



## The Cultural Competence in Health Series

This series of courses is appropriate for clinical and non-clinical staff and covers principles of culturally competent care for 9 unique cultures: African American, Anglo American, Asian, East Indian, Hispanic, Middle Eastern, Native American, Russian, and Southeast Asian.

Content is presented through a series of case studies, through which your staff will learn to interpret cultural patterns and perceptions of behaviors that can lead to misunderstanding in the health care environment. Expert advice and resources are available to help learners develop their knowledge of cultural competence and take important steps toward providing better patient care.

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### **Nine Courses include competencies for the following unique cultures:**

- Cultural Competence in Health Care: African American
- Cultural Competence in Health Care: Asian
- Cultural Competence in Health Care: Hispanic
- Cultural Competence in Health Care: East Indian
- Cultural Competence in Health Care: Middle Eastern
- Cultural Competence in Health Care: Southeast Asian
- Cultural Competence in Health Care: Anglo American
- Cultural Competence in Health Care: Native American
- Cultural Competence in Health Care: Russian

### **Competencies for Each Culture -- Learning Objectives**

After completing this course, the learner will be able to:

- Cite several questions to ask to elicit cultural information
- Explain strategies for providing culturally appropriate medical and nursing care
- Describe several tools for increasing patient trust and compliance
- Recognize the difference between a stereotype and a generalization and know how to apply generalizations without stereotyping
- Explain cultural variations in patient beliefs and practices
- Ask questions to elicit information about the patient's beliefs and practices
- Explain the impact of racism and prejudice on medical care and a patient's experience in medical contexts
- Explain the effects of cultural values and beliefs (world view) on behavior
- Recognize the difference between traditional treatments and abuse
- Explain strategies for dealing with difficult family members
- Recognize items of religious or spiritual significance and treat them with respect