

This educational offering was developed by the Pediatric Pulmonary Centers at the following locations:

- University of Alabama At Birmingham
- University of Arizona
- University of Florida
- University of New Mexico
- Mount Sinai School of Medicine
- University of Washington
- University of Wisconsin-Madison

A special thanks to the National Center for Cultural Competence, Georgetown University and to the families who provided their expertise and insight.

Support was provided by funding from the U.S. Health Resources and Services Administration, Maternal and Child Health Bureau.

Estimated Completion Time: 5 hours, Contact Hours: 5

Computer Requirements:

- Flash version 6 or higher
- Sound card and speakers to hear the lecture
- Java enabled browser such as IE 6 or higher (PC) or IEj.x or Safari (Mac), Mozilla 1.7.3 or FireFox 1 (PC/Mac) or Netscape 7.1 (PC/Mac)
- Mac OS X (if using Mac)

To access this offering free of charge, go to <http://ppc.mchtraining.net>

To access this offering for nursing CE credits, go to <http://mynursingce.son.wisc.edu/> Fee: \$40.00 for all five cases.

To access this offering for social work CE credits, go to <http://www.dcs.wisc.edu/pda/online/cc-cases.htm> Fee: \$75.00 for all five cases.

To access this offering for CME credits go to http://www.cme.uwisc.org/index.pl?op=course_catalog (Click on "Pediatrics") Fee: \$20.00 per case.

The offerings can also be previewed at the above site free of charge by choosing a case and clicking on "Begin Course"

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Cross Cultural Health Care Case Studies



Presented through the collaborative efforts of
the National Pediatric Pulmonary Centers

Cross Cultural Health Care Case Studies

This is an innovative and interactive on-line independent study that explores issues of cultural competence making the concepts real through case stories. The continuing education offering consists of a series of five tutorials in cultural competence, aimed at familiarizing health care providers with common issues that arise while working with people of diverse cultures.

Each tutorial consists of the following:

- A home page to introduce the topic and define concepts,
- A case story to illustrate the topic,
- A multimedia lecture about the topic and
- A series of learning activities to engage learners in applying the concepts to the case story.

Core Concepts in Cross Cultural Health Care



This case explores the concepts of culture, explanatory model of health, health beliefs, social factors and acculturation. The case story illustrates how these concepts are actualized using the backdrop of staff from a small Midwest hospital who are interfacing with a Romani family. As the staff and family have a collision

of cultures, you will learn how to define cultural competence and how cultural and social factors can affect a patient's and family's experience and perception of delivery of care. You will also learn how to effectively work with patients from cultures different from your own and gain an appreciation that self-awareness is an important element when working with people from diverse cultures and backgrounds.

Lanesha Johnson



This case explores the concepts of social, emotional and cultural factors that may affect a patient's and family's adherence to treatment recommendations. The case story illustrates how these concepts are actualized when Lanesha, an African American adolescent comes to asthma clinic with her grandmother. You will have the

opportunity to reflect on the responsibilities of health care providers to "ensure adherence" and how to identify social, emotional and cultural factors that can influence Lanesha's medication non-adherence. You will identify questions that one might ask Lanesha and her family to get a fuller picture of how these factors might affect her care. Based on a fuller understanding of Lanesha and her family, you will have the opportunity to develop possible interventions that can be used with the family.

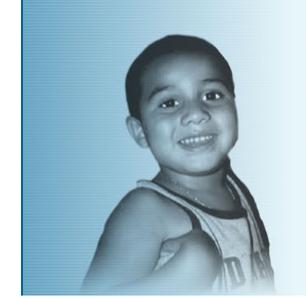
Diane Mathis



This case presents the legal background and requirements regarding the need for medical interpretation and how an individual or organization can respond to this responsibility. Included is a review of the civil rights act of 1964 and how it applies to this situation. You will learn some hands on tips for effectively working with

qualified medical interpreters. This case is presented through the viewpoint of Diane Mathis who is a hospital administrator who finds herself needing to prepare her hospital for a sudden influx from the Somali population.

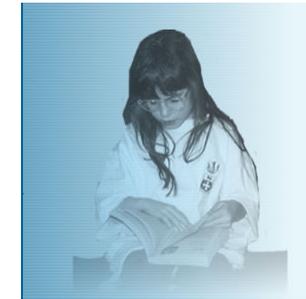
Alejandro Flores



This case presents concepts and issues related to normative cultural values and complementary and alternative medicine (CAM) as they affect medical decision-making in a Hispanic family. Interactions between healthcare professionals and a Hispanic family are explored as the family utilizes complimentary medicines and therapies

as related to their culture. Alejandro is an Hispanic child with uncontrolled asthma due to adherence issues related to cultural practices and complimentary medicine. You will have the opportunity to experience how to integrate family belief systems with traditional western medical practice.

Rivka Cohen



This case presents concepts and issues related to cultural and religious factors as they affect medical decision-making and disease management. Rivka is a Hasidic Jewish girl, with cystic fibrosis. Although she receives routine care for her CF, her parents have kept this diagnosis from her and their religious community. You will follow the family

and the healthcare team as they explore issues of integrating her medication needs as she enters the school system. The family, healthcare team and rabbi work together to reach a mutual understanding that best meets Rivka's needs and the family's wishes.