

Cross-Cultural Care: A Person-Centered Approach

Audience: Physicians, Pediatricians, Nurses, Nurse Case Managers, and Other Clinical Staff

Versions: General clinical, pediatric, and health plan setting

Accreditation: 1 CME, CEU, or CCM Credit

About This Course

The most recent U.S. Census confirmed that our country is more diverse than ever before. In this changing environment, delivering effective cross-cultural care is a necessary skill set for all healthcare professionals.

This foundational course for clinicians offers targeted training that teaches a person-centered approach to cross-cultural care. Interactive exercises and case vignettes create an engaging course that covers: core cultural competency concepts; common issues, such as mistrust and communication styles; language and interpreters; health literacy; health beliefs; and cross-cultural negotiation.

Learning Outcomes

- Summarize how cultural competence is important to the delivery of high-quality healthcare services
- Define the social and cultural issues that are most relevant in the care of diverse populations
- Communicate effectively across cultures
- Develop appropriate management strategies that take into account cultural perspectives and preferences



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