

CULTURAL HUMILITY

How It Impacts Patients With Skin of Color

Cultural humility means being open and curious about a person while being cognizant of your personal assumptions and biases. The lack of cultural humility creates health inequities.

Health disparities and inequitable care remain substantial issues in the United States

\$93B

in excess medical care costs¹

\$42B

in untapped patient care¹

\$3.5M

lost life years due to premature deaths²

PRACTICING CULTURAL HUMILITY MAY HELP DECREASE HEALTH INEQUITIES³⁻⁷

Below are considerations that promote equity for patients with skin of color.

Patient Experiences

Provide a comfortable environment, consider religious and spiritual beliefs, and understand reasons behind medication adherence to maintain trust.

Communication and Trust

Show emotional intelligence, ask insightful questions, and focus on building relationships with patients—not just treating diseases.

Cultural Identity

Create safe spaces for patients to express their culture and feel heard, and respect patients' diverse cultural identities.

Clinic Environment

Walk through the patient experience to ensure a welcoming atmosphere; adjust services to meet diverse needs, such as language preferences.

Patient Preferences

Recognize the underlying reasons why patients have treatment preferences, and focus on maintaining an open dialogue that leads to shared decision-making.

See the reverse side for key prompts that can help you put cultural humility into practice.



For more tools and resources, visit skinofcolor.lilly.com.

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PUTTING CULTURAL HUMILITY INTO PRACTICE

Five Key Prompts for Clinicians

Self-Reflection is Key to Practicing Cultural Humility⁸

It is important to consider how personal biases may affect listening to patients and other healthcare providers and impact overall patient care.

PROMPT	ASK YOURSELF	ASK YOUR PATIENTS
Expressing Empathy	“How can I create a safe space for patients so they feel comfortable sharing their concerns and experiences without judgment?”	“Is there anything you would like to share that would help us provide you with better care?”
Creating a Sense of Welcome	“What assumptions might I hold about patients of other cultures?” “How can I mitigate them to provide respectful and compassionate care?”	“How can we adapt our care to better align with your cultural values?”
Honoring Different Backgrounds	“What can I do to build collaborative and trusting relationships with my patients where their cultural identities are acknowledged?”	“Are there important practices or beliefs that might impact your healthcare that you would like to share with us?”
Understanding Historical Context	“What systemic barriers and social determinants of health may affect a patient’s access to quality care?”	“Are there any other factors affecting your health and well-being that you would like us to know about?”
Enabling Empowerment	“How can I mitigate any assumptions I may hold about patients of other cultures so I can provide respectful and compassionate care?”	“Are there any barriers you’re facing in life that may impact care, and how can we help you address them?”

1. Turner A. The business case for racial equity: a strategy for growth. Altarum. https://altarum.org/sites/default/files/WKKellogg_Business-Case-Racial-Equity_National-Report_2018.pdf. Published April 2018. Accessed September 9, 2024. 2. Yearby R, Lewis CN, Gilbert KL, Banks K. Racism is a public health crisis. Here’s how to respond. Data For Progress. <https://www.filesforprogress.org/memos/racism-is-a-public-health-crisis.pdf>. Published September 2020. Accessed August 27, 2024. 3. Eli Lilly and Company. Communication: Being the Expert and the Curious [video]. Dermatology Disease Education Resources - Lilly Medical Education. <https://medical.lilly.com/us/diseases/disease-education-resources/dermatology/dermatology>. Published 2024. Accessed October 4, 2024. 4. Eli Lilly and Company. Digging Deeper in Derm: An Example of Religious Beliefs [video]. Dermatology Disease Education Resources - Lilly Medical Education. <https://medical.lilly.com/us/diseases/disease-education-resources/dermatology/dermatology>. Published 2024. Accessed October 4, 2024. 5. Eli Lilly and Company. Patients Challenges: Learning From What You Don’t See [video]. Dermatology Disease Education Resources - Lilly Medical Education. <https://medical.lilly.com/us/diseases/disease-education-resources/dermatology/dermatology>. Published 2024. Accessed October 4, 2024. 6. Eli Lilly and Company. What is Cultural Humility? [video]. Dermatology Disease Education Resources - Lilly Medical Education. <https://medical.lilly.com/us/diseases/disease-education-resources/dermatology/dermatology>. Published 2024. Accessed October 4, 2024. 7. Eli Lilly and Company. Walking Through the Patient Experience [video]. Dermatology Disease Education Resources - Lilly Medical Education. <https://medical.lilly.com/us/diseases/disease-education-resources/dermatology/dermatology/answers/walking-through-the-patient-experience-221033>. Published 2024. Accessed October 4, 2024. 8. Yeager KA, Bauer-Wu S. Cultural humility: essential foundation for clinical researchers. *Appl Nurs Res*. 2013;26(4):251-256.



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