

Target Audience

The target audience includes physicians, nurses, social workers, allied health professionals, administrative staff, mental health workers, policy makers and others interested in enhancing their cultural competency. Continuing education is available for all programs.

Design your Own Custom Training!

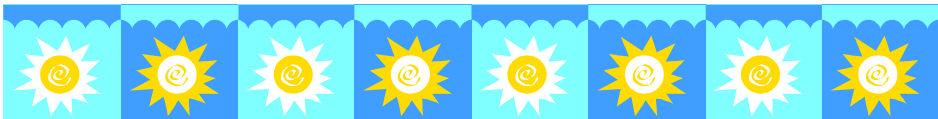
Please contact us to explore designing a training that will best fit the needs of your organization.

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Cultural Competency Training Opportunities

Please let us know which trainings you are interested in:

- o Working with Interpreters
- o Simulated Patients from Diverse Cultures
- o Class: A Hidden Culture
- o Cross Cultural Skills in Health Care
- o Cross Cultural Skills in Behavioral Health
- o Culture and Cultural Competency
- o Clinical Case Studies Across Cultures
- o Culture Forums
- o Spanish for Health Care Professionals
- o Spanish for Front Desk Staff
- o Introduction to Health Literacy
- o Building Cultural Effectiveness



Overview

Becoming culturally competent is a process of understanding one's own belief system and being respectful of others. Culture encompasses religion, class, gender, race, ethnicity, language, educational level, and many other elements. Let us help you engage your staff to build cultural desire!

The New Hampshire Minority Health Coalition and the Southern NH Area Health Education Center join together to offer cultural competency training opportunities. These trainings can be scheduled on-site at times convenient for your staff. The cost of trainings can be negotiated based on the number of hours of training and availability of grant funding.

Read the descriptions of each training session to determine what program would be most effective in your organization. The times can be negotiated as well, for example, a training can go for only one hour, or it may be expanded to two hours.

Working With Interpreters (Range: 1-3 hours)

This training reviews elements of triadic communication and elicits best practices for effectively communicating through interpreters.

Simulated Patients From Diverse Cultures (Range 1-2 hours)

Simulated Patients are people who act as patients in a role play scenario. We have a cadre of simulated patients from a variety of cultures who interact with participants to explore the health beliefs of their cultures and demonstrate strategies for enhancing patient-provider communication.

Class: A Hidden Culture (1.5 - 4 hours)

The culture of socioeconomic class relates to many aspects of our work in health care. This interactive workshop draws from the work of Ruby Payne, in [Hidden Rules of Class](#), [Bridges out of Poverty](#), and [Framework for Understanding Poverty](#). Participants will engage in activities that illuminate some ways in which class acts as culture, determining assumptions, expectations, and conclusions about interactions. Quizzes, case studies, and discussion will all be used in this workshop.

Cross Cultural Skills in Health Care (6.5 hours)

This day long training looks at culture as a composite whole, comprised of various parts that impact provider-patient communications and interactions. Topics include barriers such as unconscious biases and health disparities, increasing the cultural competency of each provider that attends.

Crossing Cultures in Behavioral Health (Range 1-8 hours)

This four part series discusses culture and how it impacts treatment of immigrant patients with behavioral health issues. Sessions can be offered in whole or in part.

Culture and Cultural Competency (Range 1-1.5 hours)

This basic cultural competency program will define culture and identify personal and organizational behaviors that impact the delivery of services.

Clinical Case Studies Across Cultures (Range 1-2 hours)

Participants will discuss practical cases which reveal hidden miscommunications in cross cultural interactions. Time will be allotted for specific questions participants may have about scenarios they have encountered.

Culture Forums (Range:1-2 hours)

Cultural Advisors from ethnic groups living in your community are invited to share their health beliefs and perceptions of New Hampshire's health care system. Forums can focus on many topics, including dealing with emergencies, primary care, mental health, pregnancy, birth as well as, death & dying.

Spanish for Health Care Professionals (Range 16-24 hours)

This introductory session is for health care professionals who wish to gain experience speaking basic Spanish, including greetings, requesting basic information and gain a better understanding of the Hispanic culture within health care. Health care professionals will be able to build a better rapport with Spanish speaking patients but will not become proficient in the language.

Spanish for Front Desk Staff (Range)

This introductory course is for front desk staff. Greetings, making appointments and answering basic logistical non-medical questions are the topics covered.

Introduction to Health Literacy (Range: 1-1.5 hours)

Become more aware of how health literacy may impact your practice. 18% of NH residents have never graduated high school and the majority read at a 7th & 8th grade level. What can your practice do to reach out to these patients?

Building Cultural Effectiveness (Range: 2 hours)

The program will address, "The process in which the [health care] provider continuously strives to achieve the ability to effectively offer services within the cultural context of a client (individual, family or community)".

— Campinha-Bacote 1998