cross-cultural nature (Chang, Simon, & Dong, 2012)
 - The difference between cultural competency and cultural humility



CULTURAL HUMILITY TRAINING OVERVIEW

Introduction – What is Your Frame? Activity



- **Teach-Back Method**
 - Teach-Back Method Role Play



Understand
Who I Am

- **Differing Demographics**
 - Distracted Tangrams
- **Recognizing Financial Limitations**
 - A Step Above Activity



- **Plain Language**
 - Translating Medical Jargon into Plain Language
- **Ask Me 3**
 - Anticipating Ask Me 3

Conclusion – Why Does This All Matter?



THANK YOU!