



Cultural Competence Course

Session Topics and Content

Session 1: The Business Case for Cultural Competence and Dimensions of Diversity

- Learn the driving impetus for inclusion of cultural competence in patient and employee interactions
- Understanding regulatory, patient safety and quality aspects of culturally competent care for specific practice setting
- Examine the business case for cultural competence through a case study
- Learn the ORID (Objective, Reflective, Interpretive, and Decisional) model for group facilitation/case debrief

Session 2: Dimensions of Diversity, Power & Privilege 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 our service provision and patients' healthcare experience

Session 3: World View and Transcultural Communication

- Learn how to apply an understanding of world view from a theoretical and practical standpoint
- Determine how to identify potential areas of conflict with patients and families due to world view differences
- Examine the world view concepts as they relate to the cycle of socialization.
- Learn tools that can help bridge world view differences and build trusting relationships across difference

Session 4: Addressing Limited Health Literacy and Communication via Interpreters

- Understand communication challenges related to limited health literacy and limited English proficiency
- Examine the barriers related to limited health literacy and their effects on patient outcomes
- Explore teach back as a practical tool to improve provider-patient communication
- Expand transcultural communication skills
- Engage in case studies and experience interpreter encounters to learn the different forms of interpreting, when they are used and why

Session 5: Ethical Dimensions of Care

- Learn how patients and staff make decisions based on ethical world view
- Use the context of world view to determine what "ought to be done in a situation, all things considered"
- Learn how to search for more civil and least bruising resolutions to conflicts of values/interests
- Understand how we invite patients and families to trust us
- Utilize case studies and small groups to apply their skills gained throughout the training.

Session 6: Health Disparities and Change Agency

- Learn about healthcare disparities, reviewing both local and national data
- Introduced to the Urban Health Initiative and the South Side Healthcare Collaborative
- Discuss change agency and explore their role as change agents