



Mayo School of Continuous Professional Development

Culture & Health In Our Diverse Communities: A Workshop For Better Understanding

January 28-29, 2010

**Siebens Medical Education Building,
Mayo Clinic
Rochester, Minnesota**



REGISTER ONLINE NOW!

<http://www.mayo.edu/cmef/jan2010.html>

General Information

Course Description

This CME activity has been developed to identify and address barriers to health care delivery in our communities associated with diversity. There will be a combination of didactic presentations and breakout sessions to provide a common background and develop a greater understanding of the nature and scope of barriers to optimal health care delivery. Potential cultural humility solutions to these barriers will be identified. Pre-course surveys from members of these diverse communities will be obtained to help frame the discussion topics in the live event. Toolkits will be explored and deployed in the represented communities to help mitigate these barriers.

Course Learning Objectives

Upon conclusion of this program, participants should be able to:

- Describe the most common diversity-related issues affecting optimal health care access, delivery, and utilization in community-based populations.
- Know where resources are available to assist the health care provider in delivering culturally competent care in a diverse population.
- Define steps and resources that can be taken to improve access to health care in culturally and socioeconomically diverse populations.
- Become familiar with the use of tools designed to assist the health care provider and health care organization in surmounting barriers found in issues of diversity.
- Participate in a practice audit to detect any baseline deficiencies in delivering ethnically and culturally competent health care and to institute measures to reduce any detected deficiencies.

Attendance at this Mayo course does not indicate nor guarantee competence or proficiency in the performance of any procedures which may be discussed or taught in this course.

Intended Audience

Physicians, especially those in community-based primary care practice, mid-level providers, nurses, other allied health providers and health professionals. No specific prerequisites of medical knowledge or skills are needed.

Credit

College of Medicine, Mayo Clinic, is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

College of Medicine, Mayo Clinic, designates this educational activity for a maximum of 14.5 *AMA PRA Category 1 Credits*[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

AAFP

Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Nursing

Mayo Continuing Nursing Education is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

Participants can earn up to 12.58 accredited nursing contact hours.

Educational Grants

At the time of this printing, a complete listing of commercial supporters was not available. Appropriate acknowledgment will be given to all supporters at the time of the meeting.

Date and Location

Culture & Health in our Diverse Communities: A Workshop for Better Understanding will be held **January 28-29, 2010**. Course headquarters will be located in Phillips Hall on the first floor of the Siebens Medical Education Building, Mayo Clinic, 100 Second Avenue Southwest, Rochester, Minnesota. Meeting facilities are easily accessible by skyway and pedestrian subway, which connect Mayo Clinic to shops, restaurants, and hotels.

Registration

To register online, visit <http://www.mayo.edu/cme/jan2010.html> or complete the attached registration form and return by mail or fax. The registration fee includes tuition, comprehensive course syllabus, continental breakfasts, refreshment breaks, and lunch. Although it is not Mayo School of Continuous Professional Development (CPD) policy to limit the number of registrants for a course, conference room facilities may necessitate closing of enrollment; therefore, early registration is advised. A letter of confirmation will be sent upon receipt of payment and completed registration form. Please present the confirmation letter when checking in at the meeting registration desk.

General Information

For additional information, contact:

Mayo School of CPD
Plummer 2-60
200 First Street SW
Rochester, MN 55905
Website: www.mayo.edu/cme
E-mail: cme@mayo.edu
Phone: 800-323-2688 or 507-284-2509
Fax: 507-284-0532

Cancellation Policy

If you cancel your participation in this course, your registration fee, less a \$75 administrative fee, will be refunded when written notification is received by Mayo School of CPD before **January 14, 2010** (fax#: 507-284-0532). No refunds will be made on or after January 14, 2010. Canceled registrations are non-transferable.

Mayo School of CPD reserves the right to cancel or postpone any course due to unforeseen circumstances. In the unlikely event Mayo School of CPD must cancel or postpone this course, Mayo School of CPD will refund the registration fee, but is not responsible for any related costs, charges, or expenses to participants, including fees assessed by airline/travel/lodging agencies.

Lodging Accommodations

Kahler Grand Hotel

20 Second Avenue SW
800-533-1655 or 507-282-2581

Rochester Marriott Hotel

101 First Avenue SW
877-623-7775 or 507-280-6000

The hotels listed above are connected by skyway and pedestrian subway to conference facilities, downtown shops, and restaurants. You may wish to visit the Rochester Convention and Visitors Bureau website (www.rochestercvb.org) and/or www.rochester411.com for additional accommodation options and area information.

Lodging arrangements are the sole responsibility of the individual registrant.

Mayo School of CPD is not responsible for expenses incurred by an individual who is not confirmed and for whom space is not available at the meeting. Costs incurred by the registrant such as airline or hotel fees or penalties are the responsibility of the registrant.

Parking

Parking is available in hotel, city, and Mayo patient/visitor ramps. The cost for parking is not included in the registration fee. A map indicating the location of downtown parking facilities will be mailed with the registrant confirmation letter.

Faculty

Course Directors

Richard A. Berger, M.D., Ph.D.
Paul V. Targonski, M.D., Ph.D.

Guest Faculty

Brenda D. Hayes, D.S.W., M.S.W., M.P.H.
Morehouse School of Medicine

Judith A. Ramaley, Ph.D.
Winona State University

Debra Roter, Dr.P.H.
Johns Hopkins
Bloomberg School of Public Health

Mary Wellik, M.P.H.
Olmsted Country Medical Center

Mayo Clinic Faculty

Kathy J. Ferguson, R.N., M.S.
Eddie L. Greene, M.D.
Dawn M. Littleton, M.L.S.
Linda K. Matti, R.N., M.S.N.
Onelis Quirindongo-Cedeno, M.D.

Faculty Disclosure

As a provider accredited by ACCME, College of Medicine, Mayo Clinic (Mayo School of CPD) must ensure balance, independence, objectivity and scientific rigor in its educational activities. Course director(s), planning committee, faculty, and all others who are in a position to control the content of this educational activity are required to disclose all relevant financial relationships with any commercial interest related to the subject matter of the educational activity. Safeguards against commercial bias have been put in place. Faculty also will disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. Disclosure of this information will be published in course materials so those participants in the activity may formulate their own judgments regarding the presentation.

Program Schedule

Thursday, January 28, 2010

7:30 a.m.	Continental breakfast
8:00 a.m.	Welcome and Introduction
8:15 a.m.	Plenary Session: Culture, Community and Health <i>Brenda Hayes, D.S.W., M.S.W., M.P.H.</i>
9:15 a.m.	Introduction to World Café Concept
9:30 a.m.	Perceptions of Diversity **World Café
10:30 a.m.	Refreshment Break
10:45 a.m.	World Café Discussion
11:05 a.m.	Local Trends and Demographics: Reflections on Diversity Here and Now <i>Paul V. Targonski, M.D., Ph.D.</i> <i>Mary Wellik, M.P.H.</i>
11:25 a.m.	Community Panel: Culture, Community, and Health
11:45 a.m.	Group Discussion/Question and Answer Session
12:00 p.m.	Lunch
1:00 p.m.	Plenary Session: Knowledge, Communication, and Literacy – The Shared Provider/Patient Impact <i>Debra Roter, Dr.P.H.</i>
2:00 p.m.	Elements of Health Literacy **World Café
3:30 p.m.	Refreshment Break
3:45 p.m.	World Café Discussion
4:05 p.m.	Community Panel: Knowledge, Communication, and Literacy
4:25 p.m.	Group Discussion/Question and Answer
4:45 p.m.	Thought Assignment for the Night
5:00 p.m.	Adjourn

Friday, January 29, 2010

7:30 a.m.	Continental Breakfast
8:00 a.m.	Recap of Day 1
8:15 a.m.	Plenary Speakers: Provider Tools to Promote Culturally Centered Care <i>Linda Matti, R.N., M.S.N.</i> <i>Onelis Quirindongo-Cedeno, M.D.</i>
9:15 a.m.	Break
9:30 a.m.	Individualizing Tools **World Café
11:00 a.m.	Refreshment break
11:15 a.m.	World Café Discussion
11:45 a.m.	Lunch
1:00 p.m.	Plenary Session: Organizational Assessments and Culturally Centered Care Tools for Organizations <i>Judith A. Ramaley, Ph.D.</i>
2:00 p.m.	Selecting and Implementing Tools in My Organization **World Café
3:30 p.m.	Refreshment Break
3:45 p.m.	World Café Discussion
4:05 p.m.	Community Panel: System Level Perspectives on Culturally Centered Care
4:45 p.m.	Summary Review
5:00 p.m.	Adjourn

Registration Form

2010R620

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Mail form and payment to:
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200 First St SW
Rochester, MN 55905

Telephone: 800-323-2688 or 507-284-2509
FAX: 507-284-0532
Web Site: www.mayo.edu/cme
E-Mail: cme@mayo.edu

Register online at <http://www.mayo.edu/cmel/jan2010.html>

(Please print or type all information. You may duplicate this form for multiple registrations.)

Name _____

First Name

Middle Name or Initial

Last Name

Degree MD PhD PA NP Other _____

Institution _____

Medical Specialty _____

E-mail Address _____

(NOTE: E-mail is the Mayo School of CPD's primary form of correspondence.)

Which do you prefer to be your mailing address: Work/Business Home

Work Address _____

City _____ State/PV _____ ZIP/Postal Code _____

Home Address _____

City _____ State/PV _____ ZIP/Postal Code _____

Home Telephone (_____) _____ Business Telephone (_____) _____

FAX _____



Please check if you have special accommodation or dietary needs and indicate here:

Registration Fee

Physicians/Scientists \$200 \$ _____

Residents, NP's, PA's and Nurses \$150 \$ _____

Total Payment Enclosed \$ _____

Check enclosed (make checks payable to Mayo Clinic)

Credit Card Visa MasterCard Discover

Card Number _____

Expiration date MO/YR _____

Signature _____

Date _____



Mayo Clinic
200 First Street SW
Rochester, MN 55905

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*If you already received a copy of this
brochure, please give this brochure to
an interested colleague.*

Register online at:
<http://www.mayo.edu/cme/jan2010.html>

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