

## Cross Cultural Care and Health Disparities/Communication Curriculum

### Overarching Curricular Goal:

Educate and train resident physicians to provide cross-cultural care to diverse patient populations, so that the resident is able to take care of any patient, anywhere, and at anytime with the endpoint of helping to eliminate health care disparities.

### Needs Assessment:

System-wide:

- Survey targeting clinical faculty, fellows, and residents in 7 departments: Medicine, Pediatrics, Surgery, Ob/Gyn, Psychiatry, Dermatology, Neurology
- Assessed areas include: Institutional environment, Self-preparedness, and Demographics

Individual: (Information will help tailor individual internet learning program)

- Internet-Based Global Pre-assessment completed prior to beginning of academic year
- Will assess Attitude, Knowledge, Skills, Perceived preparedness
- Will receive immediate feedback upon completion

### Goals and Objectives:

#### Attitude

Goal 1: Direct residents' to focus on one's own culture, beliefs, and biases and on the roles of the culture of medicine and the health care system in health care disparities

#### Knowledge

Goal 1: Each resident will acquire knowledge of the existence and magnitude of health disparities, including the multi-factorial causes of health disparities and the many solutions required to diminish or eliminate them.

Goal 2: Each resident will have acquired knowledge of the population demographics being served at Johns Hopkins Medical Campuses and their health needs and barriers to care.

#### Skill

Goal 1: Each resident will acquire the skills to effectively communicate and negotiate across cultures, literacy skills, and languages, including trust-building and appropriate utilization of interpreter services.

#### Leadership and Advocacy

Goal 1: Each resident will have had an opportunity develop a commitment to reduce health disparities from a population health perspective through leadership and advocacy.

### Educational Strategies

- ▶ Interactive Internet Modules. Topics:
  - Race, Ethnicity, Class, and Culture
  - Health Disparities and Health Care Disparities
  - Health Literacy and Numeracy
  - Cultural Self-Awareness
  - Stereotyping and Bias
  - Communication, Patient Negotiation, Shared Decision Making
  - Cultural Beliefs, Health Behaviors, and Patient Mistrust
  - Ensuring Quality Patient Care For All
  - Leadership and Advocacy
  - Global Health
- ▶ Lectures

- Race, Ethnicity, Class, and Culture
- Health Disparities and Health Care Disparities
- Local Population Demographics and Health Risk Priorities
- Health Literacy and Numeracy
- Cross Cultural Communication
- Leadership and Advocacy
- ▶ Small group discussions/Blogging
  - Purpose is to allow for self-reflection and peer-peer learning
  - Both groups will be composed of the same members including the group facilitator
  - 8-10 residents
  - Two small group meetings per academic year
  - Three to four blogs per academic year
  - Topic will be based on a video clip or clinical vignette
- ▶ Clinical Integrative learning – relies heavily on “Train the Trainer” concept
  - Integration in Intern/Resident Report Session Q & A
  - Longitudinal Clinic Preceptor Role Modeling
  - Inpatient Attending Role Modeling
- ▶ Other
  - Didactic followed by role play
  - Film/video
  - Cultural immersion (optional)

#### **Evaluation**

- ▶ Internet Based Pre- and Post-survey
- ▶ Observation Small Groups of Discussions
- ▶ Monitoring of (Self-reflection) Writing on Blogs
- ▶ Integrated Intern/Resident Report Session Q & A
- ▶ Clinic Preceptor Observation
- ▶ Ward Attending Observation
- ▶ Patient Satisfaction Survey
- ▶ Clinical Outcomes

#### **Example of Internet Module Objectives: Module 2: Health Disparities and Health Care Disparities**

- ▶ By the end of this session, the resident will:
  - Explain how individual characteristics that have been historically linked to exclusion or discrimination are known to influence health status
  - Explain the concept of geography of opportunity and how it relates to Health Disparities
  - List 5 associated facts about Neighborhood Segregation
  - Identify several examples of health disparities and their impact on public health
  - Identify 3 potential solutions that target health disparities
  - List the levels on which health care disparities exist
  - Explain how the role of the medical culture and health care system contributes to health care disparities
  - Be aware that racial and ethnic health care disparities may expand to other social/demographic groups (LGBT, disabled, low literate, obese, aged)
  - Identify 3 potential solutions that target health care disparities