



Health Excellence Starts with Us: Culture, Connection & Care

Pathways, Connections, and Impact (PCI) Team



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Learning Objectives

- **Recognize** how culture and identity shape health experiences.
- **Activate** our personal superpower to build trust and connection.
- **Apply** cultural humility and adaptability in client interactions.
- **Deliver** service that's intentional, emotional, and impactful.
- **Commit** to one action that supports health excellence through a Social Driver of Health.

A graphic with a red background featuring a halftone dot pattern and radiating black lines. In the center is a yellow starburst shape with a black outline. To the right, there is a large blue circle and a smaller green circle above it. The text "OWN YOUR SUPER POWER?" is centered within the yellow starburst.

**OWN
YOUR
SUPER
POWER?**

TN

Department of
Health



SUPERPOWERS

Calm Presence

Curiosity

Courage

Connector

Empathy

Problem Solver

Humor

Joy

Listener

Encourager



My Superpower in Action

*I will use my
[superpower] by doing*

_____.



Why It Matters

ACTIVITY – What You See...What They Feel...

Put yourself in this scene:

A patient, who recently moved to Tennessee, arrived at a crowded a public health clinic for a blood pressure check appointment.

The nurse attending to the patient spoke very quickly. Gave advisement on current medication, instructions for new medication, and scheduled follow-up.

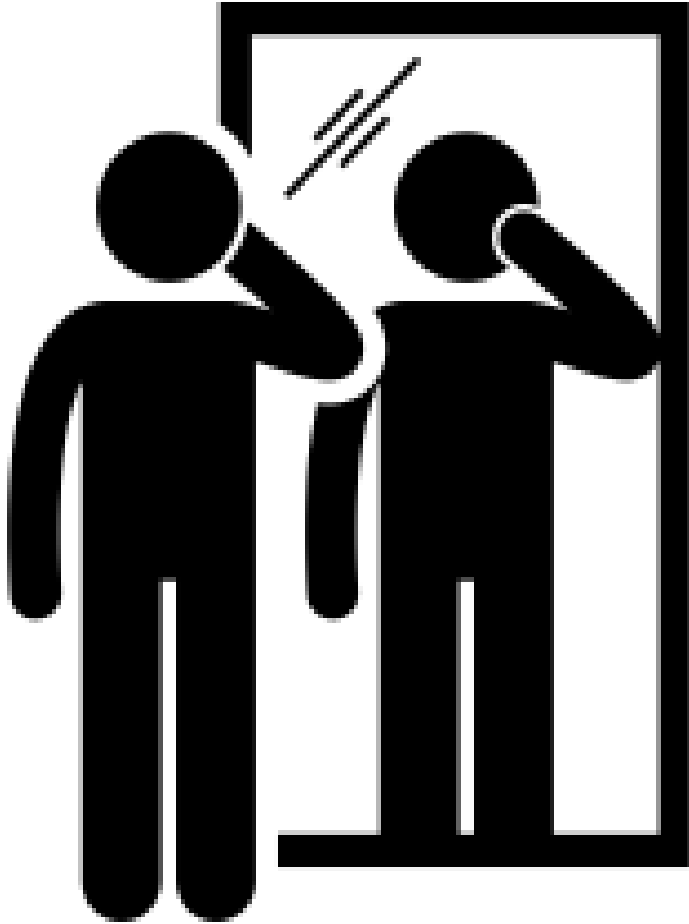
The patient had no questions, just nodded politely, took the handouts provided by the nurse, and muddled out when the nurse gestured towards the door.

The following week, the patient's blood pressure spiked, sending them to the emergency room.

Scenario Questions

- **Who is the patient?**
- **What story did you tell yourself about them?**
- **What are your thoughts on the healthcare worker?**
- **What is their story?**

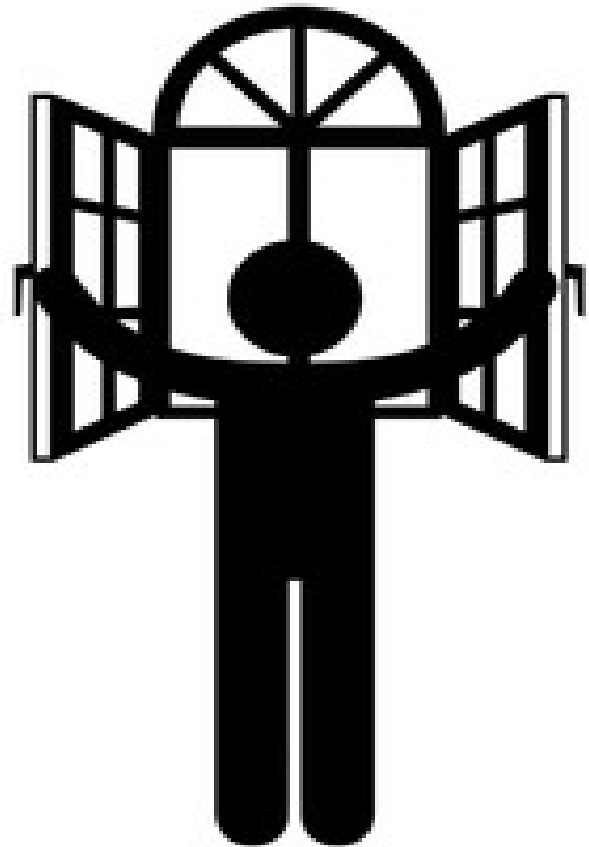
Why It Matters: The MIRROR



- What assumptions am I making?
- What experiences are shaping my perspective?
- What don't I know about this person's reality?
- **Cultural Humility: Look inward, reflect, remain teachable.**

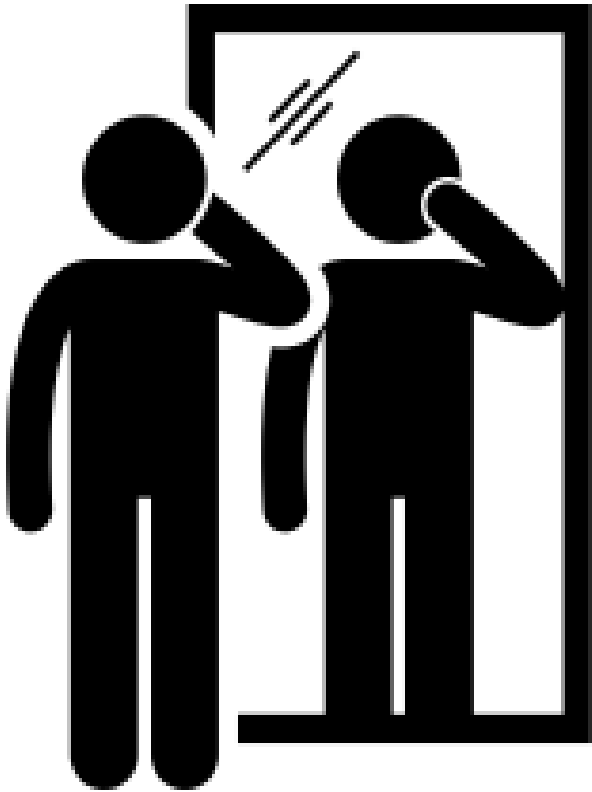
Why It Matters: The WINDOW

- What might this situation look like from their point of view?
- What cultural values, experiences, or circumstances might be influencing their response?
- How can I adapt my approach to honor their perspective?
- **Cultural Adaptability:
Adjust outward, respond
across difference.**

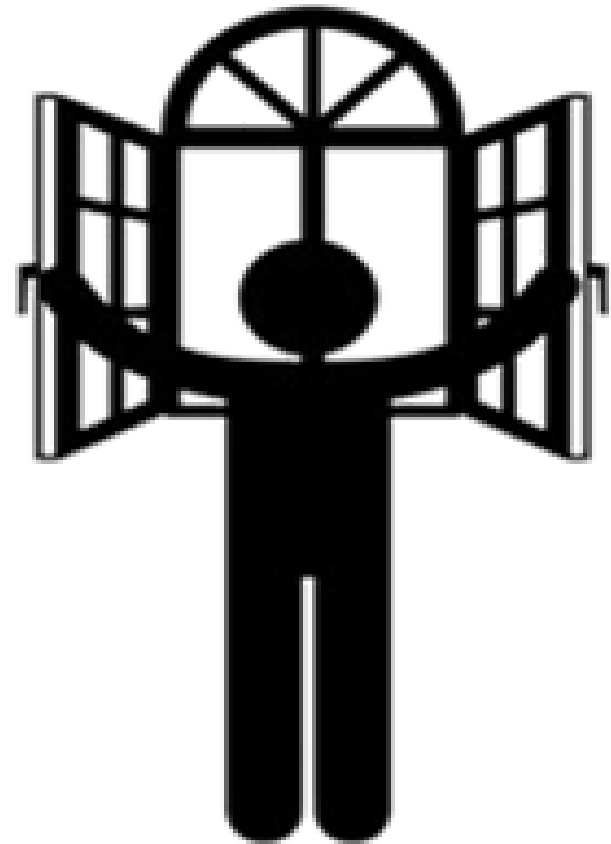


Why It Matters: Mirror & Window

Cultural Humility



Cultural Adaptability



Why It Matters: Mirror & Window

Mirror

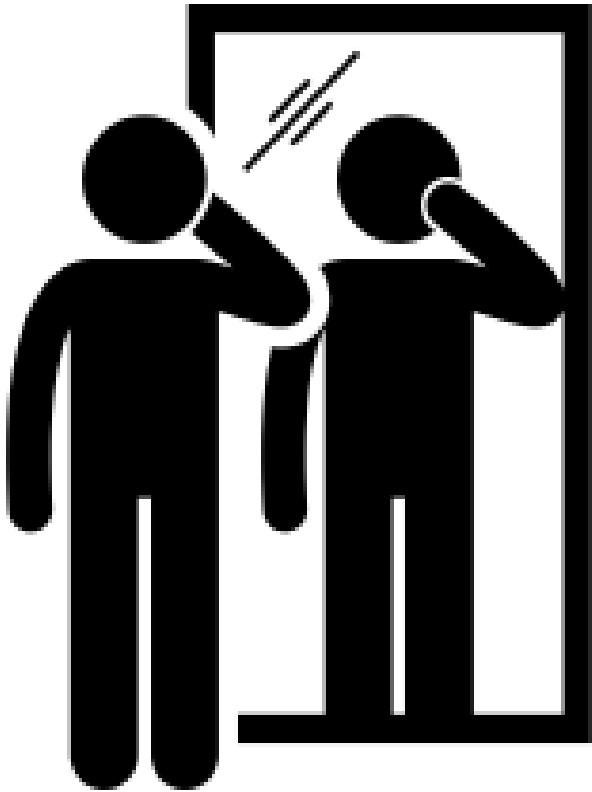
- What assumptions am I making about why they are missing appointments?
- What would "commitment" look like from my cultural perspective?
- What don't I understand about their situation?

Window

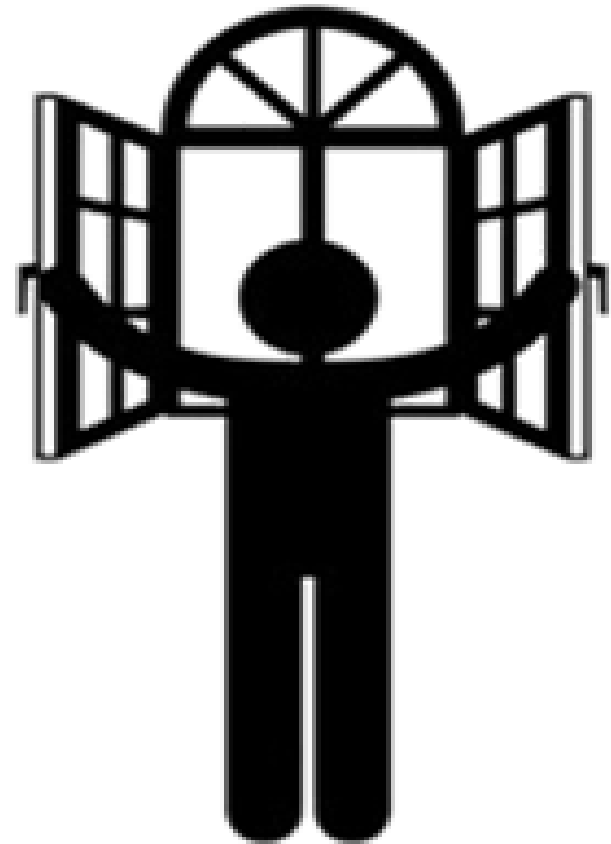
- What barriers might exist that I can't see?
- How might their definition of "trying" be different from mine?
- What would support look like from their perspective?

Why It Matters: Mirror & Window

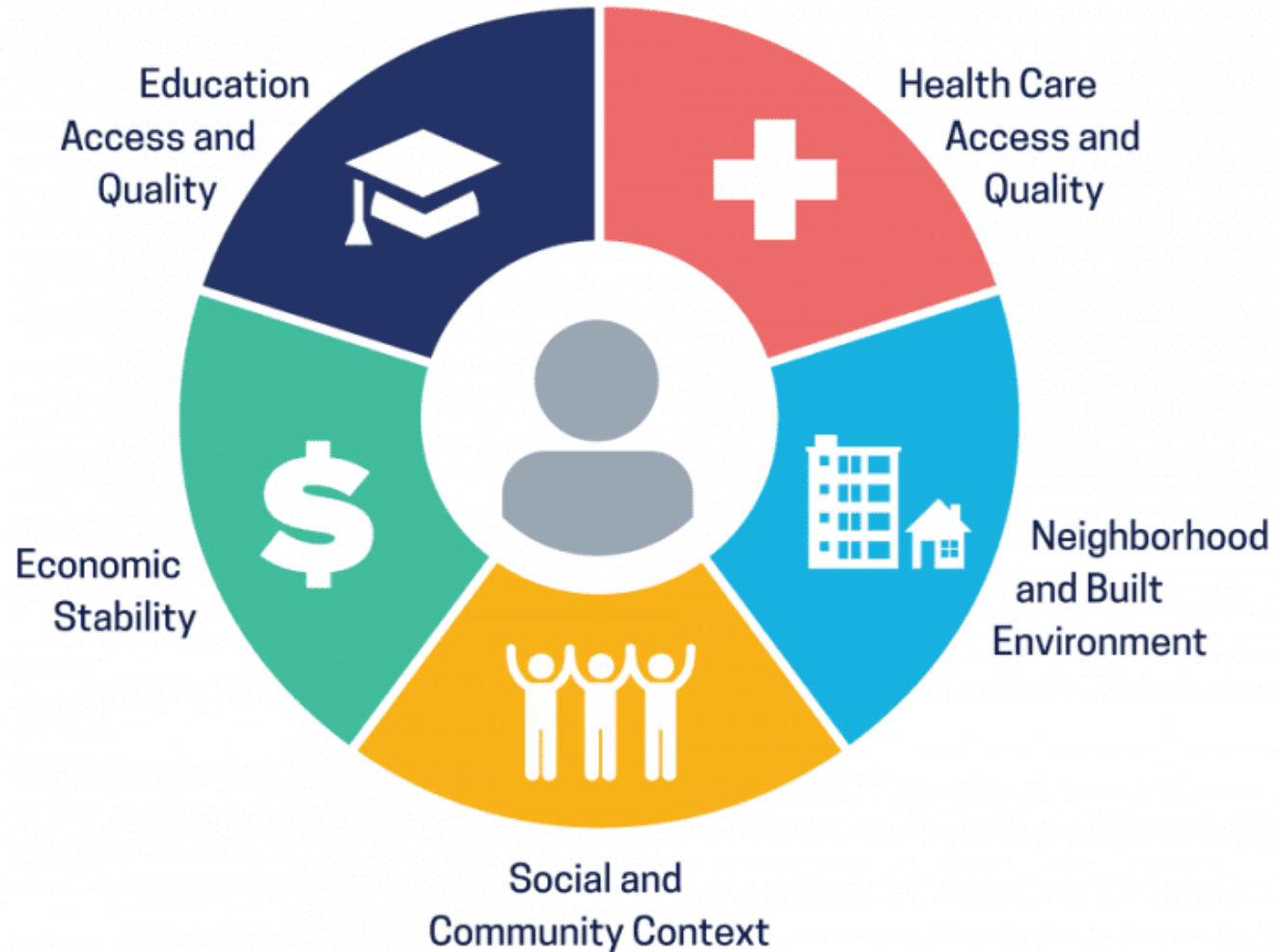
Cultural Humility



Cultural Adaptability



The Bigger Picture: Social Drivers of Health



The Bigger Picture: Social Drivers of Health



The Bigger Picture: Meet Anna



The Bigger Picture: Meet Eric



The Bigger Picture: Anna & Eric



Step Into Their World

- What social drivers of health are showing up?
- What assumptions might others make about each person?
- How could your collective individual superpowers help respond with empathy and impact?

The Bigger Picture: Anna & Eric



Beyond the Surface Level

- What would cultural humility look like?
- How could we adapt our approach?
- How could we help this person feel truly seen, heard, and supported?

The Bigger Picture: Anna & Eric





How We Show Up



Principles of Service Excellence

Service Excellence: Everything Speaks



Service Excellence: Lens of the Customer



Service Excellence: Creating a WOW



Creating a WOW



Simple Thank-You Starters

- "Thank you for sharing your time with me today."
- "I appreciate how you contributed to our table."
- "I enjoyed learning alongside you."
- "Your perspective on _____ stood out to me."
- "I'm glad we were at the same table today."

Creating a WOW

Thank You

FOR CHOOSING US

