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## Course ID: CCT-2021-002

### Instructor Information:

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### Course Description:

The Department of Health and Human Services (DHHS) NRS statute 449 has established landmark standards for anti-discrimination in health care. In accordance with these regulations, High Sierra Area Health Education Center (AHEC) and Nevada Primary Care Association (NVPCA) have worked diligently to create a comprehensive training for Nevada health care providers. This course is designed to satisfy the requirements set forth by NRS statute 449 for medical facilities, facilities for the dependent, and other facilities through content inclusive of varied pertinent topics. The Nevada Cultural Competency Training is approved for annual cultural competency training certification and recertification for health care facilities detailed therein and is focused on improvement of cultural awareness, inclusivity, and quality care delivery statewide. The course will be taught over 9 hours virtually or in-person by experienced, passionate, NVPCA and High Sierra AHEC staff that have met DHHS requirements. Our training is designed to not only meet the regulation requirements but leave a lasting impression on providers; strengthening equitable and accessible care delivery for years to come.

### Required Materials:

Nevada Cultural Competency Workbook  
Laptop, tablet, or phone with a camera and microphone (if taking course via video conferencing service)

### Course Structure:

This course is designed to be delivered in-person or virtually via a video conferencing service. Please see the course schedule at <https://www.nvculturalcompetency.com/> for more information on upcoming courses and delivery methods.

### Course Etiquette:

- Allow everyone speak and finish their thoughts.
- Respect others & their opinions.
- Actively participate in discussions, polling, & activities within the presentation and workbook.
- Listen actively and add value with comments.
- Respect and be considerate of others and their opinions.
- Conversations on the training material are encouraged. Side conversations not regarding training material are not.
- Dialogue is encouraged, arguments are not.
- Speak clearly when speaking to the instructor(s) or others in the training.
- Netiquette
  - Please mute your microphone when not speaking to minimize background noise
  - Use of cameras in breakout rooms is greatly encouraged
  - Chat functions are meant to contribute to dialogue on training material. Be personable with others in the training but be present as well.

### Course Content:

Cultural Awareness

Explicit and Implicit Bias

Indirect Discrimination

Identity & Intersectionality

Social Determinants of Health

Race & Ethnicity

Religion & Spirituality

Refugees & Immigrants

Gender Bias

Gender Identity

LGBTQIA+ & SGM

Age

Disability

Person - First Language

Microaggressions

Best Practices

Cultural Humility

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## Course Objectives:

Participants will be able to:

1. Deploy best practice approaches towards providing quality care for all groups to ensure that all individuals have access to culturally and linguistically appropriate care in a timely manner.
2. Mitigate personal barriers to cultural competency and be able to reflect and adapt purposeful patient interactions.
3. Address health inequities and barriers to care found in different groups to improve patient care outcomes.
4. Implement identity and intersectionality as a means of understanding others to improve quality of care.
5. Describe the difference between conscious and unconscious biases and understand how they can lead to poor health outcomes for patients.
6. Understand cultural competency, awareness, and humility and the applicability of these concepts to the medical facilities, facilities for the dependent, and other facilities defined in NRS Statute 449.
7. Establish or bolster welcoming and safe environments within their respective facilities.
8. Understand assumptions and myths of various concepts and groups detailed in the presentation. Be able to identify these issues in the health care setting and mitigate these issues.

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For more training information or questions please see our website at  
(<https://www.nvculturalcompetency.com/>) or email  
([info@nvculturalcompetency.com](mailto:info@nvculturalcompetency.com)).

