

Continuing Education Credits

Southern New Hampshire Area Health Education Center is approved as a provider of continuing education in nursing by the New Hampshire Nurses' Association Commission on Continuing Education which is accredited as an approver of Continuing Nursing Education by the American Nurses Credentialing Center's Commission on Accreditation. This continuing education activity has been approved for 7.2 contact hours

The Southern New Hampshire Area Health Education Center (AHEC) has accreditation by the New Hampshire Medical Society (NHMS) to provide continuing medical education for physicians. The AHEC designates this educational activity for up to 6 hour(s) per session in Category 1 credit towards the AMA Physician's Recognition Award.

This program has been approved for 6 Category I Continuing Education hours for recertification in accordance with RSA 541-A:3C. NASW Authorization Number 2172.

Faculty

Lynn Clowes, MA, Cultural Competency Program Manager, NH Minority Health Coalition

Florentina Dinu, Interpretation Training Coordinator/Instructor, Southern NH Area Health Education Center

Samia Medina-Rogers, RN, Nurse Manager, Consultant



Southern NHAHEC
ATTN: Malone Steele
128 State Route 27
Raymond, NH 03077

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Raymond, NH 03077
Permit No. 16



**Cross Cultural Skills
in Health Care 2006**

REGISTRATION: Cross Cultural Skills in Health Care 2006

Name: _____ Creds/Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone Number _____ Email _____

Please note any special needs, dietary or otherwise, here _____

Registration fee is \$25.00 (includes continental breakfast, lunch & continuing education credits).

Amount Enclosed: \$ _____

Catholic Medical Center Employees registration fee is waived for the first 15 employees to register

Please register and pay in advance as space is limited. Refunds will not be available after February 28, 2006. Thank you!

Please mail or fax your registration to Malone Steele, SNHAHEC, 128 State Route 27, Raymond, NH 03077

Fax: 603-895-1312 Phone: 603-895-1514 x3

Please make check payable to: Southern NH AHEC

Register online at www.sنهاec.org and click in the events calendar



Please mail/fax this form to:
Southern NH AHEC
128 State Route 27
Raymond, NH 03077
Attn: Malone Steele

Please check which day you plan to attend:
_____ Friday, March 3rd, NHCTC: Pease Campus
_____ Monday, March 6th, Frisbie Memorial Hospital
_____ Tuesday, March 28th, Catholic Medical Center
_____ Monday, April 10th, Concord Hospital

Directions: We will send an email confirmation with directions to appropriate site.



**Cross Cultural Skills in Health Care
2006**

The same content will be offered at the following sites from 8:30am-4pm.
Come to ONE of the following:

- | | |
|---------------------|--|
| Friday, March 3rd | New Hampshire Community
Technical College, Pease Campus |
| Monday, March 6th | Frisbie Memorial Hospital, Rochester |
| Tuesday, March 28th | Catholic Medical Center, Manchester |
| Monday, April 10th | Concord Hospital, Concord |

Sponsored by:

Southern NH Area Health Education Center
Healthy Community Access Program
Endowment for Health

Offered by:

NH Minority Health Coalition
Southern NH Area Health Education Center



Cross Cultural Skills in Health Care 2006

Program Overview

We see culture as a composite whole, comprised of various bits that all impact provider/patient communications and interactions: ethnicity, language, race, socioeconomic status, professional level, educational level, parenting skills, family decision making structure, family roles, values, help seeking behavior, health beliefs, and more. When communications cannot be accomplished in English, providers are often outside their comfort zone and have a much harder time establishing rapport. Unconscious biases also create barriers that keep providers from establishing rapport and giving the highest quality of care. In addition, some US born populations face health disparities due to unequal treatment. This training addresses these issues, building the cultural effectiveness of each provider who attends.

Audience

Physicians, physician assistants, nurse practitioners, nurses, allied health professionals, social workers and others interested in cultural effectiveness.

Learning Objectives

You will be able to:

1. Define culture and cultural competency, identifying similarities and differences across cultural groups.
2. List at least three health care disparities among racial groups.
3. Integrate concepts regarding cultural competency into clinical practice through the use of role plays using simulated patients.
4. List components of an explanatory model which supports the provision of culturally sensitive care.
5. List at least three cultural/group norms for people from generational poverty.
6. Describe barriers to cross cultural communication and discuss methods for bridging those barriers.
7. Identify best practices for working with medical interpreters.

Details

The same content will be offered at the four following sites, 8:30am-4pm on each day.

March 3rd	New Hampshire Community Technical College, Pease Campus, Portsmouth
March 6th	Frisbie Memorial Hospital, Rochester
March 28th	Catholic Medical Center, Manchester (CMC Employees' registration fee will be waived for the first <u>15 employees</u> to register)
April 10th	Concord Hospital, Concord

* Directions will be emailed with your registration confirmation

Cost: Registration fee is \$25 per person

Meals: Continental breakfast and lunch is included and continuing education credits are available. Please contact Malone Steele with questions at 603-895-1514 ext. 3.

Ask us about Advanced Cross Cultural Skills in Health Care.

Agenda

8:30 am	Registration and Breakfast
9:00 am	Culture in Provider/Patient Interactions Definitions of culture and its role in, and impact on, communications will be explored. Participants will brainstorm best practices in addressing cultural interactions appropriately and effectively. Health disparities will be presented.
10:30 am	Break
10:40 am	Unconsciously Taught Aspects of Culture An interactive activity will reveal individual and group dynamics in cross-cultural communications. Case studies on challenges in provider/patient interactions will be explored, followed by an analysis on how to bridge them.
12:20 pm	Lunch (meal is provided)
1:00 pm	Communicating Effectively Through Interpreters A brief video on the triadic encounter between provider, patient and interpreter will be viewed, depicting the roles of an interpreter and how to build trust in the encounter. Tips, pitfalls and strategies for effective communications in the triadic encounter will be covered.
2:30 pm	Simulated Patient Scenarios People from various cultures within the community will act as the patient and interact with a clinician to demonstrate best practices and potential challenges in communicating across cultures.
3:00 pm	Break
3:10 pm	Best Practices in Cross Cultural Health Care
4:00 pm	End

