

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

This session will lay the foundation for Diversity, Inclusion, and Cultural Competence. Participants will be able to describe the elements of patient-centered and trauma-informed care. Also, they will be able to describe regulatory, legal, and ethical reasons for becoming culturally competent providers and organizations.

### **Session 2: The Ladder of Cultural Competence**

This session will focus on the Ladder of Cultural Competence and will utilize the Orid Method for group facilitation, and case study debriefs. Participants will also learn and Practice the CLARA Method for Cross-Cultural Communication.

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

This session will define power, privilege, and oppression. Participants will learn how our multiple identities may influence our perception of self and others. Self-awareness skills will help learners 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**

This session will define and describe World View, Cycle of Socialization, and Dominant Culture System of Sex and Gender.

### **Session 5: Understanding My World View**

This session will describe how different world view perspectives can cause potential conflicts between healthcare providers, patients, and families. Participants will also explore the Biomedical World View of Western Medicine and practice Kleinman's Explanatory Model.

### **Session 6: Principles of Health Literacy**

This session will define health literacy and describe the impact of low health literacy on patient safety and quality of care. Participants will learn and practice a health literacy assessment tool for patient care and research.

### **Session 7: Plain Language and the Teach-Back Method**

This session will focus on the Plain Language Act and Literacy Levels in the United States. Participants will learn and practice Teach-Back as a tool to improve provider-patient communication.

### **Session 8: Ethical Dimensions of Care**

This session will describe the diversity of ethical models related to daily work with patients, families, visitors, and staff. Participants will apply critical thinking skills, ethical principles, and cultural competence principles to work effectively with patients and families from diverse backgrounds. In addition, this session will provide effective strategies for working with interpreters.

### **Session 9: Identity and Intersectionality**

This session will focus on Kimberlé Crenshaw's Theory of Intersectionality. Participants will apply critical thinking and cross-cultural communication skills using case studies.

**Session 10: Social Determinants of Health and Health Disparities**

This session will focus on the social determinants of health and health disparities using local and national data. During the session, participants will also apply an equity lens for addressing health and healthcare disparities in a healthcare setting.

**Session 11: Change Agency**

This session will define and identify what it means to serve as an ally. Participants will also explore change agency and the role of change agents. In addition, they will develop a meaningful action plan to follow as an advocate for equity, inclusion, and cultural competence.