

## Northern Wisconsin Area Health Education Center (NAHEC)

NAHEC is a part of a national Area Health Education Center (AHEC) System and a Wisconsin AHEC System.

It is dedicated to improving access to healthcare in Wisconsin's rural and underserved northern counties, primarily through the education of present and future health professionals.

It also builds long-term partnerships between communities, healthcare organizations, and academic institutions.

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### Northern Wisconsin AHEC

401 Fifth Street

Wausau, WI 54403

715-849-2432 (phone)

715-849-2434 (fax)

To learn more about NAHEC, please visit its website:

<http://www.nahec-wi.org>

### Faculty Information

For more than 10 years, Dr. Suzanne Matthew has served as the Executive Director of the Northern Wisconsin Area Health Education Center (NAHEC) in Wausau, WI. As Director, she has successfully designed and managed community projects that have promoted improved healthcare in underserved populations. She received her doctorate from the University of North Carolina in Chapel Hill where she studied the multi-faceted aspects of health and medicine, culture, and the environment. She also has an appointment with the UW School of Medicine and Public Health as a Program Manager.

During her career, she has gained extensive experience in the areas of health education, medical research, and cultural diversity training. She has also served on various state and national health and medical committees and held various education, research, and administrative positions. She has taught on all educational levels and has also directed some unique health and medical projects. Most recently, she has served as the Principal Investigator for the Hmong Health Information Promotion: Wausau, Wisconsin, and Beyond project that was supported by the National Libraries of Medicine. The creation of the only Hmong-English health website ([www.hmonghealth.org](http://www.hmonghealth.org)) is a major outcome of this project.

### Accreditation Statement

This activity has been planned in accordance with the Essential Areas and Policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of the University of Wisconsin School of Medicine and Public Health and the Northern Wisconsin Area Health Education Center. The University of Wisconsin School of Medicine and Public Health is accredited by the ACCME to provide medical education for physicians.

### Credit Designation Statement

The University of Wisconsin School of Medicine and Public Health designates this educational activity for a maximum of 18.25 *AMA PRA Category 1 Credit(s)*<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity.

### Policy on Faculty and Sponsor Disclosure

As a sponsor accredited by the ACCME, it is the policy of University of Wisconsin School of Medicine and Public Health to require the disclosure of the existence of any significant financial interest or any other relationship a faculty member of a sponsor has with either the commercial supporter(s) of this activity or the manufacturer(s) of any commercial product(s) discussed in an educational presentation. Detailed disclosure will be made in the course handout material.

### Continuing Education Units

The University of Wisconsin-Madison, as a member of the University Continuing Education Association (UCEA), authorizes this program for 1.825 continuing education units (CEUs) or 18.25 hours.

## DIMENSIONS OF DIVERSITY

## TRAINING PROGRAM

Sponsored By

Northern Wisconsin Area Health Education Center

University of Wisconsin School of Medicine and Public Health

Office of Continuing Professional Development in Medicine and Public Health



**Statement of Need**

The Planning Committee has determined a strong need for physicians, nurses, and other healthcare providers to be culturally competent in diversity and its impact on healthcare.

**Objectives for the Trainings**

- Establish a clear understanding of the concepts of diversity and culture
- Define and understand the concept of cultural competency
- Perform self-assessment of individual cultural competency
- Develop an awareness of the impact of culture on relationships
- Develop practical applications of the tools of cultural competency
- Understand the importance and relevance of culturally and linguistically appropriate health care
- Understand how culture impacts healthcare delivery, illness, and health
- Accept responsibility to develop cultural competency principles in our lives
- Develop self-awareness about ourselves and appreciation of how our cultural values, assumptions, and beliefs influence others
- Develop skills to become a more effective cultural competency trainer

**Title IX**

The University of Wisconsin School of Medicine and Public Health fully complies with the legal requirement of the ADA and the rules and regulations thereof. If any participant in this educational activity is in need of accommodations, please notify NAHEC at 715-849-2432.



**One-Day Session**

**Day One**

8:30 - 9:30	Guidelines for the Session <i>Introductions Workshop goals and outcomes Learning Environment Ground Rules</i>
9:30 - 10:30	Defining Diversity <i>Demographic changes Exercise: Exploring the Individual</i>
10:30 - 10:45	Break
10:45 - noon	Principles of Cultural Competency <i>Understanding and Applying The Five Elements of Cultural Competency in the Work Setting</i>
Noon - 1:00	Lunch
1:00 - 2:00	Self Assessment
2:00 - 3:00	Understanding the Dynamics of Difference <i>The Range of Difference Power and Ethnocentrism Exploring The Power Model Cultural Competency Continuum</i>
3:00 - 3:15	Break
3:15 - 4:15	Understanding the Culture of Western Biomedicine <i>Diverse Cultures at Work Norms, Values, and Expectations of Biomedicine Models for Success Case Studies</i>
4:15 - 4:30	Evaluations and Closure <i>Focus Group Activity</i>

**Three-Day Train-the-Trainer Session**

**Two-Day Session**

**Day Two**

8:30 - 10:15	What does the Community have to Say? <i>Survey Findings in some US communities</i>
10:15 - 10:30	Break
10:30 - 12:00	Culturally Competent Use of Language Services <i>Importance of a Professional Interpreter Issues of Legal Liability Choosing an Appropriate Interpreter Working Effectively through an Interpreter Roles of Medical Interpreter</i>
Noon - 1:00	Lunch
1:00 - 2:30	Building Culturally Competent Community Partnerships <i>Strategies of Working Effectively in Communities Barriers and Benefits of Community Partnerships</i>
2:30 - 2:45	Break
2:45 - 4:15	Positive Planning <i>Successful Strategies Culturally Competent Community Assessments</i>
4:15 - 4:30	Evaluations and Closure <i>Focus Group Activity</i>

**Day Three**

8:30 - 9:30	Trainer Competencies • <i>Who Are You?</i> • <i>What Do You Know?</i> • <i>What Skills Do You Have?</i> • <i>Do You Work Well with Others?</i> • <i>Are You Prepared?</i>
9:30 - 10:30	Working with An Audience
10:30 - 10:45	Break
10:45 - 12:00	How to Design Your Training Curriculum • <i>Content</i> • <i>Time Management</i> • <i>Organization</i> • <i>Skills</i> • <i>Planning</i>
Noon - 1:00	Lunch
1:00 - 2:00	How to Develop the Optimal Learning Environment • <i>Arrangements</i> • <i>Respect</i> • <i>Agenda</i> • <i>Basics of Teaching</i>
2:00 - 2:15	Break
2:15 - 3:15	Understanding Presenter and Learner Styles • <i>Challenges</i> • <i>Styles</i> • <i>Attitudes</i>
3:15 - 4:15	Planning for Success (Teach Back Session)
4:15 - 4:30	Evaluations and Closure <i>Focus Group Activity</i>