Detailed Outline: Patient-Centered Care, Cultural Competence

I. PCP roadmap (Time: 2 mins)

II. Goals for the module (Time: 2 mins)
   A. At the end of this module, you will be able to:
      1) Define cultural competence
      2) Describe how communication is related to health disparities
      3) Assess personal cultural attitudes
      4) Apply tools to improve cross-cultural communication
      5) Reflect on specific ways you can use what you’ve learned in this module to improve your teaching, your clinical practice, your institution

III. Overview (Time: 1 min)
   A. In this module, we will cover…
      1) Definitions and our own perceptions of culture
      2) Evidence for health disparities in the United States and potential explanations
      3) Exploring the patient’s perspective
      4) Working effectively with interpreters

IV. Definitions and our own perceptions of culture (Time: 25 mins)
   A. Dimensions of cultural competence
   B. Definitions: race, ethnicity, culture
   C. Assessing cultural attitudes with HBAS
      a. How do you perceive and respond to members of different cultures?
      b. How do we compare to our colleagues?
      d. What is the patient perspective?

V. Evidence and explanations for health and outcomes disparities (Time: 15 mins)
   A. How extensive are health care disparities?
      a. IOM Report: “Unequal Treatment”
   B. Why do health disparities exist?
      a. Oddone’s four plausible explanations
      b. How could provider bias influence disparities?
      c. Evidence of provider bias
         i. (2000) Van Ryn study
         ii. (1999) Shulman study

VI. Exploration of the patient’s perspective (Time: 27 mins)
   A. Removing cultural blinders: Effectiveness of cultural competence interventions
   B. Cultural competence in the context of contemporary practice
   C. Kleinman Explanatory model
   D. Role-play and debrief
   E. Barriers and solutions to cross-cultural communication
      a. Ting-toomey data on barriers

VII. Working effectively with interpreters (Time: 8 mins)
   A. What are some challenges to working with an interpreter?
   B. What are some solutions to working with an interpreter?
   C. Interpreter recommendations (Hudleson, 2005)
VIII. Review of our goals: have we reached them? *(Time: 2 mins)*
IX. Reflect on specific ways you can use what you’ve learned in this module to improve… *(Time: 8 mins)*

Total time: 90 mins