

Session 24: Cultural Sensitivity Recap Session

Quality Improvement: Measurement: How will you know that you have improved your process?

Key Takeaways:

- Outcome metrics detail the results that you are looking to achieve in your organization.
- Process metrics detail the actions which you believe will lead to your outcomes.
- Balancing measures tell you whether changes to one part of a system have an undesirable outcome on another part of that system.
- An Aim Statement is a written, measurable, time sensitive statement of the expected results of a system redesign/quality improvement project.
- Cultural sensitivity is being aware that cultural differences and similarities between people exist without assigning them a value – positive or negative, better or worse, right or wrong.
- Cultural sensitivity can also be a set of skills that allows you to understand and learn about people whose cultural background is not the same as your own

Further Reading

Quality Improve ment	The Kirkpatrick Model for Measurement. Kirkpatrick Partners Website .
	Science of Improvement: Establishing Measures. Institute for Healthcare Improvement Website .
	Aim Statement Worksheet. Institute for Healthcare Improvement Website .
	The Essential Guide to Writing SMART Goals. Smartsheet Blog .
Cultural Sensitivity	The Intercultural Development Continuum (IDC™): https://idiinventory.com/generalinformation/the-intercultural-development-continuum-idc/
	Cultural Sensitivity (PPT presentation): chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www1.nyc.gov/assets/ochia/downloads/pdf/cultural_sensitivity_wkshp.pdf
	Marcelin JR et. al. The Impact of Unconscious Bias in Healthcare: How to Recognize and Mitigate It. Journal of Infectious Diseases. 2019.
	Racial Bias (video): **includes role play of how to address bias** https://vimeo.com/691129770/6410d11479
	Anglo-Dutch Translation Guide: https://www.labourmobility.com/wp-content/uploads/2018/08/Anglo-Dutch-Translation-Guide.pdf
	Grey's Anatomy (video): *implicit and explicit bias example* https://www.youtube.com/watch?v=ibJyZeTzLIY