



Addressing Health Care Disparities: Cultural Competence Faculty Development Program

***August 8 and 9, 2008
7:30 AM to 5:00 PM***

Who should attend?

This two day training of trainers is intended for individuals who have experience working with patients and are committed to teaching cultural competence to health professionals. The session is suitable for those with beginning to intermediate levels of experience in cultural competence. Enrollment is limited to 35 participants.

*This has been a great workshop! I've learned so much -
it's been useful, practical, and stimulating!*

What will the workshop cover?

The workshop combines didactic and experiential teaching techniques. At the conclusion of the session, participants will be able to:

1. Use data to explain the imperative for cultural competence training for health professionals.
2. Describe methods for increasing awareness about biases and assumptions.
3. Explain the difference between a stereotype and a generalization.
4. Identify how culture can shape attitudes toward health and healing and how this might impact care.
5. Demonstrate patient-centered strategies for eliciting health and healing beliefs.
6. Identify how culture can shape communication in healthcare.
7. Describe how medical interpreters may reduce health care disparities.
8. Demonstrate effective techniques for working with untrained interpreters.
9. Demonstrate strategies for resolving cross-cultural conflicts in work settings.
10. Identify educational strategies for developing effective cultural competence trainings.
11. Summarize data about the effectiveness of cultural competence education.
12. Develop and receive feedback on their cultural competence training plans.
13. Discuss tips and techniques for facilitating cultural competence trainings.
14. Access a wealth of materials and resources for developing and implementing trainings.

The workshop content is based on The Center for the Health Professions' curriculum, "Toward Culturally Competent Care" as well as the facilitators' combined 15 years of practical experience in designing, teaching and delivering culturally competent health care.

Facilitators

Sunita Mutha, MD, FACP

Associate Professor of Medicine, University of California, San Francisco

Dr. Mutha is a lead author of Center for the Health Professions' "Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies." She has facilitated workshops for health professionals on topics of workforce diversity, health care disparities, cross-cultural communication and other aspects of cultural competence. She has conducted training of trainers programs for over 750 individuals from health professionals schools, health plans, community based organizations, hospital systems, and public health agencies. A practicing primary care physician, Dr. Mutha is actively involved in educational activities for students and residents. Her current work includes interventions to reduce cultural and linguistic barriers in safety net hospitals, a study to assess the feasibility of integrating cultural competence into California's pay-for-performance program, and an initiative to develop a statewide network to provide organizations with resources and tools for delivering culturally competent health care.

Mary Walton, MSN, RN

Manager for Nursing Practice, Hospital of the University of Pennsylvania

Ms. Walton has a progressive history of leadership in academic health care settings. Her roles and responsibilities have included: Clinical Nurse Specialist, Manager for Department of Nursing Education, Nurse Educator for MCH funded Pediatric Pulmonary Center training grant, Co-Chair of Clinical Ethics Committee, Adjunct faculty for University of Pennsylvania School of Nursing, and leadership for an organizational initiative on cultural competency which included overseeing development of an institutional strategic plan. She is a frequent guest lecturer in undergraduate and graduate nursing programs and has presented her work on cultural competency training at national professional meetings. Currently in addition to cultural competency, her work incorporates a range of clinical and organizational initiatives including establishing an evidence-base for practice standards and addressing ethical dilemmas.

Ms. Walton holds a Bachelor of Science Degree and a Master of Science Degree in Nursing from the University of Pennsylvania and is currently matriculating in a Master in Bioethics Program at the University of Pennsylvania. She has published in the areas of collaboration, advocacy, healthy work environment and nursing history.

...outstanding, clear, compassionate expert facilitators and models for how trainings should be conducted and questions handled. This has been a wonderful experience and I am grateful for the opportunity to be in this session.

Other services and information

To learn more about the Center for the Health Professions' work in cultural and linguistic competence, please go to the following sites:

<http://futurehealth.ucsf.edu/TheNetwork/>

<http://www.futurehealth.ucsf.edu/home.html> (select publications)

Please contact Indria Cooper (icooper@thecenter.ucsf.edu) if you would like more information about consultation services, including tailored workshops and guest presentations.

Accreditation Statement

The University of California, San Francisco School of Medicine (UCSF) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

UCSF designates this educational activity for a maximum of 14.75 AMA PRA Category 1 Credit(s)TM toward the AMA Physician's Recognition Award. Physicians should only claim credit commensurate with the extent of their participation in the activity. Please note that continuing education units will be available only to individuals who attend **both** days of the workshop.

How do I register?

The registration fee for the workshop is \$600.00 per person. Due to limited space, candidates will be prioritized based on: 1) teaching and patient care experience, and 2) responsibility or plans for developing cultural competence training. Due to limited space, we do not train consultants. Each participant will receive a copy of the curriculum, "Toward Culturally Competent Care" and a course manual, which is only available through this training. Parking and meals (breakfast and lunch) are included in registration cost. Registrations cannot be processed without payment. You may fax your application with credit card payment or send it with your check, **by July 18, 2008** to:

UCSF Office of CME
3333 California Street, Suite 450
San Francisco, CA 94118
Fax: (415) 502-1795
Checks should be made payable to UC Regents

University of California faculty and staff may pay registration fees by recharge. Please specify departmental Fund/DPA and include authorized departmental signature on the registration form.

Refunds: All cancellations and substitutions must be made in writing to Indria Cooper at icooper@thecenter.ucsf.edu. Participants may cancel their registration by **July 18, 2008** for a full refund. After July 18, 2008, registration fees will be refunded (less a \$75.00 administrative fee) if a substitution is made.

Important dates

Before 7/18/08	Full refunds will be granted
7/18/08	Registration closes
7/21/08 – 7/25/08	Full refunds granted if we are able to fill your space. If we are unable to fill your space, refund will be granted minus a \$75.00 administrative fee

Registration fees will not be refunded after July 25, 2008

Questions about your registration? Please call the Office of CME at (415) 476-5808. Please note you are **not** officially registered for the workshop until you receive your confirmation notice from the UCSF Office of CME.

Questions about the program, or logistics? Please contact Indria Cooper at the Center for the Health Professions by email (icooper@thecenter.ucsf.edu) or phone (415-502-7979).

Lodging Information

A small block of guestrooms has been reserved from August 7-10, 2008 at the **Laurel Inn** and **Hotel Kabuki**. Please mention that you will be attending the “**UCSF Diversity Workshop**” to secure lodging and discounted room rates mentioned below. Hotel rooms are at a premium in the summer and you are urged to make your hotel accommodations as soon as possible. All rates are subject to hotel room and tax charges. Reservations at the special rates must be received by reservation cut-off dates listed below.

The Laurel Inn

444 Presidio Avenue
San Francisco, CA 94115
P (415) 567-8467 or (800) 552-8735
F (415) 928-1866
www.thelaurelinn.com

Room Rate: \$179.00 (discounted rate)

This hotel represents a contemporary take on Mid-Century style to create a sophisticated and comfortable interior drenched in rich colors, and relaxed textures. Located in the Pacific Heights neighborhood **it is directly across the street the UCSF Laurel Heights Campus**. Please note that the check-in time is 3:00 PM and the check-out time is 12:00 noon.
Reservation cut-off date: June 24, 2008

Hotel Kabuki

1625 Post Street
San Francisco, CA 94115
P (415) 922-3200 or (800) 533-4557
F (415) 921-0417
www.radisson.com/sanfranciscoca_miyako

Room Rate: \$164.00 (discounted rate)

This luxury hotel combines the comforts and conveniences of the West with the tranquility and graciousness of the East. Located next to the Japan Center. Please note that check-in time is 3:00 PM and check-out time is 12:00 noon.
Reservation cut-off date: July 7, 2008

