

**FOURTH ANNUAL
CULTURAL COMPETENCE IN HEALTHCARE
SYMPOSIUM**

Friday, May 13, 2016



Temple Administrative Services Building
2450 West Hunting Park Avenue
Philadelphia, PA 19129

Register online
<https://medicine.temple.edu/cme>



Temple Health gratefully acknowledges our exhibitors who provided support to this educational activity:

Language Services Associates

Phoenix Language Services

Engineering Artful Translations – Magnum Group

OVERVIEW OF THE PROGRAM: A 2002 report from the Commonwealth Fund entitled *Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches* defined cultural competence in health care as a system's ability to provide care to patients with diverse values, beliefs, and behaviors, including tailoring delivery to meet patients' social, cultural, and linguistic needs. The Institute of Medicine (IOM) report, *To Err is Human: Building a Safer Health System*, states patients should not be harmed by the care that is intended to help them, and they should remain free from accidental injury. In 2010, The Joint Commission released *Advancing Effective Communication, Cultural Competence, and Patient- and Family- Centered Care* that outlined new requirements for meeting the needs of patients and their families to ensure safety and quality of care. In 2013, the Federal Government revised the Culturally and Linguistically Appropriate Standards (CLAS) which are intended to improve quality and help eliminate healthcare disparities.

Temple University Health System (TUHS) serves a large ethnically diverse community that continues to grow with each census. TUHS is a city-wide network located within Philadelphia County, the primary service area. As per the Arab-American Community Development Corporation (AACDC), there is an estimated 30,000 to 50,000 Arab-Americans living in the five-county area (please refer to US Census 2010 results).

The Fourth Annual Cultural Competence in Healthcare Symposium has been designed to equip physicians, nurses, and all staff who interact with patients with the necessary tools to meet the needs of diverse patient populations and strengthen the quality of care in the Temple University Health System. Content will focus on increasing staff competence when working with persons of different races, ethnicities, values, beliefs, and disabilities using national frameworks set forth by the HHS Office of Minority Health (OMH) and The Joint Commission.

TARGET AUDIENCE: Physicians, nurses, allied health professionals, and other staff in the healthcare setting who interact with patients and their families

CME/CNE STATEMENT

ACCREDITATION STATEMENT: The Lewis Katz School of Medicine at Temple University is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

CERTIFICATION STATEMENT: The Lewis Katz School of Medicine at Temple University designates this live activity for a maximum of 4.5 *AMA PRA Category 1 Credit(s)*[™]. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

DISCLOSURE POLICY: It is the policy of the Lewis Katz School of Medicine at Temple University, The Albert J. Finestone, M.D., Office for Continuing Medical Education that the speaker and provider disclose real or apparent conflicts of interest relating to the topics of this educational activity, and also disclose discussions of unlabeled/unapproved uses of drugs or devices during their presentation(s). The Lewis Katz School of Medicine at Temple University, Office for Continuing Medical Education has established policies in place that will identify and resolve all conflicts of interest prior to this educational activity. Detailed disclosure will be made prior to the activity.

DISCLOSURES: Planning committee members have no relevant financial relationships to disclose. Faculty members have no relevant financial relationships to disclose.

NURSES: Temple University Hospital Department of Nursing is an approved provider of Continuing Nursing Education by the Pennsylvania State Nurses Association, an accredited approver by the American Nurse's Credentialing Center's Commission on Accreditation. Temple University Hospital Nursing Department designates this Fourth Annual Cultural Competence in Healthcare Symposium to be eligible for 4.5 contact hours.

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GENERAL CONFERENCE OBJECTIVES:

Upon completion of this symposium, participants should be able to:

- 1) Describe the impact of health disparities on the quality and safety of care.
- 2) Explain the concept and rationale for culturally competent health care.
- 3) Discuss cultural issues that contribute to health disparities affecting the Arab community.
- 4) Apply new strategies to improve communication, compliance and health outcomes with patients in the Arab community.

PROGRAM

8:00 am **Registration**

9:00 am **Welcome & Introduction**
Herb Cushing, MD
Chief Medical Officer at Temple University Hospital

9:15 am **Health Disparities, Cultural Competency and Implications for Quality Care**
Abdullah Al-Osaimi, MD
Associate Professor of Medicine and Surgery;
Division Chief, Hepatology;
Medical Director, Liver Transplantation

10:45 am **BREAK**

11:00 am **MORNING BREAKOUT SESSIONS** (*Select One*)

 **The Arab Community, Culture and Religion**
Zina Habib, Director of Patient Services at Philadelphia International Medicine

 **Dietary Preferences**
Michelle Ondeck, RD
Nutrition Information Manager at Temple University Hospital

 **Arabs and their Geographical Areas**
Alexa Firat, Professor of the Arab Studies Program at Temple University

 **Ethical Patient Medical Decisions and the Role of the Family**
Stanley Savinese, DO

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12:00 noon **LUNCH**

1:00 pm **AFTERNOON BREAKOUT SESSIONS** (*Repeated--See Morning Sessions for Description*)

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Stanley Savinese, DO

2:00 pm **BREAK**

2:15 pm **Temple and Philadelphia International Medicine**
Zina Habib, Director of Patient Services at Philadelphia International Medicine

2:45 pm **Questions**

3:00 pm **Closing**

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