

# PSY-1060: CROSS-CULTURAL COMPETENCY FOR HEALTH CARE PROVIDERS

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## Cuyahoga Community College

### Viewing: PSY-1060 : Cross-Cultural Competency for Health Care Providers

**Board of Trustees:**

March 2022

**Academic Term:**

Fall 2022

**Subject Code**

PSY - Psychology

**Course Number:**

1060

**Title:**

Cross-Cultural Competency for Health Care Providers

**Catalog Description:**

Focuses on cultural sensitivity, diversity awareness and multicultural communication skills for health care providers. Includes communicating with patients in ways that are culturally aware and sensitive. Practice communication skills using scenarios involving patients of diverse background.

**Credit Hour(s):**

1

**Lecture Hour(s):**

1

## Requisites

**Prerequisite and Corequisite**

DMS-1303 Introduction to Sonography and PSY-1010 General Psychology.

## Outcomes

**Course Outcome(s):**

Explain the importance of cultural competence to health care field and health care workers.

**Essential Learning Outcome Mapping:**

Cultural Sensitivity: Demonstrate sensitivity to the beliefs, views, values, and practices of cultures within and beyond the United States.

**Objective(s):**

1. Discuss the relationship between healthcare disparities and culturally competent delivery of healthcare.
2. Consider the effects on a person functioning in a new culture.
3. Describe cross-cultural competence.
4. Identify examples of culturally-competent healthcare.
5. Determine if a healthcare organization has culturally competent policies and behaviors.

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**Course Outcome(s):**

Apply cross-cultural models in healthcare settings.

**Essential Learning Outcome Mapping:**

Cultural Sensitivity: Demonstrate sensitivity to the beliefs, views, values, and practices of cultures within and beyond the United States.

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

**Objective(s):**

1. Apply cross-cultural awareness models.
2. Apply cross-cultural competence models.
3. Apply cross-cultural communication models.

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**Course Outcome(s):**

Understand research related to health care delivery across diverse groups.

**Essential Learning Outcome Mapping:**

Cultural Sensitivity: Demonstrate sensitivity to the beliefs, views, values, and practices of cultures within and beyond the United States.

**Objective(s):**

1. Describe culturally-specific health care behaviors and thoughts (e.g., Native American, Middle Eastern, Eastern-European, Black and African-American, Asian-American, White (Non-Hispanic), etc).
2. Describe other cultural considerations related to health care behaviors and thoughts of groups such as: gender, socioeconomic status, privilege, race, ethnicity, sexual orientation, gender identity, ability (physical, mental, cognitive, other), religion, mental health.

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**Course Outcome(s):**

Apply models of cross-cultural awareness when interacting with diverse patients and co-workers.

**Essential Learning Outcome Mapping:**

Critical/Creative Thinking: Analyze, evaluate, and synthesize information in order to consider problems/ideas and transform them in innovative or imaginative ways.

Cultural Sensitivity: Demonstrate sensitivity to the beliefs, views, values, and practices of cultures within and beyond the United States.

**Objective(s):**

1. Explore and apply inclusion concepts from cross-cultural awareness, communication, and competency models (e.g., LEARN, Kleinman, Bennett, etc.).
2. Based on models studied, consider ways to improve cultural competence.

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**Methods of Evaluation:**

1. Written reflections
2. Class assignments and/or activities

**Course Content Outline:**

1. CONCEPTS
  - a. Health care disparities
  - b. Culture
  - c. Values of racial/ethnic groups
  - d. Models of cross-cultural awareness
  - e. Models of cross-cultural competence
  - f. Models of cross-cultural communication
  - g. Cultural competence in individuals
  - h. Cultural competence in organizations
  - i. Acculturation
  - j. Health-related behaviors associated with cultural groups
  - k. Health-related beliefs associated with cultural groups
  - l. Implicit bias
2. SKILLS
  - a. Address patients in ways that foster trust and respect
  - b. Work with a translator
  - c. Develop trusting relationship with patients
  - d. Interact with patients in a culturally competent manner
  - e. Interact with colleagues in a culturally competent manner
  - f. Use cross-culturally appropriate methods of communication

### 3. CULTURAL CONSIDERATIONS

- a. Stigma
- b. Gender
- c. Socioeconomic status
- d. Privilege
- e. Race
- f. Ethnicity
- g. Sexual orientation
- h. Gender identity
- i. Ability (physical, mental, cognitive, other)
- j. Religion
- k. Mental health
- l. Body size
- m. Other groups

### 4. SELF-ASSESSMENTS

- a. Cultural awareness
- b. Cultural communication
- c. Cultural competence
- d. Implicit Association Tests

## Resources

Spector, R. E. (2017) *Cultural diversity in health and illness*, Pearson.

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Salimbene, S. (2015) *What language does your patient hurt in?*, Rockford, IL. EMC Paradigm.

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DuPre, A. & Overton, B. C. (2020) *Communicating about health*, Oxford University Press.

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Galanti, G. (2014) *Caring for patients from different cultures: Case studies from American hospitals*, Philadelphia, PA: University of Pennsylvania Press.

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Geist-Martin, P.; Ray, E. B., & Sharf, B. (2011) *Communicating Health: personal, cultural and political complexities*, Waveland Press, Inc.

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The Cleveland Clinic Office of Diversity. (2017) *Diversity ToolKit*, The Cleveland Clinic Foundation. <https://my.clevelandclinic.org/-/scassets/files/org/about/diversity/2016-diversity-toolkit.ashx>

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Thompson, T. L., Dorsey, A. M., Miller, K. I., & Parrot, R. (Eds.). (2011) *Handbook of health communication*, New York: Lawrence Erlbaum.

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