



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

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

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

Tuesday, April 24
or

Wednesday, April 25

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

Location

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

[Directions](#)

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.

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