



BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

Cultural Competency in the Bronx

Description

Culturally competent care is defined as care that respects diversity in the patient population and cultural factors that can affect health and health care, such as language, communication styles, beliefs, attitudes, and behaviors. These sessions, focused on the Bronx community, will be interactive and enable frontline staff to learn and practice cultural competency skills that will benefit their daily work caring for patients.

This program addresses issues of race, ethnicity, religion, language, disability, and sexual identity in the context of accessing care, expectations about care, and beliefs that influence adherence to care.

Pre- and post- test surveys and final evaluation included.

Audience

Front line staff

Learning Objectives

Increased awareness of one's own privileged/marginalized status

- Develop an approach to understanding clients/patients through their lived experiences and the systemic issues that impact their lives
- Improve cross cultural communication and the provision of culturally competent care
- Identify steps toward change

Topics

- History of Poverty and Race in the Bronx
- Cultural Affirming Care
- Cultural Humility
- Institutional Racism
- Structural Racism
- Health Disparities
- Health Equality and Health Equity
- Communication Styles & Listening Skills
- Assessing Health Literacy
- Use of Interpreters
- Asking Exploratory Questions
- Improvements in the Bronx
- DSRIP and Your Role

Registration Contact

Maria D. Galafá
mgalafa@sbhny.org
646-773-2314

Training Dates

Tuesday 6/20/17

Location

CUNY on the Concourse
2501 Grand Concourse,
3rd FL
Bronx, NY 10468

Presented by

Jewish Board of Family
and Children's Services

E-mail us your feedback: feedback@bronxphc.org

To report compliance issues please call the **Compliance Helpline: 1-855-813-7351**,
or report online: www.bphc.ethicspoint.com.

Our mailing address is: 4422 Third Avenue • Bronx, New York 10457

Copyright ©2015 Bronx Partners for Healthy Communities. All rights reserved.



You can visit us online:
www.bronxphc.org

