


CULTURAL HUMILITY

Supporting patient and provider relationships through culturally sensitive interactions

 **CULTURAL HUMILITY** is the acknowledgement that socio-cultural backgrounds influence the perceptions of both providers and patients.

Greater patient understanding and outcomes in their health care start with dialogue. The “5 A’s” Model helps to guide that discussion.

“5 A’s” Model // Principles of Dialogue

- **Acknowledge** the unique experience of patient.
- **Assess** patient level of technology literacy.
- **Avoid** assuming patient knows and uses technology the same way you do.
- **Ask** patient to repeat back recommendations in their own words.
- **Ask** patient about the ease of incorporating the technology in their life.

1 PRE-APPOINTMENT

✓ Questions to ask yourself:

- What procedures are in place, like translation services, to help facilitate the comfort and acceptance of the patient?

- How is my educational and socio-economic background contributing to my understanding of the patient?
- What assumptions do I already have about the patient based on their request, chart, or previous experience?

2 DURING APPOINTMENT

✓ Questions to ask about your patient:

- Have I asked for clarification of my patients concerns and asked my patients to put in their own words any clinical terms they or I may have used?
- Have I checked that my patients understand how the digital health technology I am recommending addresses their concerns?

- Have I explained how the information from the digital health intervention will be gathered and used?
- Does my patient have the means and knowledge to implement the intervention strategy that has been chosen?

3 FOLLOW-UP INTERACTIONS

✓ Questions to ask yourself:

- What procedures are in place for patient follow-up, like culturally informed subject matter experts?

- Have I asked the patient to explain in their own words how they are implementing the health technology intervention in their own life?
- Did I assume a level of competence for the patient based on my own experience?

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For more information visit <https://health.mil/ConnectedHealthEducation>.

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