How to Become a Culturally and Linguistically Competent Health Care Provider

America is experiencing increasing diversity which is challenging our health care delivery system to create culturally proficient services that meet the social and cultural needs of patients.  Health care organizations are realizing that unless their providers are trained to deliver culturally and linguistically proficient services with the highest quality of care, health disparities will continue to negatively influence the care patients receive.

How Health Care Organizations Can Reduce Health Care Disparities

Health care organizations that integrate cultural competency into their training programs reduce disparities in health care and are more respected and trusted in delivering inclusive and effective health care.  Training in how to deliver culturally proficient care must become an organizational priority to attain optimal institutional efficiency, to reduce cost and remove barriers interfering with access to treatment.  Otherwise, health care organizations will continue to operate with structural and systemic bias leading to health care disparities, patient dissatisfaction and decreased optimal well-being and outcomes for patients. It is imperative health care professionals become culturally and linguistically competent so they can enhance patient engagement and care for patients across a wide range of cultural needs. In addition, culturally competent health care systems recognize the importance of assessing patients using an integrated, biopsychosocial model that appreciates the influence of a patient’s biological, spiritual, cultural/social needs and race.  These factors influence how patients experience their illness and relationship with their health care provider.

Length of Training: three (3) Hours

Learning Objectives:

* Define culture, cultural humility, cultural sensitivity and cultural competence
* Appreciate the benefits of respectful communication; how providing responsive, culturally proficient care increases therapeutic alliance with patients
* Understand that quality health care can only occur within the patient’s cultural context.
* Understand how ignoring diversity and culturally incongruent health care can adversely affect patient outcomes, compromise patient safety and result in patient dissatisfaction.
* Learn how to eliminate misunderstandings in diagnosis and treatment planning that may result from differences in language or culture, how culture shapes appraisal of emotions.
* Identify how your counterproductive assumptions/ implicit biases can negatively impact patient care.

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Dr. Levy earned his degree in Clinical Psychology and has dedicated his career to working in inpatient and community based psychosocial/psychiatric rehabilitation programs for individuals living with conditions on the Schizophrenia Spectrum. He has facilitated training for health care providers and students earning degrees in nursing and Physician Assistant programs. Dr. Levy has been teaching at University of Redlands the last 30 years and he is the director of a nonprofit providing psychosocial rehabilitation services at Founders House of Hope. He has received several Excellence in Teaching Awards, is a published author and consultant to mental health programs.

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