Culturally Responsive Health Care in Iowa 2015

A multidisciplinary, interprofessional conference to improve culturally responsive care of increasingly diverse patient populations

**AGENDA**

**June 5, 2015**

**Sheraton Iowa City Hotel**

**Friday, June 5, 2015**

<table>
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<tr>
<th>Time</th>
<th>Session</th>
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<tr>
<td>8:00</td>
<td>Welcome – Joan Holland, MD</td>
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<td>8:05</td>
<td>Announcements and Introduction of Marc Nivel</td>
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<td>8:15</td>
<td>Keynote Presentation: Diversity 3.0 from Fairness to Excellence</td>
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<td>9:00</td>
<td>A and B</td>
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<td>Patient Panel: Patient Perspectives of the Health Care System</td>
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<td>Break</td>
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<tr>
<td>10:35</td>
<td>CONCURRENT WORKSHOP 1: Exploring the Influence of Unconscious Bias on Our Work and Lives. The Research, the Impact, and Strategies to Overcome – David Frumley, MD</td>
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<tr>
<td>11:45</td>
<td>Lunch on your own – There are several excellent restaurants available close to the hotel. In addition, a limited number of box lunches will be available for purchase from the hotel for $20. Box lunches should be ordered at least 24 hours in advance.</td>
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<tr>
<td>11:50</td>
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<td>12:10</td>
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<td>CONCURRENT WORKSHOP 3: Impact of Microaggressions on Health Care</td>
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</tbody>
</table>

Supported by: University of Iowa Health Care, UI Roy J. and Lucille A. Carver College of Medicine, UI Hospitals and Clinics, UIW Department of Nursing Services and Patient Care, UI College of Public Health, UI College of Nursing, UI College of Pharmacy, UI College of Dentistry, UI Center for Disabilities and Development, Heartland Center for Occupational Health & Safety

**Culturally Responsive Health Care in Iowa 2015**

Friday, June 5, 2015

Sheraton Iowa City Hotel

210 S. Dubuque Street, Iowa City, Iowa

Registration and Continental Breakfast

8:00 Welcome – Joan Holland, MD

8:05 Announcements and Introduction of Marc Nivel

8:15 Keynote Presentation: Diversity 3.0 from Fairness to Excellence

9:00 A and B

9:15 Patient Panel: Patient Perspectives of the Health Care System

10:30 Break

10:35 CONCURRENT WORKSHOP 1: Exploring the Influence of Unconscious Bias on Our Work and Lives. The Research, the Impact, and Strategies to Overcome – David Frumley, MD


11:45 Lunch on your own – There are several excellent restaurants available close to the hotel. In addition, a limited number of box lunches will be available for purchase from the hotel for $20. Box lunches should be ordered at least 24 hours in advance.

11:50 Keynote 2: Microdiversity in the State of Iowa and Health Implications Relating to Populace Growth in Immigration Populations – Mark Goy, PhD

11:55 Crown Point A and B

12:00 CONCURRENT WORKSHOP 1: Creating a Welcoming and Affirming Environment for Transgender and Gender Non-Conforming Hawkings: Perspectives from a Provider and a Patient – Karthik Immena, MD; Elle Wyant, BA

12:10 CONCURRENT WORKSHOP 2: Promoting Health Care for Veterans

12:15 CONCURRENT WORKSHOP 3: Impact of Microaggressions on Health Care

3:30 Break

3:45 Patient Panel: What to do When the Patient Discriminates

4:45 Wrap Up, Evaluation, Next Steps

5:00 Adjourn
EQUIPMENT OBJECTIVES

Purpose and Intended Audience

Center for Global Health is looking to answer questions providers about the importance of providing culturally competent care and opportunities for providers to improve access to quality health care and reduce health disparities.

Target Audience: Physicians, Nurses, Social Workers, Physician Assistant, Pharmacists, Public Health Professionals, Dentists, Health Administrators, Health Science Students. All personnel who provide health care services to diverse populations.

Registration Fees

The fee is $100 for physicians, $85 for all health professionals, $85 for residents, and $25 for students. Fees include registration, workshop, and social activities. CEU recording, continental breakfast and refreshment breaks. Box lunch at hotel - $20 (optional)

Continuing Education Credit

The University of Iowa Roy J. and Lucy B. Liu College of Medicine will be accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Physicians: The University of Iowa Roy J. and Lucy B. Liu College of Medicine designates this live activity for a maximum of 6.50 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Family Physician: This live activity, Cultural Competence for Health Care in Iowa, will begin on May 5, 2015, and conclude on May 9, 2015. This course is available to physicians with the first hour free. To claim credit for the course, go to the website of the National Commission for Health Education Credentialing (NCEC) at http://nche.org/CE/ and click on the "Provider Registration" button. After you have registered, you can log in to access the activity and claim the credits.

Sheraton Hotel Accommodations

A limited number of rooms have been reserved at the Sheraton Des Moines Hotel, Room rates are $119 per night, excluding taxes. Reservations are required for making your own reservations and may be made by contacting the Sheraton Des Moines Hotel at 515-248-1234 or (319) 287-4555. Please reference "Cultural Competence for Health Care in Iowa - 2015" for special conference room rates. Reservations will be held for 5 days after the event.

Salary Materials

Course syllabus materials and workshop activities are being developed for improving communication and the delivery of care to varied populations. Participants will receive a detailed schedule of events.

General Information

CEUs will be available the day of the conference. Print copies of the syllabus will be provided. You are encouraged to download or print materials you wish to use in advance. A limited number of syllabi may be available as an online resource, if requested, to be furnished via email or fax.

Emergency Calls

You may reach us during conference hours for emergency calls at 319-455-4300. Please have your cell phone or other mobile phone immediately available. Attendance is required for the entire conference to obtain CME credit. No partial CPE credit will be awarded.

CEUs for the Conference: CMAE (5.5 CEUs)

Responsiveness Health Care in Iowa " to receive the certificate of completion for this course.

Other Attendee: For additional information on the program and other upcoming CME credits at the University of Iowa, please visit www.medinfo.uia.edu/cme/cse/.

Further Information

For the latest information on the program and other upcoming CME credits at the University of Iowa, please visit www.medinfo.uia.edu/cme/.

PHILIP SCOTT

Director, Continuing Education

Kendra Abel, MA, REHS, CHES, CGW

Sherree A. Wilson, PhD

Michael Hoenig, MA

Kendra Abel, MA, REHS, CHES, CGW

For Office Use Only

Plan your registration a $25 additional fee will be added.

Registration Fees

Physicians @ $105

Residents @ $85

Public Health Professionals @ $95

Box Lunch (optional) @ $20 - Must be ordered by June 1 (Early Bird) or $25 - After June 1

Method of Payment - Registration is received when paid in full.

Enrolled is a check made payable to University of Iowa.

Please charge to VISA, MasterCard

Cardholder name (please print), Account number, expiration date

Signature

8-digit security code on back

REGISTRATION

Name

Address

City State Zip

Phone

Specialty

June 5, 2015

Cultural Competence for Health Care in Iowa 0107-9999-15-064-L04-P

UNIVERSITY OF IOWA CARVER COLLEGE OF MEDICINE

200 Hawkins Dr.

Iowa City, IA 52242-1001

Phone (319) 335-8311

Fax (319) 335-8393

Online: www.medinfo.uia.edu/cme/cse.doc

Upcoming Conferences

The University of Iowa requests this information for the purpose of processing your registration. Your personal information will not be used for any other purpose. The University of Iowa does not lease or sell lists. No persons outside the University of Iowa are routinely provided this information.

DISCLOSURE POLICY: Everyone in a position to control the content of this educational activity will disclose to the audience any affiliations or financial relationships with any noncommercial sources of support that may create a conflict of interest. The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, color, creed, religion, national origin, sex, age, marital status, disability, veteran status, sexual orientation, gender identity, or associational preference. The University of Iowa provides reasonable accommodations to qualified individuals with disabilities. Please contact the Office of Disability Services at 319-335-7760 to notify us of your need for an accommodation. Individuals with disabilities are encouraged to attend all University of Iowa sponsored events. If you have a personal disability that requires an accommodation, please contact the University of Iowa Disability Resources Office at 319-335-7760.

For additional information on the program and other upcoming CME credits at the University of Iowa, please visit www.medinfo.uia.edu/cse/.

RESPONSIVE HEALTH CARE IN IOWA

RESPONSIVE HEALTH CARE IN IOWA

University of Iowa Carver College of Medicine

100 Medicine Administration Building

Iowa City, IA 52242-1001

(319) 335-8307

FAX: (319) 335-8393

www.medinfo.uia.edu/cme/cse.doc

Upcoming Conferences

** FAX: (319) 335-8327

For additional information on the program and other upcoming CME credits at the University of Iowa, please visit www.medinfo.uia.edu/cse/.

PLANNING COMMITTEE

Kendra Abel, MA, REHS, CHES, CGW

Rachel Gatworth, PhD (in progress)

Jeri Sauder, MD (Conference Chair)

Michael Hoenig, MA

Katie Inebruk, MD

Shereer A. Wilson, PhD

Michelle McEachin DGS, MS

Les Ann Montgomery, PhD, Rh-BC

Tanya Ulman, PhD, MA

Sheree A. Wilson, PhD (Conference Chair)

Diana J. Inebruk, MD

Stacie Malcho, MA

Respond to all print materials you wish to use in advance. A limited number of syllabi may be available as an online resource, if requested, to be furnished via email or fax.
Purpose and Intended Audience

Culturally Responsive Health Care provides providers about the importance of providing culturally responsive and culturally competent care to improve access to quality health care and reduce health disparities. Target Audience: Physicians, Nurses, Social Workers, Physician Assistants, Pharmacists, Health Policy Professionals, Dentists, Health Educators, Health Administrators, Medical and Dental Students. All participants who provide health care services to diverse populations.

Registration Fees

The fee is $100 for physicians, $85 for allied health professionals, $45 for students, and $25 for students. Fees include registration, social event, lunch, networking event, and CME recording, continental breakfast, and refreshments. The fee includes CPE credits (0.25 optional) Must be ordered by June 1.

Sheraton Hotel Accommodations

A limited number of rooms have been reserved at the Sheraton Iowa City Hotel. Room rates are $89 per night, excluding taxes. Reservations are recommended for making their own reservations and may do so by contacting the Sheraton Hotel by June 15, 2015 or (319) 356-4304. Please reference “Culturally Responsive Health Care—Iowa” on your special conference room rates. Reservations will be held until May 29, 2015 on a first-come, first-served basis.

To identify potential issues relating to health care delivery or to learn more about improving communication and the delivery of care, please contact the Collaborative Health Care: Health Policy and Finance Division in advance at (319) 335-8599.

CDs will be available the day of the conference. Print copies of the syllabus will not be provided. You are encouraged to download or print materials you wish to use in advance. A limited number of syllabi may be available as it is recommended to have a fully charged computer and power supply for laptops and tablets.

Emergency Calls

You may reach during conference hours for emergency calls at 319-454-6000.

For in-person registration a $25 additional fee will be added.

Registration Fees

Physicians: $115
Dentist, Health Education Professionals, and Public Health Nurses: $85
Students: $25
Box Lunch (optional): $20

Payment of Method - Registration is confirmed when paid.

Embroided is a check made payable to:
Public Health Professionals

Cardholder name (please print):

Expiration date: 3-digit security code as back signature:

Four ways to register:

University of Iowa Carver College of Medicine, a designated provider of continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing, Inc. This program is designated for a maximum of up to 6.5 CECH. Provider Category: Category 1 Continuing education contact hours. Provider number: EPN01299

Other Attendees: All participants will receive a Certificate of Participation. Reimbursement is the responsibility of each participant. Providers should abide by their own professional license laws. Questions related to the requirements of their professional license should be directed concerning education credits should be directed to the National Commission for Health Education Credentialing at (319) 355-4543.

The University of Iowa reserves this information for the purpose of processing your registration. No unauthorized use of this information will be considered. For additional information on our privacy policy, please visit http://www.medicine.uiowa.edu/cme/

Upcoming Conferences

Further Information on this program and other upcoming CME events at the UI Carver College of Medicine Carver College of Medicine, please visit http://www.medicine.uiowa.edu/cme/
CONCURRENT WORKSHOP 1: Patient Perspectives of the Health Care System

Moderator:

Panelists:

Q and A

CONCURRENT WORKSHOP 2: Health Care Decision Making for Immigrant and Refugee Populations

Moderator:

Panelists:

Q and A

CONCURRENT WORKSHOP 3: Impact of Micro Aggressions on Health Care

Moderator:

Panelists:

Q and A

Keynote Presentation: Diversity 3.0 from Fairness to Excellence

Diane Finnerty, MS

THE UNIVERSITY OF IOWA PRESENTS

HEALTH CARE IN IOWA 2015

June 5, 2015

Sheraton Iowa City Hotel

Friday, June 5, 2015

210 S. Dubuque Street, Iowa City, Iowa

Culturally Responsive Health Care in Iowa 2015

A multidisciplinary, interprofessional conference to improve culturally responsive care of increasingly diverse patient populations

Supported by: University of Iowa Health Care (UI Roy J. and Lucille A. Carver College of Medicine, UI Hospitals and Clinics, UIHPC Department of Nursing Services and Patient Care), University of Public Health, UI College of Nursing, UI College of Pharmacy, UI College of Dentistry, UI Center for Disabilities and Development, Heartland Center for Occupational Health & Safety

Registration and Continental Breakfast

7:30am

8:00

Welcome – Jean Holland, MD

0.5

8:05

Announcements and Introduction of Marc Nivet

Sherree Wilson, PhD and Joel Gordon, MD

8:15

Keynote Presentation: Diversity 3.0 from Fairness to Excellence

Marc A. Nivet, EdD, MBA

9:00

9:15

Patient Panel: Patient Perspectives of the Health Care System

Moderator: Jean Holland, MD

Paradise: Erin Boyer, RN, Angel Holubova, DSN, Daniel Abel, LPN, Ruthie Malone

10:15

Break

10:30

CONCURRENT WORKSHOP 1: Exploring the Influence of Unconscious Bias in Our Work and Lives: The Research, the Impact, and Strategies to Overcome – Darin Ferryman, MD

CONCURRENT WORKSHOP 2: Health Care Decisions for Immigration- and Refugee-Population – Zulma Humpay, LMSW

CONCURRENT WORKSHOP 3: Accessing/Access to Care for People with Disabilities – Tyler Greene, BSN, Angela Holubova, RN, Scott Lindgren, PhD, Ann Riley, BSN, MS; Mike Hoenig, MA; Mike Hoenig, MA

11:45

Lunch on your own

There are several excellent restaurants available in close proximity to the hotel.

In addition, a limited number of lunch items will be available for purchase from the hotel for $5.00.

In the hotel, there is a kosher letter to order kosher items.

11:30

12:00

Networking Lunches

Registration and Continental Breakfast

1:00

2:00

CONCURRENT WORKSHOP 1: Creating a Welcoming and Affirming Environment for Transgender and Gender Non-Conforming/Drag Persuasions from a Provider and a Patient – Kathryn Bixler, MD; Erin Boyer, RN

CONCURRENT WORKSHOP 2: Providing Optimal Health Care to Veterans – Michael Hal, MD, MPH

CONCURRENT WORKSHOP 3: Impact of Micro Aggressions on Health Care – Mary Jo Nivet, MD

3:30

3:45

Break

Provider Panel: What to Do When the Patient is Oversexed

Peter DiNatale, MD; Diane Finnerty, MS; Jennifer Martin, MS; Danielle Maloney-Lee, RN; Delilah Schwen, MD

Wrap Up, Evaluation, Next Steps

4:45

5:00

Adjourn
Purpose and Intended Audience
Culturally Responsive Health Care is a course designed to provide health care professionals with strategies to reduce the disparities in health care in our current health care system. The course will explore and discuss topics such as unconscious bias, microaggressions, and implicit and explicit biases. It is designed to help providers become more sensitive to the needs and expectations of diverse patient populations. The course will provide strategies for overcoming those challenges.

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

- Review health implications related to rapid cultural change
- Describe the specific changes that can be implemented to improve care for veterans and discuss best practices for trans* identified patients
- Define microaggressions and explain how they impede communication between providers and patients
- Provide examples of unconscious bias and improve communication and the delivery of care
- Analyze gaps in patient safety and quality in health care services to diverse populations
- List specific areas where sensitivity and inclusion can be enhanced
- Identify issues of diversity and inclusion in health care education and practice
- Critically reflect on where they argue communication between providers and patients
- Discuss some of the challenges faced by providers and patients including language and culture barriers
- Describe strategies for improving provider-patient communication and suitable approaches for providing care
- Identify personal and professional value implications related to ongoing communication needs in our population

GENERAL INFORMATION

The University of Iowa Continuing Medical Education Department welcomes and encourages the participation of people with disabilities in all its programs and activities. Reasonable accommodations will be provided upon request. Please contact the University of Iowa Continuing Medical Education Department in advance to accommodate a specific disability need. The University of Iowa requests this information for the purpose of processing your registration. It is the responsibility of each attendee to determine if the continuing education activity will disclose to the CME provider and to attendees all relevant financial relationships with any commercial interest.

The University of Iowa Roy J. and Lucille A. Carver College of Medicine (IBN Approved Provider number: SEP4616) is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. The University of Iowa College of Medicine, Department of Continuing Medical Education, designates this live activity for a maximum of 6.5 AMA PRA Category 1 Credits™. It is the responsibility of each individual to determine whether his or her participation in the activity will result in the awarding of AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Sheraton Hotel Accommodations
A limited number of rooms have been reserved at the Sheraton Iowa City Hotel. Room rates are $129 per night plus tax. Rooms are available on a first-come, first-served basis and are subject to availability. The University of Iowa Continuing Medical Education Department will make every effort to reserve rooms for you. Please reserve your rooms in advance at (319) 335-8599.

Cancellation Policy
The University of Iowa College of Medicine, Department of Continuing Medical Education, reserves the right to change or cancel any course for any reason. In the event of a cancellation, registrants will be notified by phone or email, and registration fees will be refunded.

Syllabus Materials
Course syllabus materials and workshop activities will be made available during the course. Participants will be required to participate for a minimum of 4.5 hours of live course. The course will require 2 CEUs, which will be awarded upon successful completion of on-site program evaluation and course evaluation at the conclusion of the event. Participants must provide a photo ID with their name on it for CEU verification.

Objectives
The objectives of this course have been developed based on an in-depth review of the current medical literature and professional standards. The objectives of the course are as follows:

1. Identify the causes of health disparities and their impact on health outcomes
2. Describe strategies for overcoming those challenges
3. Provide examples of unconscious bias and improve communication and the delivery of care
4. Analyze gaps in patient safety and quality in health care services to diverse populations
5. List specific areas where sensitivity and inclusion can be enhanced
6. Identify issues of diversity and inclusion in health care education and practice
7. Critically reflect on where they argue communication between providers and patients
8. Discuss some of the challenges faced by providers and patients including language and culture barriers
9. Describe strategies for improving provider-patient communication and suitable approaches for providing care
10. Identify personal and professional value implications related to ongoing communication needs in our population

FURTHER INFORMATION

Please contact:
Conference of the Medical Education Division
University of Iowa College of Medicine
500 University Avenue
Iowa City, IA 52242-1101
Phone (319) 335-8993
Fax (319) 333-8079
For additional information or the program and other upcoming CEUs contact the Central Medical Education Department in advance at 319-335-0768

PLANNING COMMITTEE

Kendra Red, MD, REUS, CMS, COM
Rachel Gatewood, MD (Co-Chair)
Katie Imborek, MD
Lou Ann Montgomery, PhD, RN-BC
Denise Martinez, MD (Conference Co-Chair)
Tanya Ulm-Brown, PhD
Sheree A. Miller, MD (Conference Co-Chair)
Barbara musica

Denise Martinez, MD
Katie Imborek, MD
Rachel Gatewood, MD
Lou Ann Montgomery, PhD
Tanya Ulm-Brown, PhD
Sheree A. Miller, MD
Barbara Musica

SHERATON IOWA CITY HOTEL

June 5, 2015
Culturally Responsive Health Care Conference
Sheraton Iowa City Hotel
Education Objectives

Purpose and Intended Audience
Clinical Education in Iowa focuses on providing healthcare providers about the importance of promoting culturally competent and compassionate care. The objective is to improve access to quality healthcare and reduce health disparities.

Target Audience: Physicians, Nurses, Social Workers, Physician Assistants, Pharmacists, Public Health Professionals, Dentists, Health Administrators, Health Communication Sciences Students. All personnel who provide healthcare to a diverse patient population.

Registration Fees
The fee is $100 for physicians, $85 for allied healthcare professionals, $45 for students. Fees include registration, seminar, continental breakfast and lunch.

Objectives
• Analyze strategies for improving provider/interpreter relationship
• Discuss the challenges faced by refugees seeking health care in the U.S.; describe improved health education around diversity
• Define microaggressions and explain how they impede communication between healthcare providers and patients from different backgrounds

Sheraton Hotel Accommodations
A limited number of rooms have been reserved at the Sheraton Iowa City Hotel. Room rates are $119 per night, excluding taxes. Reservations are required for making your own reservations and may be obtained by contacting the Sheraton Iowa City Hotel (800-996-4650 or 319-356-4558). Please reference “Culturally Responsiveness” for the room rate. Hotel check-in is 3:00 p.m. and check-out is 11:00 a.m.

Syllabus Materials
Course syllabus materials and workshop assignments will be available on the conference website. Participants are required to register for the conference. Please be sure to bring all materials for the full conference. Questions concerning earnings credits should be directed to the Nursing Clinical Education Center at (319) 356-4304.

Email:  Plat@uiowa.edu Phone: (319) 335-8327 Fax: (319) 335-8599

Further Information
For additional information on this program and future CME offerings please see: http://medicine.uiowa.edu/cme/
Culturally Responsive Health Care in Iowa 2015

A multidisciplinary, interprofessional conference to improve culturally responsive care of increasingly diverse patient populations

Friday, June 5, 2015
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AGENDA

7:30 am
Registration and Continental Breakfast

8:00
Welcome – Jean Hollihan, MD

University of Iowa

8:05
Announcements and Introduction of Marc Nivet
Sherrrie Wilson, MPH and Joel Gordon, MD

8:15
Keynote Presentation: Diversity 3.0 from Fairness to Excellence
Marc A. Nivet, EdD, MBA

9:00
G and A

9:15
Patient Panel: Patient Perspectives of the Health Care System
Moderator: Michelle McQuistan, DDS, MS
Panelists: Elle Wyant, BA; Angie Hulsebus, BA; Daniel Abel, LPN; Ruthina Malone

10:15
Break

10:30
CONCURRENT WORKSHOP 1: Exploring the Influence of Unconscious Bias in Our Work and Lives
The Research, the Impact, and Strategies to Overcome – Dan Vemury, MD


CONCURRENT WORKSHOP 3: Accessing/Access for People with Disabilities
Tyler Greene, BA; Mike Hoenig, MA; Elle Wyant, BA

11:45
Lunch

1:15
Break

1:30
CONCURRENT WORKSHOP 1: Patient Perspectives of the Health Care System

Panelists: Elle Wyant, BA; Angie Hulsebus, BA; Daniel Abel, LPN; Ruthina Malone

Moderator: Michelle McQuistan, DDS, MS

2:00
G and A

2:15
CONCURRENT WORKSHOP 1: Creating a Welcoming and Affirming Environment for Transgender and Gender Non Conforming/Pansexual Patients from a Provider and a Patient’s Perspective – Katherin Atkinson, MD; Elle Wyant, BA

CONCURRENT WORKSHOP 2: Providing Optimal Health Care to Veterans

Michael McQuistan, MD

3:30
Break

3:45
CONCURRENT WORKSHOP 1: Impact of Micro Aggressions on Health Care Providers

Marc A. Nivet, EdD, MBA

4:45
Panelists: Elle Wyant, BA; Angie Hulsebus, BA; Daniel Abel, LPN; Ruthina Malone

Wrap Up, Evaluation, Next Steps

5:00
Adjourn