Cultural Diversity in Healthcare: Addressing Differences To Overcome Barriers

Racial and ethnic minorities experience heightened health concerns in comparison to other populations, according to a 2004 study by the American Public Health Association (APHA). APHA cites linguistic barriers, low income levels and lesser quality of care as potential reasons for these discrepancies.

Manasquan, NJ (PRWEB) June 14, 2005 -- Racial and ethnic minorities experience heightened health concerns in comparison to other populations, according to a 2004 study by the American Public Health Association (APHA). APHA cites linguistic barriers, low income levels and lesser quality of care as potential reasons for these discrepancies.

Many companies are developing diversity training programs to stimulate professional awareness and sensitivity to cultural diversity issues while enhancing patient satisfaction and adapting quickly to industrial trends. "Cultural Diversity in Healthcare," a May 18, 2005 audio conference on CD-ROM sponsored by the Healthcare Intelligence Network (HIN), addresses the challenges associated with accommodating an increasingly multicultural society. During this 90-minute audio conference on CD-ROM, expert panelists discuss approaches designed to surpass diversity barriers and promote cultural competence within healthcare organizations. For more information, please visit http://www.hin.com/cgi-local/link/news/pl.cgi?culdivcd.

"It's really about knowledge and awareness," said Elsa Batica, cross cultural health development and training manager at Children's Hospital and Clinic in Minneapolis. "We believe that increasing our knowledge about your patient population also improves mutual understanding, which ultimately results in better health, functionality and satisfaction."

Rapidly changing demographics present new demands for cultural diversity training for healthcare professionals, explained Batica, who presented at the audio conference. Cross-cultural departments, interpreting and translating services, individualized treatment and employee orientations designed to foster cultural attentiveness are fast-emerging means of overcoming cultural barriers and improving professional ability to meet the specific needs of distinct populations.

"Our cross-cultural care department is instrumental in building organizational cultural competence," Batica added. "Through video and discussion, people learn how to work with limited English-proficient patients and families through an interpreter. To reinforce this, we conduct ongoing clinical and cultural training during monthly grand rounds for doctors and nurses."

Batica was joined at the audio conference by Loretta Estes, coordinator, cultural and linguistics services, Passport Health Plan. These speakers discuss diversity initiatives within their respective healthcare organizations as well as specific suggestions for institutional improvement, including:
- Training culturally responsive healthcare providers;
- Addressing language barriers in healthcare access/delivery;
- Building management support for cultural diversity programs;
- Working with the community to address cultural issues; and
- Reviewing case studies of the way their organization is serving culturally diverse populations.

This 90-minute audio conference on CD-ROM benefits managers and directors, key healthcare executives and those responsible for promoting care management and culturally competent healthcare initiatives. Also included on the CD-ROM are detailed outlines of the panelists' presentations and a live question-and-answer session in which participants address personal concerns and benefit from the speakers' expert advice. For more details on related products and upcoming audio conferences, visit the HIN bookstore at http://www.hin.com/cgi-local/link/news/pl.cgi?culdivcd.

About the Healthcare Intelligence Network---HIN is the premier advisory service for executives seeking high-quality strategic information on the business of healthcare. For more information, contact the Healthcare Intelligence Network, PO Box 1442, Wall Township, NJ 07719-1442, (888) 446-3530, fax (732) 292-3073, e-mail info@hin.com, or visit http://www.hin.com.

Contact:
Jennifer Millman
(732) 528-4468
Fax: (732) 292-3073

###
Contact Information
Jennifer Millman
HIN
732-528-4468

Online Web 2.0 Version
You can read the online version of this press release here.