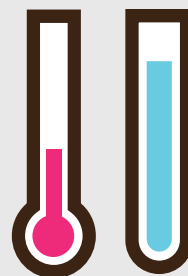


HEALTHCARE CULTURAL COMPETENCY

Why it Matters

by JUN CHAN



This work-in-progress personal project
is a glance at the importance of
empathy in healthcare settings.

When it comes to your health, what
care providers say can have a big
impact.



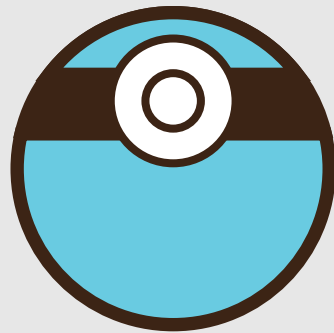
CULTURAL COMPETENCY

The ability to interact effectively with people of different backgrounds and experiences.

Why does it matter?

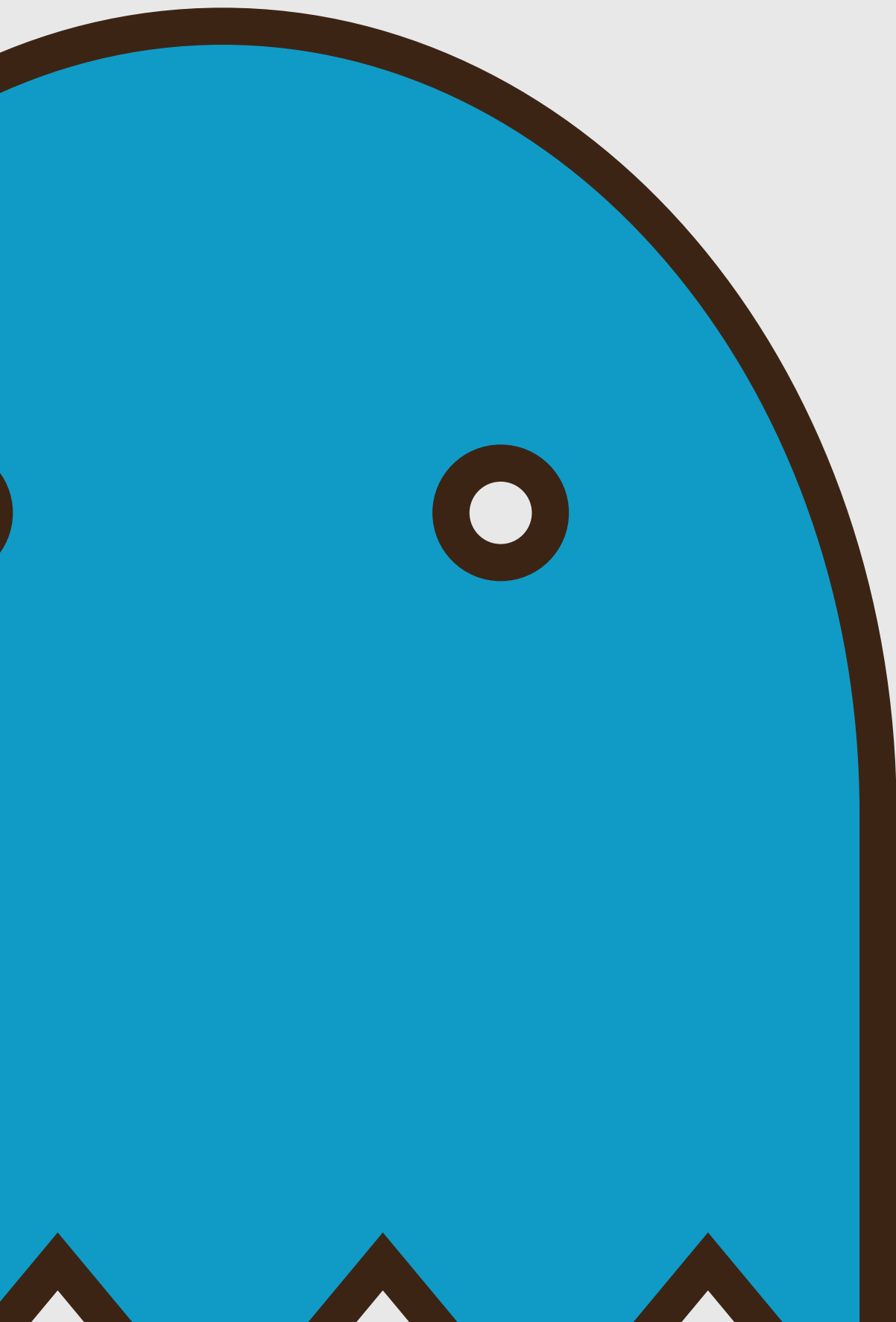


As a kid,
I was afraid of
going to the
doctor's.



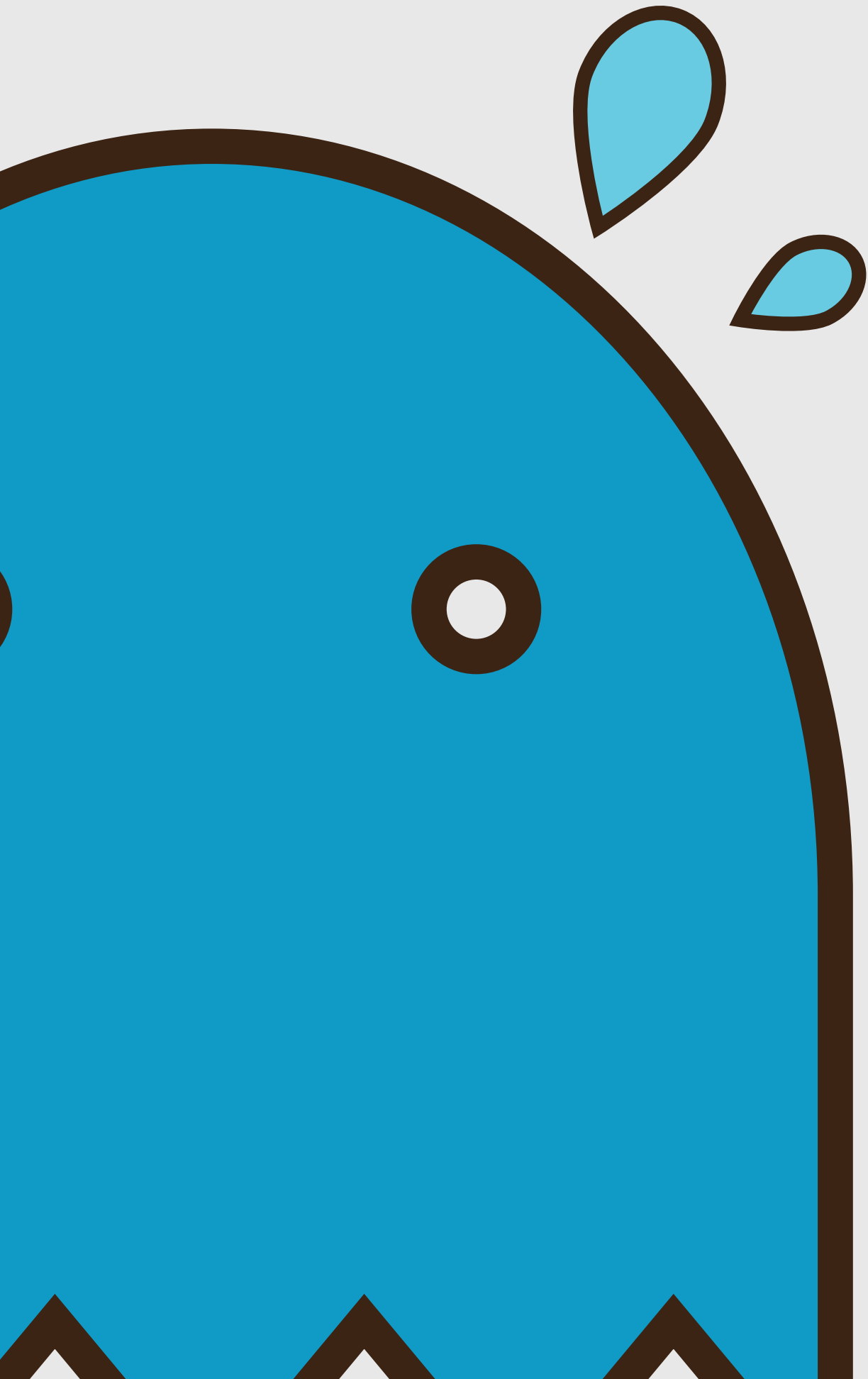
Of course, even most
GROWN UPS
don't look forward to it.

Getting sick when
you're little can be
particularly



Getting sick when
you're little can be
particularly

SCARY



Getting sick when
you're little can be
particularly

SCARY and

STRESSFUL

But what I was afraid of most wasn't

But what I was afraid of most wasn't



Feeling
sick

But what I was afraid of most wasn't



Feeling
sick

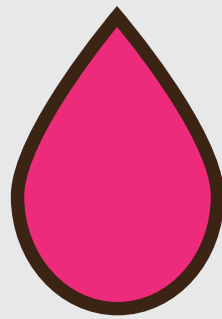


Having
blood
drawn

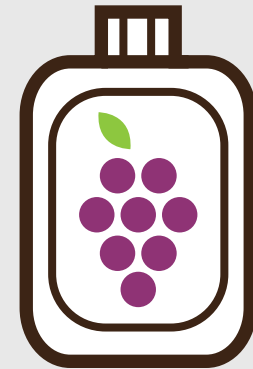
But what I was afraid of most wasn't



Feeling
sick



Having
blood
drawn



Nasty
cold
medicine



It was getting

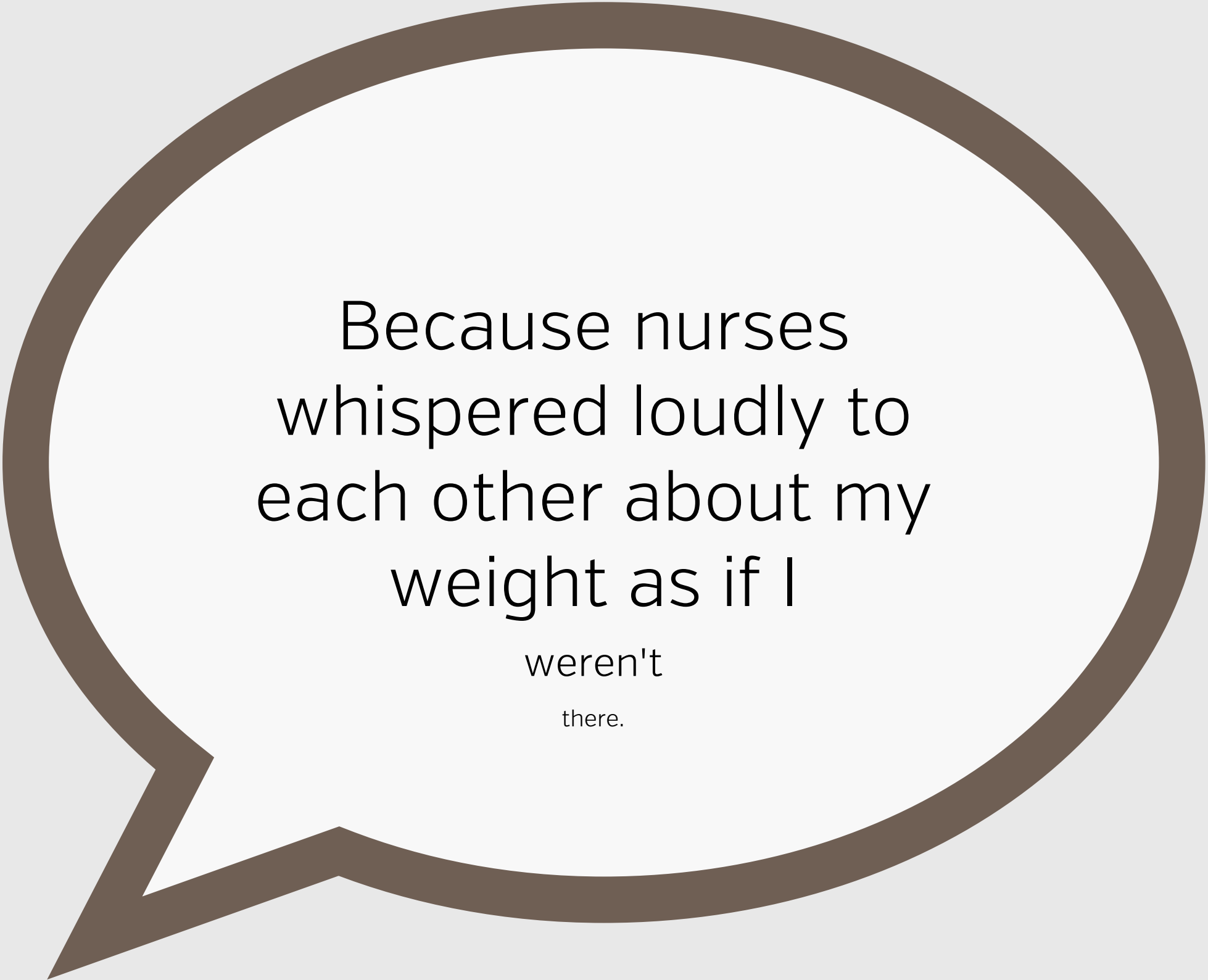
WEIGHED

Because my doctor told me not to

EAT SO MUCH CAKE

when I was in for a respiratory infection.





Because nurses
whispered loudly to
each other about my
weight as if I
weren't
there.

It can go beyond
judgements based on
body size.

It can go beyond
judgements based on
body size.



Culture &
Ethnicity

It can go beyond
judgements based on
body size.



Culture &
Ethnicity



Sexual
Orientation

It can go beyond
judgements based on
body size.



Culture &
Ethnicity



Sexual
Orientation



Gender
Non-
conformity

It can go beyond
judgements based on
body size.



Culture &
Ethnicity



Sexual
Orientation



Gender
Non-
conformity



Intravenous
Drug
Use

It can go beyond
judgements based on
body size.



Culture &
Ethnicity



Sexual
Orientation



Gender
Non-
conformity



Intravenous
Drug
Use



HIV
Status

And it makes you not
want to go to the doctor,
even if you're

REALLY SICK.



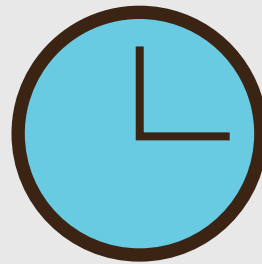


When you're more afraid of being judged than getting medical help, there's a problem.

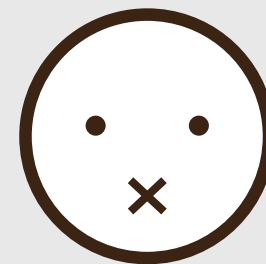
Without trust, patients may...



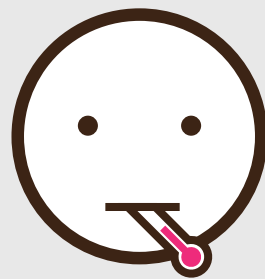
Refuse to
comply with
treatment



Avoid and
delay
seeking
treatment



Lie about
their
medical
history

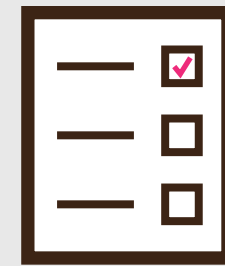
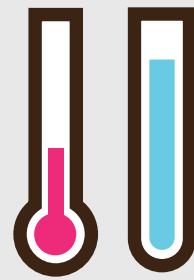


Which all add up to incomplete care
and poor health outcomes.

While there are already
many empathetic
providers, there is still
much room for
improvement.

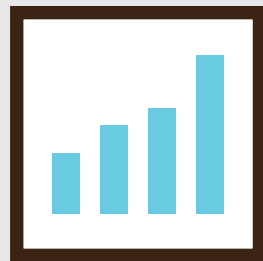


Health care is more than just lab work, pills, or treating a diagnosis.

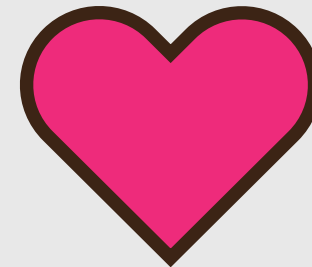
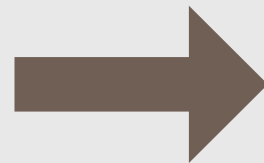


It's also about patients and care providers working together to make people healthy.

If patients feel safe
disclosing their medical
histories, everyone
benefits.



Accurate
data



Better
care

You've might've had some

A W K W A R D

and unpleasant experiences, too.

You've might've had some

AWKWARD

and unpleasant experiences, too.

[Whether you're a care provider or patient.]

Or maybe it's also been

WONDERFUL





**LET'S HEAR
FROM YOU.**



WHAT WORKS?



WHAT WORKS?



**WHAT NEEDS
IMPROVEMENT?**

With your ideas, we can
come up with new
solutions.

