



Demonstrating Cultural Competence

Program Description:

Providing care to diverse populations requires understanding the health beliefs associated with various cultures. This program will assist you in self-assessing your level of cultural competence and provide you with strategies to effectively communicate with patients who have different health beliefs and practices. As a preceptor, it will also assist you in teaching students to work with patients from various backgrounds, as well as help you to more effectively work with students from various cultural backgrounds.

Learning Objectives:

Upon successful completion of this program, pharmacists should be able to:

1. Self-asses their level of cultural competence.
2. Define diversity
3. Define cultural competence
4. Recognize the role of the health care practitioner in providing care to diverse populations
5. Provide evidence of health care disparities and patient outcomes
6. Use communication strategies to elicit patients health beliefs and practices
7. Teach students to work with patients from various backgrounds
8. Work effectively with students from various cultural backgrounds

Target Audience:

Pharmacists/Preceptors

Faculty:

Denise Soltis, B.S. Pharmacy
Director of Experiential Education
Drake University College of Pharmacy
Des Moines, Iowa

Faculty Disclosure:

Denise Soltis reports she has no actual or potential conflicts of interest in relation to this program.

CPE Credit:

To obtain 1.5 contact hour of continuing education credit (0.15 CEUs), please complete the exam and evaluation located in your online portfolio. A CE Statement of Credit will be automatically generated upon achieving a passing grade of 70% on the exam and completion of the program evaluation.

CEI provides you with two (2) opportunities to complete the post-program exam. You must receive a score of 70% or better to receive your CE Statement of Credit, which will be automatically generated. You may print this CE Statement of Credit; it will also be stored in your online CEI portfolio for you to retrieve a copy at any time.

This program is available until 2/04/2011.

ACPE Logo and Statement:

The Collaborative Education Institute is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

The ACPE Universal Program Number is #107-000-08-030-H04-P 0.15 CEUs/1.5 Hrs.

Program Format and Requirements:

This program includes viewing the PowerPoint presentation while listening to the audio provided. There are self-assessment questions embedded throughout the presentation. You may print the handouts associated with this program prior to viewing.

Computer Requirements:

To ensure a successful session using *Adobe Connect** webcasting, participants must:

1. Have high-speed internet connection.
2. Windows users: The required software is Adobe Connect (Flash-based software). Free download access to Adobe Connect is granted by going to <http://www.continuetolearn.uiowa.edu/ccp/tech-support/breeze/>. Please be sure to access this free download prior to viewing the webcast to trouble shoot any problems with firewalls, internet connection, etc.
3. Mac users: A Windows Media player for the Mac, Quicktime add-on is called Flip4Mac. Free download access to Flip4Mac can be found at <http://www.microsoft.com/windows/windowsmedia/player/wmcomponents.msp>. Please be sure to access this free download prior to viewing the webcast to trouble shoot any problems with firewalls, internet connection, etc.

Financial Support:

This program has no outside financial support associated with it.

Program Fee:

A program fee of \$20 will be assessed for grading the exam instrument and issuing the CE Statement of Credit.

If you would like to purchase this self-study program, please close this window and proceed to REGISTER.