

Weaving Culture Into Clinical Competence: Holistic Care with Diverse Populations

Instructor: Theresa Raphael-Grimm

Length: 3-6 hours

Program Description: This course examines cultural diversity NOT from the perspective of one specific cultural group but from the more universal experience of patient-provider difference. Central to the course is the assumption that people in general are more comfortable interacting with people from within our own cultures. Patients outside our culture present unique care challenges that sometimes create interpersonal misunderstanding and even inadequate treatment. The course identifies the theoretical and practical origins of these misunderstandings and provides concrete strategies for addressing them. Cultural diversity is conceptualized along a multi-tiered continuum where dimensions of acculturation, assimilation and social marginalization are considered. Guidelines for enhancing crosscultural communication and care delivery are provided.

Learning Objectives: At the end of this program, participants will be able to:

- Identify the theoretical origins of cross-cultural miscommunication.
- Apply theoretical concepts to practical clinical case examples.
- Participate in experiential discussions where groups of participants will examine clinical situations to recognize and deal with the cross-cultural conflicts in operation

Audience:

Nurses and other direct care providers