

Quality Interactions with Diverse Populations

Audience: All employees who work in a healthcare setting

Duration: 20-30 minutes

About This Course

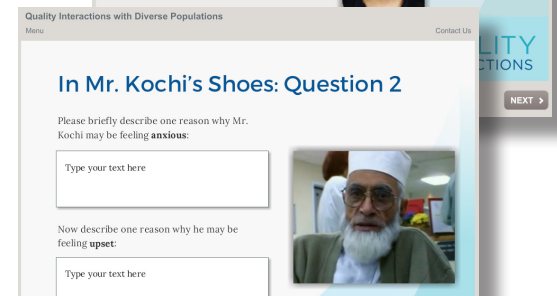
This course builds awareness of cross-cultural issues in healthcare through three short cases that prompt learners to explore other perspectives by “walking in someone else’s shoes.”

These cases cover the following topics: acknowledging specific customs and spirituality; responding with empathy; addressing language barriers and requesting an interpreter; and sensitivity to sexual and gender issues.

This course closes with an interactive exercise that provides a simple approach to framing cross-cultural interactions in a respectful, welcoming manner.

Learning Outcomes

- Demonstrate respect for cultural differences by exploring cross-cultural issues in healthcare from another individual’s perspective
- Effectively anticipate and respond to common cross-cultural issues
- Utilize a simple approach to set the tone for respectful cross-cultural interactions



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