

PROVIDE CULTURALLY COMPETENT CARE

Increase Staff Awareness of the Unique Needs of Diverse Patients

The United States census predicts that between 2005 and 2050 cultural minorities could account for as much as 90% of the population growth in the U.S. As patient demographics shift, healthcare workers need to develop new ways of providing patient-centered care with increased cultural sensitivity. **Cultural Competency for Healthcare Professionals** increases awareness of the unique needs of diverse patients and shows healthcare professionals how to best meet these needs by providing culturally appropriate care. The course prepares healthcare staff to handle the demographic breadth of patients in the United States and makes a legal, business, and clinical care case for providing culturally competent healthcare.

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Impact:

Improve Quality of Care

- Identify impact of cultural issues on medical decision-making
- Limit inadvertent bias in diagnosis and treatment

Increase Patient Satisfaction

- Effectively communicate with people of other cultures
- Understand cultural issues that may affect a clinical encounter
- Recognize social barriers to healthcare

Increase Staff Effectiveness

- Standardize training for new hires and existing personnel
- Understand different cultures' values toward healthcare

Features:

- Provides legal, business and clinical care case for culturally competent care
- Real life examples that show conflicting values regarding care
- Demonstrates different medical models within various cultures
- Links to news articles regarding cultural competence

Cultural Medicine Model

Medicine Model	World Health View	Approach to Healthcare
Cartesian European Euro-American	Allopathic A system of medicine that embraces all methods of proven treatments.	<ul style="list-style-type: none"> • Repair by surgery • Treatment with drugs • Replacement of defective parts
Body and Forces of Nature African African-American Native American Hispanic Arab	Naturopathic Medical philosophy that believes there is a direct connection between the body and forces of nature.	<ul style="list-style-type: none"> • Acquiescence (to the will of a supernatural entity, like God or Allah) • Utilize treatments provided by nature such as herbal remedies • Use of traditional healers
Whole Body Approach Asian Asian-American PolynesianNative American	Homeopathic Medical philosophy in which the person, not the disease, is treated. A healthy body is in a state of balance.	<ul style="list-style-type: none"> • Hot/cold theory • Traditional healers • Acupuncture

Cultural Competency for Healthcare Professionals demonstrates how various cultures have differing views regarding healthcare.

This course supports:

- CLAS Standards
- Joint Commission Standards
- State-Mandated Requirements
- Payor-Mandated Requirements

Course Objectives

- Define cultural competency and how it relates to healthcare.
- Understand the changing role of culture in your professional life.
- Develop an understanding of how cultural differences impact the workplace.
- Develop an understanding of national trends in demographics and how they relate to healthcare.
- Assess your own degree of cultural competency.
- Identify ways in which your competency could beneficially increase.

Continuing Education Credit

1 hour of CE provided by IACET

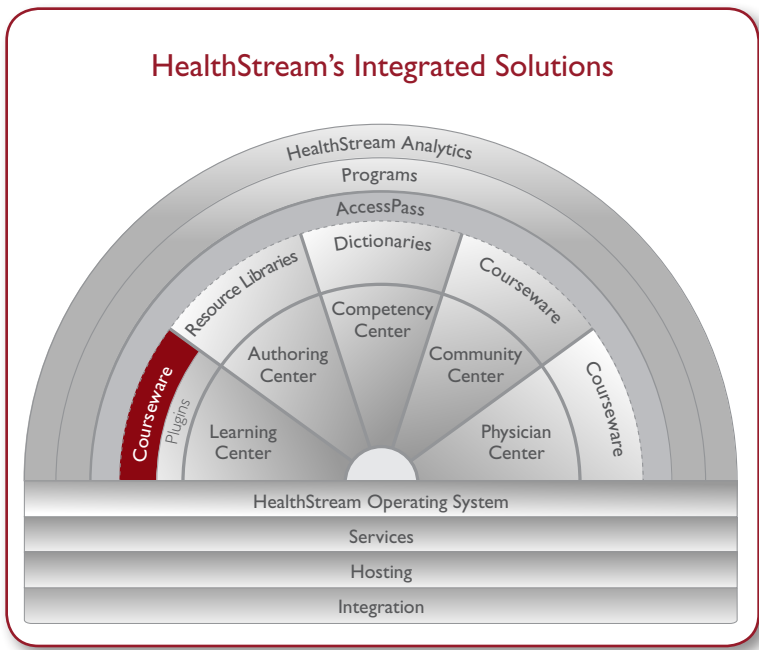
Subject Matter Experts

Cook Ross is a nationally recognized consulting firm that is committed to providing extraordinary consulting, training, and facilitation services to clients. We have over 20 years experience both as employees of and consultants to health care systems across the U.S. Cook Ross also develops innovative products which support organizational learning and change.

User Scale	
<input checked="" type="checkbox"/>	novice
<input checked="" type="checkbox"/>	advanced beginner
<input checked="" type="checkbox"/>	competent
<input checked="" type="checkbox"/>	proficient
<input checked="" type="checkbox"/>	expert

Recommended For:

- Nurses
- Physicians
- All healthcare professionals



About HealthStream

HealthStream (NASDAQ: HSTM) is a leading provider of research and learning solutions for the healthcare industry. HealthStream focuses on turning “Insight into Action” for leading healthcare providers and suppliers through continuous measurement and adaptive learning.