

(REGISTRATION FORM)

DIVERSITY & CULTURAL COMPETENCE:

CONSIDERATIONS FOR HEALTH PROFESSIONALS

PROGRAM/LECTURE

Morning Lecture: 8:30 AM – 10:00 AM

INTRODUCTION: CULTURAL COMPETENCE:

- Cultural Proficiency: Required Elements in Healthcare
- Cultural Competence Education's positive effects on Healthcare
- Examining Barriers and Understanding Implicit/Explicit Biases

TERMS & DEFINITIONS:

- Culture, Ethnicity, Multi-Cultural, Race, Diversity, and Cultural Humility
- Associations' Studies/Models Regarding Cultural Competencies
- Ethical Guidelines on Cultural Competence for Healthcare Professionals

Mid-Morning Break: 10:00 AM – 10:15 AM

Mid-Morning Lecture: 10:15 AM – 11:30 AM

THE LATEST RESEARCH:

- Disparities in Healthcare
- U.S. Census Bureau: Race and Ethnicity
- Disparities by Race and Ethnicity
- How Culturally Competent Organizations Help Reduce Healthcare Disparities

CULTURE, RACE, ETHNICITY IN HEALTHCARE:

- Special Challenges for Healthcare and Mental Health Professionals/Clinicians
- Sensitivity and Understanding of Different Values, Beliefs, and Behaviors of Patients/Clients
- Cultural Factors that Influence Health Beliefs and Behaviors: Cultural perceptions of illness, culturally-bound health issues, attitudes regarding mental illness, dietary cultural considerations and end-of-life concerns

Lunch: 11:30 AM – 12:30 PM (Lunch on your own)

Afternoon Lecture: 12:30 PM – 2:00 PM

SPECIAL POPULATIONS:

- Various Cultural/Ethnic Groups; Chronically-Ill; Disabled; Low-Income; Homeless; Youth and Elders; LGBTQ+; Immigrants; Incarcerate; HIV/AIDS
- Culture-Related Inquiry and Analysis throughout the Healthcare Delivery Process

CULTURAL VIEWS ON HEALTHCARE/MENTAL HEALTHCARE:

- Customs and Beliefs: Impacts on Healthcare
- Religion and Spirituality: Cultural Considerations
- Awareness of Individual Cultural Worldviews and Cultural Differences

Mid-Afternoon Break: 2:00 PM – 2:15 PM

Mid-Afternoon Lecture: 2:15 PM – 4:00 PM

CULTURAL HEALTHCARE INTERACTIONS:

- Cultural Intersections and Clinical Relationships
- Cross-Cultural Skills: Assessment, Diagnosis, and Treatment
- Culturally Competent Communication
- Cultural and Linguistic Competence; Interpreter Services

CROSS-CULTURAL COMMUNICATION:

- Social and Cultural Perspectives
- Building on the Patient/Client's Strengths
- Working through Resistance and Following Through
- Telehealth Communications: High and Low Context Cultures

PROGRAM (con't)

RESOURCES FOR HEALTH ORGANIZATIONS/PROFESSIONALS

- Web based Resources for Cross Cultural Medicine
- Healthcare Research and Quality Assurance
- Self-assessments in Cultural Competency
- Language Assistance Services
- Resources for Translated Materials

Evaluation, Questions, and Answers

LEARNING OBJECTIVES

Participants completing this course will be able to:

- 1) describe how understanding cultural competence is crucial for the implantation of diversity in professional practice.
- 2) discuss the influences that sociocultural factors have on clients/patients, clinicians, and the clinical relationship.
- 3) review current healthcare disparities and social detriments to access care.
- 4) identify tangible strategies for addressing diversity issues in professional, personal and community settings.
- 5) explain how to establish rapport, gain improved understanding and create trusting relationships.
- 6) describe an environment that welcomes diversity by adapting to diversity and cultural contexts that include policies, values, and services.

INSTRUCTOR

Dr. Samara C. Kezele Fritchman (LMHC, EJD, PhD) is a Washington State licensed mental health counselor (LMHC), a national certified counselor (NCC) through NBCC (National Board for Certified Counselors), a Certified Employee Assistance Professional (CEAP), and a Critical Incident Responder as a Certified Clinical Trauma Professional. Dr. Fritchman holds a doctoral degree (PhD) in educational psychology and an executive juris doctorate (EJD: a law degree for those individuals who do not intend to become practicing attorney) from Columbus University. In addition, she obtained a master's degree in counseling psychology from St. Martin's College, and has been in private practice for 30 years. In her professional career, Samara has provided consulting, counseling, and professional-development services. She has over 40 years of experience working with all levels of staff, spanning a variety of job classifications, ethnic backgrounds, and educational levels within a wide variety of industries providing consulting, counseling, and professional development services. Dr. Fritchman currently provides tele-therapy for Employee Assistance Programs (EAP). Dr. Fritchman is the presenter of several INR programs: "Ethics/Legal Issues for Mental Health Professionals," "Suicide Assessment, Treatment & Management, and Collaborative Management with Health Professionals," and "Diversity and Cultural Competence." Samara's presentations are derived from her work with complex clients, which includes "Inner Child Work." Samara's "Ethics" program is one of the longest-running national ethics seminars in the United States. Samara's use of humor, relevant examples, and the ability to elicit lively audience interactions help make a tough subject fun and the day fly by.