

Cultural Competence Mini-Series

Session Topics



Session 1: Building the Business Case for Cultural Competence and Inclusion

- Lay the foundation for Diversity, Inclusion and Cultural Competence
- Learn the driving impetus for inclusion of cultural competence in patient and employee interactions
- Understand regulatory, patient safety and quality aspects of culturally competent care for specific practice setting

Session 2: The Ladder of Cultural Competence

- Learn the ORID (Objective, Reflective, Interpretive, and Decisional) model for group facilitation and case-study debrief
- Examine a case study using the ORID Model
- Learn and explore the Ladder of Cultural Competence
- Learn and practice the CLARA Method to help bridge world view differences and build trusting relationships

Session 3: Power, Privilege, Oppression and Self-Awareness

- Explore multiple dimensions of human diversity (gender, race, age, ability, sexual orientation, etc.)
- Learn how these identities may influence access to resources and social power
- Gain critical thinking and self-awareness skills necessary to understand how intersections of these identities impact patients' healthcare experience and the way services are provided

Session 4: World View with a focus on LGBTQ Healthcare

- Learn about the theory of world view and how it affects our understanding of each other
- Examine the world view concepts as they relate to the cycle of socialization.
- Explore dominant culture of sex and gender
- Examine world view using a case study focused on LGBTQ Healthcare

Session 5: Understanding My World View

- Determine how to identify potential areas of conflict with patients and families based on world view differences
- Explore and analyze the Biomedical World View of Western Medicine
- Learn and practice Kleinman's Explanatory Model

Session 6: Principles of Health Literacy

- Examine barriers related to limited health literacy and its effects on patient outcomes
- Understand communication challenges related to limited health literacy
- Expand transcultural communication skills
- Learn and explore a health literacy assessment tool for patient care and research

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Session 7: Plain Language and the Teach-back Method

- Explore the Plain Language Act and different literacy levels in the United States
- Practice teach back as a tool to improve provider-patient communication
- Learn effective teaching techniques to promote communication between health care providers and patients in order to improve health outcomes

Session 8: Ethical Dimensions of Care

- Learn how patients and staff make decisions based on their ethical world view
- Use the context of world view to determine what "ought to be done in a situation, all things considered"
- Understand how we invite patients and families to trust us
- Engage in a case study to experience interpreter encounters and learn different forms of interpreting, when they are used and why

Session 9: Identity and Intersectionality

- Examine Kimberle Crenshaw's theory of intersectionality to describe how race, class, gender and other individual characteristics "intersect" with one another
- Learn how to use more effective resolutions to conflicts of values and interests
- Utilize case studies and small groups to apply critical thinking and cross-cultural communication skills

Session 10: Social Determinants of health and Health Disparities

- Understand social determinants of health
- Learn about healthcare disparities, reviewing both local and national data
- Review the Urban Health Initiative and the South Side Healthcare Collaborative
- Explore the UChicago Medicine Community Health Needs Assessment

Session 11: Change Agency

- Define and describe what it means to serve as an ally
- Discuss change agency and explore the role of change agents
- Assess and develop a meaningful action plan to follow as an advocate for Equity, Inclusion and Cultural Competence