

CULTURAL COMPETENCY TRAINING TEMPLATE

An Outline for a Half-day Program

Note to Trainers

This template is a suggested outline for a half-day training that teaches the basics about cultural competency to health professionals, whether they are students or experienced clinicians. We have designed the session to incorporate the domains of knowledge, awareness and communication skills that relate to health disparities and cultural competency in a half-day workshop. We highly recommend that you review the Trainer Orientation section (pp. 6-8) in our curriculum, *Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies* as you prepare for your training.

The outline below identifies the overall learning objectives for this training, the domains (knowledge, awareness, skills) included in the training and the pages in our curriculum that contain corresponding exercises and content.

For this half-day training the knowledge domain focuses on answering the questions, “What are health disparities? What factors contribute to them? How are demographics and health disparities connected?” The awareness domain addresses the question “How do cultural values and beliefs influence what clinicians and patients do and think?” The skill domain answers the question, “What are effective ways of working with interpreters?”

We welcome any comments or suggestions that you have as you use this template. Please send your comments to Carol Allen at callen@itsa.ucsf.edu.

Intended Audience: Individuals with patient care responsibilities

Duration: 3 ½ hours (8:30 AM – 12:00 noon)

Learning Objectives

At the conclusion of this training, participants will be able to:

1. Define and describe health disparities in medical care
2. Discuss the implications of demographic trends for health disparities
3. Explain how cultural beliefs shape clinical encounters
4. Demonstrate effective techniques for working with interpreters



Time	Domain	Structure and Content	Corresponding Pages in <i>Toolbox</i>
8:30 – 9:00	<i>Knowledge Awareness</i>	Introductions <ul style="list-style-type: none"> Objectives for session Definitions to be used in session <i>Recommendation: Consider including an icebreaker in this section</i>	<ul style="list-style-type: none"> Pg. 25 Pp. 12-13
9:00 – 9:45	<i>Knowledge</i>	Demographics/Health Disparities <ul style="list-style-type: none"> Describe demographic changes in the U.S., your state and among health professionals Present data on health disparities and reasons for their existence (Institute of Medicine report has many additional examples) Highlight implications of demographic trends for health disparities <i>Recommendation: Include data about local demographics and patient populations</i>	<ul style="list-style-type: none"> Selected exercises from Pp. 32-52
9:45 – 10:15	<i>Awareness</i>	Understanding Cultural Influences <ul style="list-style-type: none"> Explore how cultural values and beliefs are shaped 	<ul style="list-style-type: none"> Selected exercises Pp. 20-24
10:15 – 10:30		<i>Break</i>	
10:30 – 11:00	<i>Awareness</i>	Cultural Beliefs in the Clinical Encounter <ul style="list-style-type: none"> Use case study questions to identify cultural barriers Address the difference between stereotypes and generalizations during discussion 	<ul style="list-style-type: none"> Selected case studies, pp. 57-58 Pg. 74
11:00 – 11:50	<i>Awareness Skills</i>	Working with Interpreters <ul style="list-style-type: none"> Present Overhead VIIB.2 Use vignettes from videotape referenced in Exercise VIIB <i>or</i> Video clips of clinical exchanges on Provider's Guide website* 	<ul style="list-style-type: none"> Pg. 125 Pg. 122 Reference Pg. 174
11:50 – 12:00		<ul style="list-style-type: none"> Review workshop objectives Q & A Distribute program evaluation 	

*(<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>)

