

# Test Your Skills™ for Clinicians

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

**Accreditation Available:** 1 CME, CEU, or CCM Credit

**CE Information:** [qualityinteractions.com/accreditation](http://qualityinteractions.com/accreditation)

## About These Courses

Clinicians actively improve their skills in cross-cultural care through these dynamic, case-based interactions. Each interaction presents a patient with a range of health conditions and common cross-cultural issues, including: health beliefs, communication styles, decision-making customs, language and literacy barriers, and mistrust.

Test Your Skills™ courses simulate real clinical interactions by prompting the learner to choose questions and statements that move the discussion forward. The learner's selections generate the patient's responses, as well as personalized feedback that covers key concepts and skills.

## Learning Outcomes

- Outline how cultural competency is important in the delivery of high-quality healthcare services.
- Explain the social and cultural issues that are relevant to the care of diverse patient populations.
- Use strategies to effectively communicate across cultures.
- Develop appropriate management strategies that take into account patients' cultural perspectives or preferences.



[info@qualityinteractions.com](mailto:info@qualityinteractions.com)  
[www.qualityinteractions.com](http://www.qualityinteractions.com)



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