



# BPHC WORKFORCE INNOVATIONS TRAINING PROGRAMS

## Cultural Competency in the Bronx

### Description:

Culturally competent care is defined as care that respects the diversity of our patient population and the cultural factors that can affect their health and health care, such as language, communication styles, beliefs, attitudes, and behaviors. These sessions, focused on the Bronx community, are 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 are included.

**Audience:** Frontline staff

### Learning Objectives:

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

### Topics:

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

### Registration Contact

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646-773-2314

Please provide your name, title, organization and preferred training date along with your supervisor's name and e-mail address.

### Training Dates

Monday, March 12

or

Friday, April 27

One-day Training  
9 a.m. - 5 p.m.

### Location

CUNY on the Concourse  
2501 Grand Concourse  
3<sup>rd</sup> Floor  
Bronx, NY 10468

[Directions](#)

This program is presented by the Jewish Board of Family and Children's Services.

**E-mail us your feedback: [feedback@bronxphc.org](mailto:feedback@bronxphc.org)**

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

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