

The **Facilitator's Guide:** Companion to *A Physician's Practical Guide to Culturally Competent Care*

<http://www.thinkculturalhealth.hhs.gov>



Welcome!

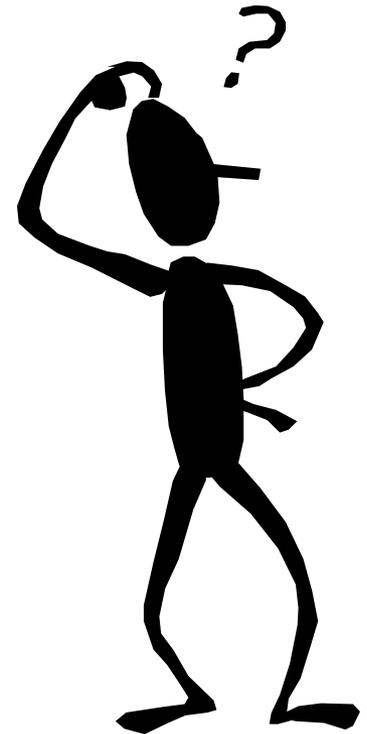




WWWSDTOOR

A Few Opening Questions

- ◆ ***How long have you been in practice?***
- ◆ ***What is your current patient demographic mix?***
- ◆ ***Have you seen a change in the patient mix in the last few years?***
- ◆ ***What, if anything, does cultural competence mean to you?***



Today's Agenda

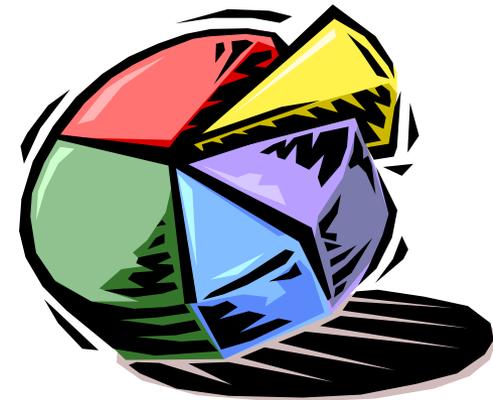
- ◆ **Introduction to cultural competency**
 - *What it is, its benefits, and trends*
- ◆ **Training program overview**
 - *Registration, features, and earning continuing education credits*
- ◆ **Help and resources**



Growing Diversity

- ◆ *Nearly 1 in 5 Americans speaks a language other than English in the home.*
- ◆ *12% of people in the U.S. are foreign-born.*
- ◆ *By 2050, the non-Hispanic White population will decline to 53%.*

✓ *The U.S. is becoming more diverse.*



*Sources:

<http://www.census.gov/Press-Release/www/releases/archives/population/001720.html>;
<http://www.census.gov/prod/2003pubs/c2kbr-29.pdf>; <http://www.census.gov/prod/2004pubs/p20-551.pdf>;
www.census.gov/Press-Release/www/releases/language3.pdf.

Brainstorm

What is cultural competence?



The Big Picture

Cultural and language differences may result in misunderstanding, lack of compliance, or other factors that can negatively influence clinical situations.

Benefits of Cultural Competency

- ◆ ***Reduce health disparities***
- ◆ ***Improve patient care and satisfaction***
- ◆ ***Decrease malpractice risks and insurance costs***
- ◆ ***Experience operational efficiency***
- ◆ ***Increase compliance with state and federal regulations***
- ◆ ***Increase compliance with the Joint Commission accreditation standards***

A National Health Concern

A body of research documents the existence of racial and ethnic disparities in health.



Training Can Help You and Your Staff

- ◆ ***Make more accurate diagnoses***
- ◆ ***Meet informed consent requirements***
- ◆ ***Provide more appropriate health education and awareness efforts***
- ◆ ***Work with LEP patients to help them comply with treatment regimens they understand***
- ◆ ***Understand the community you serve and learn more about their needs***

<http://www.thinkculturalhealth.hhs.gov>

The screenshot shows the homepage of the Think Cultural Health website. At the top, there is a navigation bar with the U.S. Department of Health & Human Services logo and the URL www.hhs.gov. Below this is a green banner for the Office of Minority Health with the URL minorityhealth.hhs.gov. The main header features the United States Department of Health & Human Services logo and the text "Think Cultural Health: Bridging the Health Care Gap through Cultural Competency Continuing Education Programs". A secondary navigation bar includes links for Home, Who can earn CE credits?, Contact Us, and Small Group Instruction. The left sidebar contains sections for CLCCHC Login, About Our Programs (with links to a physician's practical guide, nursing care, and disaster preparedness curriculum), and Resources and Materials. The main content area has a welcome message, a prominent announcement "We're moving to .GOV!" with the new URL <https://www.ThinkCulturalHealth.hhs.gov>, and a paragraph discussing racial and ethnic disparities in health. On the right, there are promotional boxes for joining the CLCCHC, becoming a member, and resources for physicians, physician assistants, and nurses.

U.S. Department of Health & Human Services www.hhs.gov

Office of Minority Health minorityhealth.hhs.gov

United States Department of HEALTH & HUMAN SERVICES
Office of Minority Health

Think Cultural Health: Bridging the Health Care Gap through Cultural Competency Continuing Education Programs

Home Who can earn CE credits? Contact Us Small Group Instruction

CLCCHC Login

Login

About Our Programs

A Physician's Practical Guide to Culturally Competent Care

Culturally Competent Nursing Care: A Cornerstone of Caring

Cultural Competency Curriculum for Disaster Preparedness and Crisis Response

Health Care Language Services Implementation Guide

Resources and Materials

Welcome to
Think Cultural Health

We're moving to .GOV!

Update your bookmarks with our new URL
<https://www.ThinkCulturalHealth.hhs.gov>

With growing concerns about **racial and ethnic disparities in health** and the need for health care systems to accommodate **increasingly diverse patient populations**, cultural competence has become more and more a matter of national concern and attention.

Join the CLCCHC

Become a **CLCCHC/Think Cultural Health member and gain access to exclusive resources**

Learn more about the **CLCCHC**

Physicians & Physician Assistants

Go to the **CCCM CME Website! Click here**

Nurses

Course Registration Process

U.S. Department of Health & Human Services www.hhs.gov

Office of Minority Health minorityhealth.hhs.gov

United States Department of HEALTH & HUMAN SERVICES
Office of Minority Health

[TCH Home](#)

A Physician's Practical Guide to Culturally Competent Care

DVD Test Center

CME/CEU info

Course Login

Returning Users
[Forgot Password?](#)

Username

Password

New User?
Registration is open to physicians, physician assistants, nurse practitioners, and all healthcare professionals.

Help / FAQs

This site has been developed for DVD participants only.

Registration Form

If you have already registered for one of our programs, please enter your username and password in the left corner to expedite registration

Please fill out the registration form below and click on the submit button.
A field with an asterisk (*) before it is a required field.

* First name:

Middle initial:

* Last Name:

To DVD or Not to DVD?

- ◆ *Once you register, you can order a free DVD supplement to the course.*
- ◆ *You may want a DVD if you:*
 - *Have a slow Internet connection*
 - *Want to watch the case studies in a group*
 - *Want to play it on your personal DVD player*

- ✓ *The DVD is NOT a stand-alone product.*

How does the DVD Work?

U.S. Department of Health & Human Services www.hhs.gov

Office of Minority Health minorityhealth.hhs.gov

United States Department of HEALTH & HUMAN SERVICES Office of Minority Health

A Physician's Practical Guide to Culturally Competent Care

TCH Home Update Profile Logout

DVD Test Center Progress Checklist

CME/CEU info

A Physician's Practical Guide to Culturally Competent Care is a continuing medical education activity:

Supported through unrestricted monies from the Office of Minority Health at the United States Department of Health and Human Services.

Help / FAQs

The checklist below shows the steps that you must complete in order to receive credit (3 credits per theme). Please check off only the items that you have completed via the DVD and workbook and click on the submit button. To receive credit you must enter your pre and posttest answers via this test center by clicking on the links below. The system will automatically check off those items once the tasks are completed. You must complete all other module tasks prior to taking the posttest. Once you have submitted your posttest and obtained a passing score of 70% or higher, you will see how you did relative to other DVD and Web site users and your results will be stored so you may review them at any time.

To view the CCCM Video Vignettes [click here](#).

Click on the following links to go to the appropriate theme:
[Theme 1: Fundamentals of Culturally Competent Care](#)
[Theme 2: Speaking of Culturally Competent Care](#)
[Theme 3: Structuring Culturally Competent Care](#)

- ◆ Follow prompts to move between the DVD and PDF
- ◆ Complete the tests via the DVD Test Center
- ◆ Mark the Progress Checklist as you move forward

A Physician's Practical Guide to Culturally Competent Care

- ◆ ***Theme 1:
Fundamentals of Culturally Competent Care***
- ◆ ***Theme 2:
Speaking of Culturally Competent Care***
- ◆ ***Theme 3:
Structuring Culturally Competent Care***

Earning CMEs and CEUs

- ◆ ***Earn 3 continuing education credits per Theme***
- ◆ ***Complete all material***
- ◆ ***Pass the posttest with 70% or above***
- ◆ ***Complete the Theme Evaluation***
- ◆ ***Print an automatically generated certificate***

Program Features

- ◆ ***Video-based case studies***
- ◆ ***Automatic bookmarking***
- ◆ ***Progress tracking***
- ◆ ***Continuous updates with new resources***
- ◆ ***Option for customized e-mail reminders***
- ◆ ***Capability to share reactions and comments with other participants***

Available Resources

- ◆ *QIO Facilitator*

- ◆ *QSource*

 - (<http://www.qsource.org/uqiosc/>)

- ◆ *Help/FAQ site*

 - (https://cccm.thinkculturalhealth.hhs.gov/GUIs/GUI_Help.asp)

- ◆ *E-mail at cccm@thinkculturalhealth.hhs.gov*

Summary

- ◆ ***Overview and rationale for cultural competency***
- ◆ ***How to register and log on to A Physician's Practical Guide to Culturally Competent Care***
- ◆ ***Where to go for help and resources***
- ◆ ***Questions?***