



THE UNIVERSITY OF IOWA PRESENTS

# 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**

**Sheraton Iowa City Hotel**  
210 S. Dubuque Street, Iowa City, Iowa

Supported by: University of Iowa Health Care (UI Roy J. and Lucille A. Carver College of Medicine; UI Hospitals and Clinics; UIHC 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

# EDUCATIONAL OBJECTIVES

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

- Explain cultural diversity so that health care providers become more sensitive to the needs of all patients regardless of personal customs and beliefs.
- Identify issues of diversity and inclusion in health care to improve educational excellence and innovation.
- Analyze gaps in patient safety and quality in diverse populations and identify strategies to address them.
- Describe concerns that providers have when caring for diverse patient populations whose backgrounds differ from their own.
- Discuss real-world health disparities that occur in everyday practice and identify strategies for overcoming those challenges.
- Describe actual encounters with health care providers that demonstrate the need for improved health education around diversity and inclusion.
- Explain the challenges that diverse patient populations face in obtaining unbiased healthcare in our current health care system.
- Describe specific areas where sensitivity training might be implemented to improve health care delivery.
- Define micro aggressions and explain how they impede communication between providers and patients.
- Discuss some of the challenges faced by refugees seeking health care in the U.S.; describe how interpreters can be used to bridge cultural differences and ameliorate language barriers.
- Analyze strategies for improving provider/patient interactions when the patient has a disability.
- Review health implications related to rapid growth in immigrant populations.
- List specific changes that you can implement to your practice to improve the experience for trans\* identified patients.
- Identify psycho-social issues impacting health care for veterans and discuss best practices for improving communication and the delivery of care.
- Provide examples of unconscious bias and describe strategies for overcoming them.

# GENERAL INFORMATION

## **Purpose and Intended Audience**

**Conference Goals:** Educate Iowa's health care providers about the importance of providing culturally responsive and competent care to improve access to quality health care and reduce health disparities.

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

## **Registration Fees**

The fee is \$195 for physicians, \$85 for allied health/public health, \$85 for residents, and \$35 for students. Fees include registration, instruction, educational materials, CME and CEU recording, continental breakfast and refreshment breaks. Box lunch at hotel - \$20 (optional)

While registration is open until the start of the meeting, we encourage early registration to enable us to provide the best possible service to participants. A \$25 fee will be charged for canceled registrations. No refunds will be given for cancellations made after May 29, 2015.

## **Sheraton Hotel Accommodations**

A limited number of rooms has been reserved at the Sheraton Iowa City Hotel. Room rates are \$119 per night, excluding taxes. Registrants are responsible for making their own reservations and may do so by contacting the Sheraton Iowa City Hotel at (800) 848-1335 or (319) 337-4058. Please reference "Culturally Responsive Health Care in Iowa" to receive the special conference room rates. Rooms will be held in reserve until **May 5, 2015**.

## **Syllabus Materials**

Course syllabus materials and workshop abstracts will be emailed as a link to registered participants the week of the conference.

CDs will also 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 outlets may be available so it is recommended to have a fully charged battery for laptops and tablets.

## Emergency Calls

You may be reached during conference hours for emergency calls at 319-688-4000. Please have the caller identify the Culturally Responsive Health Care in Iowa Conference.

## Parking

Parking is available in the Dubuque Street Ramp adjacent to the Sheraton hotel on the corner of Burlington and Dubuque Streets. Cost to park in the ramp is \$1.00 per hour, with the first hour free.

## Continuing Education Credit

The University of Iowa Roy J. and Lucille A. Carver College of Medicine is accredited by the Accreditation Council for Continuing Medical Education (ACCM) to provide continuing medical education for physicians.

**Physician:** The University of Iowa Roy J. and Lucille A. Carver College of Medicine designates this live activity for a maximum of 6.5 *AMA PRA Category 1 Credits*<sup>™</sup>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Family Physician:** This Live activity, Culturally Responsive Health Care in Iowa, with a beginning date of 06/05/2015, has been reviewed and is acceptable for up to 6.50 Prescribed credit(s) by the American Academy of Family Physicians. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**Nurse:** 0.8 CEUs (or 8 contact hours) will be granted by University of Iowa Hospitals and Clinics Department of Nursing (IBN Approved Provider #34). Participants must attend the entire program to receive full credit. Questions concerning nursing credits should be directed

to the Nursing Clinical Education Center at (319) 356-4304.

**Social Worker:** Full-time attendance at this session is intended to meet the requirements for 6.5 hours of social work continuing education.



**Pharmacist:** The Collaborative Education Institute is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. Following completion of the online activity exam and evaluation (accessible at [www.GoToCEI.org](http://www.GoToCEI.org) via a code following the activity), participants will be able to access their CPE Statement of Credit on CPE Monitor, [www.MyCPEMonitor.net](http://www.MyCPEMonitor.net). Attendance is required for the entire conference to obtain CPE credit. No partial CPE credit will be provided. Pharmacists will receive 6.5 contact hours or .65 CEU of continuing pharmacy education for participation in the entire conference. The ACPE UAN for this knowledge-based CPE activity is 0107-9999-15-064-L04-P.

**Dentist:** Continuing Education credit is pending with the Iowa Board of Dentistry.

**Public Health Professional:** This program has been approved for CPH credit (Certified in Public Health). A letter of participation will be sent to you following the meeting.

**Health Educator:** Sponsored by The 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 Certified Health Education Specialists (CHES) to receive up to 6.5 entry-level Category I contact education contact hours. Provider number: SEP4616

**Other Attendee:** All participants will receive a certificate of completion for this course. It is the responsibility of each attendee to determine if the continuing education programs they attend meet the requirements of their professional licensure board.

# FACULTY

UNIVERSITY OF IOWA  
IOWA CITY, IA

## **Carly Armour, MSW**

Student Disability Services  
Division of Student Life

## **Peter T. Daniolos, MD**

Child & Adolescent Psychiatry Training  
Director  
Clinical Professor  
Department of Psychiatry

## **Diane Finnerty, MS**

Director, Faculty Human Resources  
& Development  
Office of the Executive Vice President  
and Provost

## **Joel Gordon, MD**

*Conference Co-Chair*  
Professor of Medicine  
Chairman, Continuing Medical  
Education Committee

## **Michael Hoenig, MA**

Program Coordinator, Center for  
Disabilities and Development  
Iowa's University Center for Excellence  
on Developmental Disabilities.

## **Katie Imborek, MD**

Assistant Professor  
Department of Family Medicine  
Co-Director, LGBTQ Clinic

## **Scott Lindgren, MD**

Professor, Stead Family Department of  
Pediatrics  
Co-Director, UI Children's Hospital  
Autism Center

## **Ruthina Malone**

Departmental Administrator  
Department of Psychology

## **Danielle Martinez, MS**

Assistant Director Retention & Early  
Intervention  
Academic Support & Retention

## **Denise A. Martinez, MD**

Assistant Professor, Family Medicine  
Assistant Dean, Office of Cultural Affairs  
and Diversity Initiatives  
Carver College of Medicine

## **Michelle McQuistan, DDS, MS**

Associate Professor  
Preventive and Community Dentistry  
Chair, Diversity Committee  
College of Dentistry

## **Ann Riley, BSN, MS**

Program Manager  
State and Community Projects  
Center for Disabilities and Development  
Iowa's University Center for Excellence  
on Developmental Disabilities

## **Debra A. Schwinn, MD**

Dean, Carver College of Medicine  
Professor of Anesthesiology,  
Pharmacology & Biochemistry

## **Jackline Wangui-Verry, BSN, RN-BC**

Staff nurse, Department of Nursing  
Service and Patient Care  
UI Hospitals and Clinics

## **Sherree A. Wilson, PhD**

*Conference Co-Chair*  
Associate Dean, Office of Cultural  
Affairs & Diversity Initiatives  
Carver College of Medicine

## GUEST FACULTY

## **Daniel James Abel, LPN**

Retired Air Force & Desert Storm  
Veteran  
Psychiatric Nurse  
Dedicated Volunteer  
Unity Point  
Cedar Rapids, Iowa

## **Tyler Greene, BA**

National Advocate for Disability Rights  
and Inclusion  
Co-Creator, "I am Norm: Re-defining  
Normal, Promoting Inclusion" campaign  
Creator, "I'm Tyler ...Don't be  
Surprised", Instructional Video on Ability  
Awareness  
Waterloo, IA

## **Mark Grey, PhD**

Department of Sociology, Anthropology,  
and Criminology  
Professor of Anthropology and Director  
of the Iowa Center for Immigrant  
Leadership and Integration  
University of Northern Iowa  
Cedar Falls, IA

## **Michael J. Hall, PhD**

Neuropsychologist  
Director of the Iowa Consortium of  
Veteran Excellence  
Iowa City VA Health Care System  
Coralville, Iowa  
Adjunct Assistant Professor  
Department of Psychiatry

## **Angie Hulsebus, BA**

President, Spinal Cord Injury  
Association of Iowa  
Chapter of the United Spinal  
Association

## **Zadok Nampala, LMSW**

International Student Adviser  
North Iowa Area Community College  
Mason City, IA

## **Marc A. Nivet, EdD, MBA**

Chief Diversity Officer  
Association of American Medical  
Colleges  
Washington, D.C.

# AGENDA

CULTURALLY RESPONSIVE  
HEALTH CARE IN IOWA

June 5, 2015  
Sheraton Iowa City Hotel

- 7:30am **Registration and Continental Breakfast**
- 8:00 **Welcome** – Jean Robillard, MD  
Vice President for Medical Affairs, University of Iowa
- 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, Ed.D., MBA
- 9:00 **Q 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 Override** – Diane Finnerty, MS  
**CONCURRENT WORKSHOP 2: Health Care Decision Making for Immigrant and Refugee Populations** – Zadok Nampala, LMSW  
**CONCURRENT WORKSHOP 3: Assuring Access to Healthcare for People with Disabilities**  
Tyler Greene, BA; Angie Hulsebus, BA; Scott Lindgren, PhD; Ann Riley, BSN, MS; Mike Hoenig, MA; Carly Armour, MSW
- 11:45 **Lunch on your own** - There are several excellent restaurants available in close proximity to the hotel. In addition, a limited number of box lunches will be available for purchase from the hotel for \$20. Box lunches must be ordered and paid for by June 1. You will receive a ticket at registration for the box lunch.
- 1:15 **Keynote 2: : Microdiversity in the State of Iowa and Health Implications Relating to Rapid Growth in Immigrant Populations**  
Mark Grey, PhD
- 2:00 **Q and A**
- 2:15 **CONCURRENT WORKSHOP 1: Creating a Welcoming and Affirming Environment for Transgender and Gender Non-Conforming Patients: Perspectives from a Provider and a Patient** – Katherine Imborek, MD; Elle Wyant, BA  
**CONCURRENT WORKSHOP 2: Providing Optimal Health Care to Veterans**  
Michael Hall, PhD  
**CONCURRENT WORKSHOP 3: Impact of Micro Aggressions on Health Care**  
Danielle Martinez, MA
- 3:30 **Break**
- 3:45 **Provider Panel: What to do When the Patient Discriminates**  
Peter Daniolos, MD; Denise Martinez, MD; Jackline Wangui-Verry, RN; Deborah Schwinn, MD
- 4:45 **Wrap Up, Evaluation, Next Steps**  
Sherree Wilson, PhD
- 5:00 **Adjourn**



## Sheraton Iowa City Hotel

210 S. Dubuque Street  
Iowa City, Iowa  
(800) 848-1335 or (319) 337-4058

## FURTHER INFORMATION

*please contact:*

**Continuing Medical Education Division**  
University of Iowa Carver College of Medicine  
100 CMAB  
Iowa City IA 52242-1101

Phone: **(319) 335-8599**

FAX: **(319) 335-8327**

For additional information on this program and other upcoming CME events at the UI Carver College of Medicine, please visit <http://www.medicine.uiowa.edu/cme/>.

## PLANNING COMMITTEE

**Kendra Abel, MA, REHS, CHES, CGW**

**Rachel Gatewood, PhD** (in progress)

**Joel Gordon, MD** (Conference Co-Chair)

**Michael Hoenig, MA**

**Katie Imborek, MD**

**Denise Martinez, MD**

**Michelle McQuistan DDS, MS**

**Lou Ann Montgomery, PhD, RN-BC**

**Lori Raw, BA**

**Tanya Uden-Holman, MA, PhD**

**Sherree A. Wilson, PhD** (Conference Co-Chair)

**Susan Zollo, MA**

Determination of educational content for this program and the selection of speakers are responsibilities of the program director. Firms providing financial support did not have input in these areas.

**DISCLOSURE POLICY:** Everyone in a position to control the content of this educational activity will disclose to the CME provider and to attendees all relevant financial relationships with any commercial interest.

The University of Iowa prohibits discrimination in employment, educational programs, and activities on the basis of race, national origin, color, creed, religion, sex, age, disability, veteran status, sexual orientation, gender identity, or associational preference. The University also affirms its commitment to providing equal opportunities and equal access to University facilities. For additional information contact the Office of Equal Opportunity and Diversity, (319) 335-0705.

Individuals with disabilities are encouraged to attend all University of Iowa sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Continuing Medical Education Division in advance at (319) 335-8599.

# REGISTRATION

June 5, 2015  
Culturally Responsive Health Care in Iowa  
Sheraton Iowa City Hotel

Print clearly Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
Primary Degree State/ Zip \_\_\_\_\_  
Phone: \_\_\_\_\_  
Specialty E-mail \_\_\_\_\_

## For Office Use Only PN 153457

AMA PRA Category 1 Credits™ \_\_\_\_\_ CEUs \_\_\_\_\_ Date \_\_\_\_\_

For on-site registration a \$25 additional fee will be added.

### Registration Fees

Physicians @ \$195	\$ _____
Allied Health, Health Educators, and Public Health @ \$85	\$ _____
Residents @ \$85	\$ _____
Students @ \$35	\$ _____
Box Lunch (optional) @ \$20 - <b>Must be ordered by June 1</b>	\$ _____
On-site registration add \$25	\$ _____

### Method of Payment – Registration is confirmed when payment is received.

Enclosed is a check made payable to  
The University of Iowa in the amount of \$ \_\_\_\_\_

Please charge my:  VISA  MasterCard


Cardholder name (please print) \_\_\_\_\_


Account Number \_\_\_\_\_


Expiration date \_\_\_\_\_ 3-digit security code on back \_\_\_\_\_

Signature \_\_\_\_\_

### Four ways to register:

 University of Iowa Carver College of Medicine  
Continuing Medical Education Division  
100 Medicine Administration Building  
Iowa City, IA 52242-1101

 Phone: (319) 335-8599

 FAX: (319) 335-8327



Online: [www.medicine.uiowa.edu/cme](http://www.medicine.uiowa.edu/cme) and click on *Upcoming Conferences*

The University of Iowa requests this information for the purpose of processing your registration.  
No persons outside the University of Iowa are routinely provided this information.

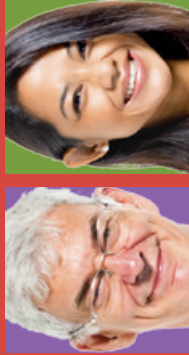
For additional information on this program and other upcoming CME events at the UI Carver College of Medicine, please visit <http://www.medicine.uiowa.edu/cme/>.



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