

# Cultural Humility:

## Practical tips for working with patients

1

### Listen with intent

Pay attention to the patient's or client's words, not to what you want to hear as an answer to a question. Patients notice your body language – it should display openness and non-judgment.

2

### Reflect on what the person shares

Give yourself time to reflect on what the person shares, and notice your biases and assumptions related to what is shared.

3

### Engage in a skilled and sensitive dialogue

Ask open ended questions using neutral language. Don't rush to provide answers. Acknowledge clearly if you don't have an answer to a patient or client question. It's ok to not have all the answers, and to take time to find them.

4

### Treat each person as a unique individual

For hundreds of individuals accessing our health network on a daily basis, we are their only source of healthcare. Each patient is unique in their lived experiences, expectations, conditions and beliefs. Take the time to know the person so you can compassionately serve them through a greater understanding of their background.

5

### Be an ally for patient and client well-being

Many people come to us with invisible traumas in addition to physical and/or mental ailments. They also come with cultural strengths and practices of resilience. Recognize that behaviors or words may reflect that trauma, and seek to understand their trauma and their resilience. This can help transform behavior, make you their long-term ally, and improve the care experience at DPH.