

Managing Well

with Tonya Ladipo, LCSW

Podcast Worksheet

REFLECTION QUESTIONS

Routinely practice self-reflection to focus on health equity. What biases or preconceived notions did you have about the patient before you interacted with them? What do you need to learn about your patient to better serve them next time?

Provider-patient partnerships are key. What can you do differently to create a human connection with each patient interaction?

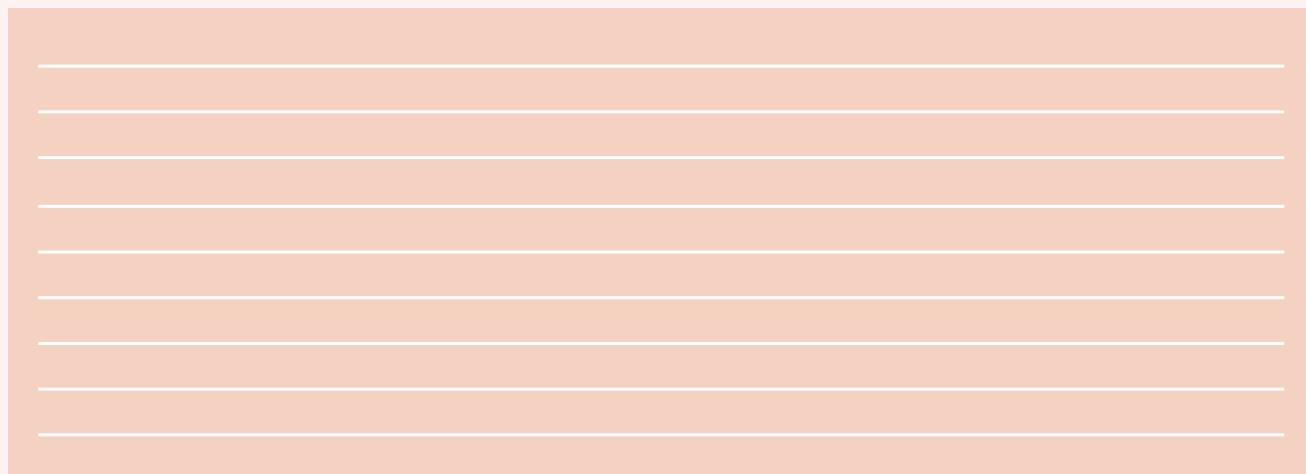
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Healthcare professionals are also impacted by their work. How do you and your team tend to and support your own mental, emotional, and physical well-being?



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ACTION ITEMS

- **Commit to an ongoing practice of cultural humility in healthcare.** Read [articles](#) and create regular discussions with your team about ways to operationalize cultural humility in your practice.
- **Encourage patient self-advocacy.** When appointment reminders are sent to patients, add messaging to let them know that “Your physician welcomes questions. Please ask that question you have been pondering during your appointment!”
- **Shared decision-making is a people-centered approach to medical care.** Ask the patient for their desired outcome. Then center the conversation to first address their expressed need before giving your recommendations and completing the examination.
- **Respectfully prepare each patient for their visit.** Inform them of who is involved in their care. Introduce people by name and role. Encourage them to take notes during the appointment. Explain what happens after the appointment.
- **Prepare yourself to see patients.** Start the day with a mantra to keep you focused on your purpose in medicine.

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ADDITIONAL RESOURCES

- **Honing Cultural Humility Skills Can Improve Health Care as a Whole - Penn Medicine News**
<https://www.pennmedicine.org/news/news-blog/2021/may/honing-cultural-humility-skills-can-improve-health-care-as-a-whole>
- **Cross Cultural Challenges: Improving the quality of care for diverse populations**
<https://www.ihl.org/resources/Pages/ImprovementStories/CrossCulturalChallengesImprovingtheQualityofCareforDiversePopulations.aspx>
- **How DEI Can Influence Healthcare**
<https://www.relias.com/blog/how-diversity-equity-inclusion-influence-healthcare>
- **Healthcare Institutions from a Cultural Humility and Cultural Competency Lens - Boston Medical Center**
<https://healthcity.bmc.org/policy-and-industry/cultural-humility-vs-cultural-competence-providers-need-both>