

健康 Santé 健康 건강 Saúde स्वास्थ्य Salud tervis

3 RD ANNUAL

INMED Cross-Cultural Healthcare Symposium 2011

"Bridging the Gap to Cross-
Cultural Health Care"

Mission of INMED:
Equipping Health Care Professionals to Serve the Forgotten

الصحة afya Health สุขภาพ Y tē

Thank You

INMED Would Like to Express A
Special Thank You
To the Following People:

Carla Gibson

Senior Program Officer

The REACH Healthcare Foundation

Continued support for our cross-cultural competency education activities

Paul Perry

Development of our symposium Web site



Contents

- 1 **Thank You**
- 2 **Symposium Theme & Objectives**
- 3 **Institute for International Medicine**
- 4 **2011 Awards**
- 5 **Symposium Agenda**
- 6 **Speakers**
- 7 **Continuing Education Information**
- 8 **Maps & Locations**



Equal access. It's within reach.



Sponsors:

JACK HILL
CONTINUING MEDICAL
EDUCATION FOUNDATION

2011 Cross-Cultural Healthcare Symposium
Institute for International Medicine (INMED)
www.inmed.us

Theme:

Bridging the Gap to Cross-Cultural Healthcare

“In a recent survey of physicians who participated in the “Healthy Families” program found that 71% of providers believe that culture and language are important in the delivery of patient care. 51% believe that their patients did not adhere to medical treatments as a result of cultural or linguistic barriers.”

At the completion of this conference participants will...

Objectives

- Analyze personal, professional, and organizational cultural competency.
- Implement best practices in using an interpreter to communicate with culturally diverse patients.
- Implement strategies to negotiate cultural differences in developing a healthcare plan with culturally diverse patients.
- Implement organizational cross-cultural competency measures into practice.
- Apply best-practice strategies in providing healthcare services to immigrant populations.

Core Competencies

Provide Patient - Centered Care
Work in Interdisciplinary Teams

Apply Quality Improvement

2011 Cross-Cultural Healthcare Symposium

Institute for International Medicine

MISSION of INMED

The Institute for International Medicine (INMED) is a Missouri-registered, non-profit, educational corporation founded in 2003. INMED's mission is to equip healthcare professionals to serve the forgotten.

VALUES of INMED

We are committed to the forgotten. We are called to serve the neediest, most disadvantaged people of the earth. We seek to relieve their suffering and to assist in making sustainable improvements in their lives. We seek to engage them, to promote their voice, and to offer our hands and feet in service. We respect those in need as active participants, not passive recipients, in this relationship.

We value all human life. We regard all individuals as created and loved by God. We respect dignity, uniqueness, diversity and intrinsic worth of all people - regardless of wealth, social status, and or ability to reciprocate our efforts. We encourage these virtues in all of our working relationships, including staff, volunteers, donors, community, and those receiving our support.

We are stewards. We are managers, not owners, of the resources made available to us on behalf of the forgotten of this world. We are transparent and honest in our communications and relationships with our partners, communities, and governments. Not only are we stewards of resources but of people. We strive to ensure that all of our activities, programs, and services are efficient and effective.

We are partners. We are partners with those we serve as well as with those who invest into our shared mission. Our relationships are purposeful, diverse, and encourage mutual participation in achieving the mission. We seek cooperation and partnerships with other organizations and groups that share our vision.

We are called to serve the neediest, most disadvantaged people of the earth. We respect those in need as active participants, not passive recipients, in this relationship.

ACCREDITATION of INMED

INMED continues to be a leader in education and accreditation. To this end, INMED has successfully completed the rigorous process of seeking organizational continuing medical education accreditation through the Missouri State Medical Association (MSMA), which is accredited by the Accreditation Council for Continuing Medical Education (ACCME). This means that INMED's educational courses and programs have met the standards set forth by the ACCME accreditation process, which enables INMED to provide continuing medical education accreditation for its educational activities.

Institute for International Medicine



"My time at Kapuna Hospital in Papua New Guinea was unquestionably life-changing. It was also incredibly humbling. Human life is such a gift...and I was able to witness the miracles of life, death, healing, human love, and courage at their purest, without being confounded by the technology and frills of the society in which we live. I would love to be able to go back one day."

Kelly Hankins
Medical Student
University of North Carolina
School of Medicine

***Arranging International Elective Rotations
In Developing Countries Since 2003***

www.inmed.us

2011 Cross-Cultural Healthcare Symposium

Awards

2011 Cross-Cultural Healthcare Leadership Award

This award recognizes an individual who has made a significant leadership contributions to bridging cultural gaps in healthcare services.

2011 Cross-Cultural Healthcare Leadership Award Recipient

For 11 years, Farah Abdi has served East African new comers residing in the Greater Kansas City area. He advocates for and supports countless immigrants and refugees in accessing local healthcare services.



Farah Abdi is the executive director for [Somali Foundation, Inc.](#) Prior to accepting this position in 2004, Mr. Abdi served the organization as a founding member and volunteer, beginning in 1999. His vision, and that of his fellow co-founders, is that the Somali Foundation continue to ensure that East African immigrants living in Kansas City receive healthcare access, opportunities for economic advancement, appropriate education and language skills, and social adjustment in their new country while honoring their home culture.

2011 Cross-Cultural Healthcare Service Award

This award recognizes person(s) who demonstrate care and concern for cultural diverse communities and who give selflessly of their time and resources.

2011 Cross-Cultural Healthcare Service Award Recipient

Lal Zuali has given selflessly of her time and resources to the refugee communities from Burma. Being a refugee herself, Lal uses her experience to help other newcomers. She is known to give freely of her time and services in interpreting, advocacy, and community development.

Lal Zuali, received a B.A. from the University of Yangon, Burma. In 2008 she resettled in the United States from a Burmese refugee camp in Malaysia. Ms. Zuali has worked as a case manager for new refugees and a medical interpreter. She currently volunteers in Garden City, assisting new Burmese refugees, and with the Burmese Refugee Community of Southwest Kansas.



NOMINATIONS

for 2012 NOW BEING ACCEPTED.

If you would like to nominate someone for a 2012 Cross-Cultural Healthcare Award please submit a two-paragraph explanation of why you are nominating this person along with your contact information to INMED at: office@inmed.us

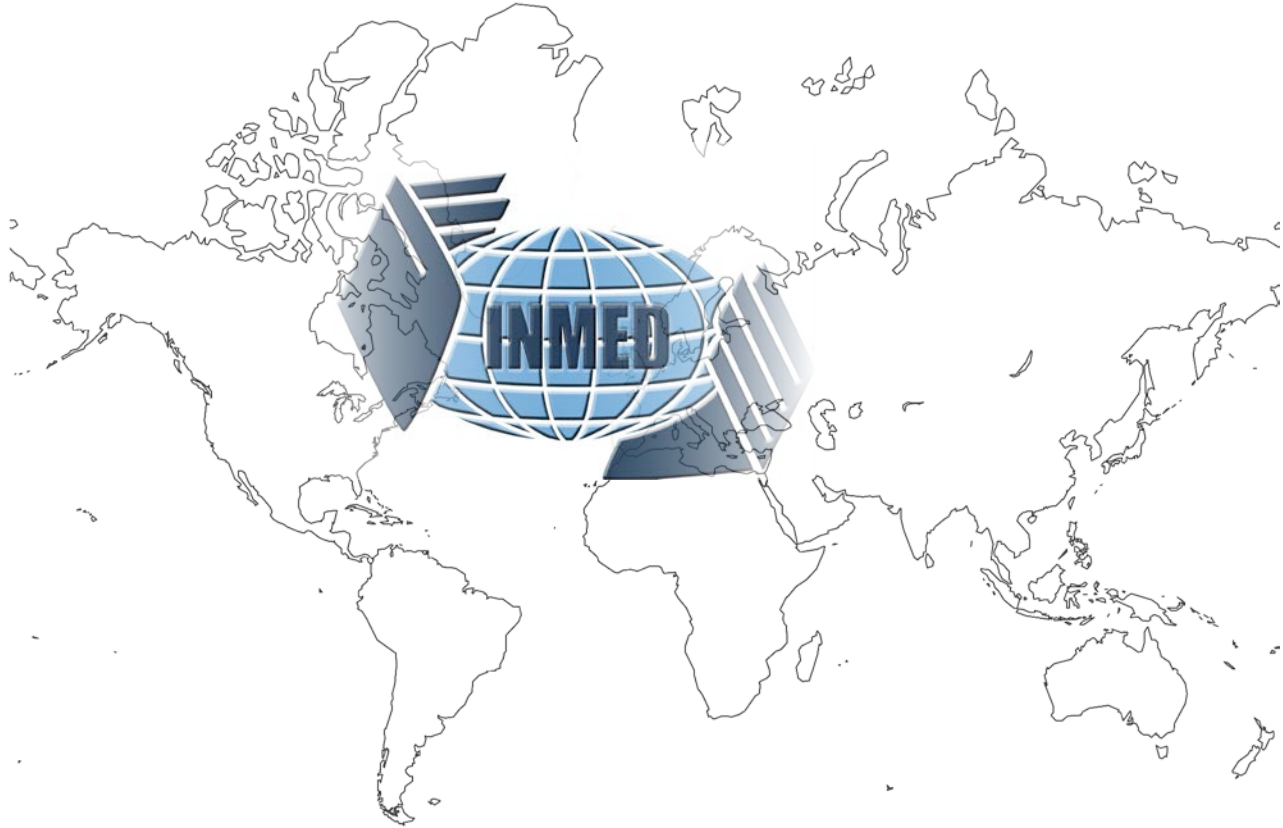
2011 Cross-Cultural Healthcare Symposium

Institute for International Medicine (INMED)

www.inmed.us

INMED

Intensive Courses



Course Curriculum :

International public health

Diseases of poverty

Cross-cultural competency in healthcare

Health leadership

Personal skills for cross-cultural living

Offered as a hybrid course or in classroom.

To learn more visit:

http://www.inmed.us/in-classroom_courses.asp

or

http://www.inmed.us/hybrid_courses.asp

2011 Cross-Cultural Healthcare Symposium

Symposium Agenda

Friday, October 14, 2011

8 - 9 a.m. Sign In

9 - 9:50 a.m. Plenary Session #1 - Room

- **Bridging Across Cultural Differences: A Community Development Perspective on Providing Culturally Appropriate Health Services (Stephen Jeanetta, PhD) - Wyandotte 2**

10 - 10:50 a.m. Group Session #1:

- **Healthcare for the Bhutanese community in Kansas City (Joe LeMaster, MD, MPH) - Room**
- **Bridging the gap: from clinician to interpreter to patient (Cathy Anderson, MA) - Room**
- **Negotiating Cultural Differences (John Cowden, MD) - Room**
- **Unified Approach to Effective Health Communication (Darryck Dean) - Room**

11 - 11:50 a.m. Group Session #2:

- **Healthcare for the Somali community in Kansas City (Farah Abdi) - Room**
- **Systems Approach to Organizational Cross-Cultural Competency (Gabriel Flores, MBA) - Room**
- **Preventative Care for the Culturally Diverse Patient Group (Nicholas Comninellis, MD, MPH) - Room**
- **Healthcare for the Bhurmese Community in Kansas City (Cathy Anderson & Lal Zuali) - Room**

11:50 a.m - 1:00 p.m. Lunch (provided) - Wyandotte 1

1 - 1:50 p.m. Plenary Session #2 - Room

- **US Healthcare System Viewed by One Bhutanese (Joe LeMaster, MD, MPH &) - Wyandotte 2**

2 - 2:50 p.m. Group Session # 3:

- **Healthcare for the Bhutanese community in Kansas City (Joe LeMaster, MD, MPH) - Room**
- **Bridging the gap: from clinician to interpreter to patient (Cathy Anderson, MA) - Room**
- **Negotiating Cultural Differences (John Cowden, MD) - Room**
- **Unified Approach to Effective Health Communication (Darryck Dean) - Room**

3 - 3:50 p.m. Group Session # 4:

- **Healthcare for the Somali community in Kansas City (Farah Abdi) - Room**
- **Systems Approach to Organizational Cross-Cultural Competency (Gabriel Flores, MBA) - Room**
- **Preventative Care for the Culturally Diverse Patient Group (Nicholas Comninellis, MD, MPH) - Room**
- **Healthcare for the Bhurmese Community in Kansas City (Cathy Anderson & Lal Zuali) - Room**

4 - 4:50 p.m. Plenary Session #3 - Room

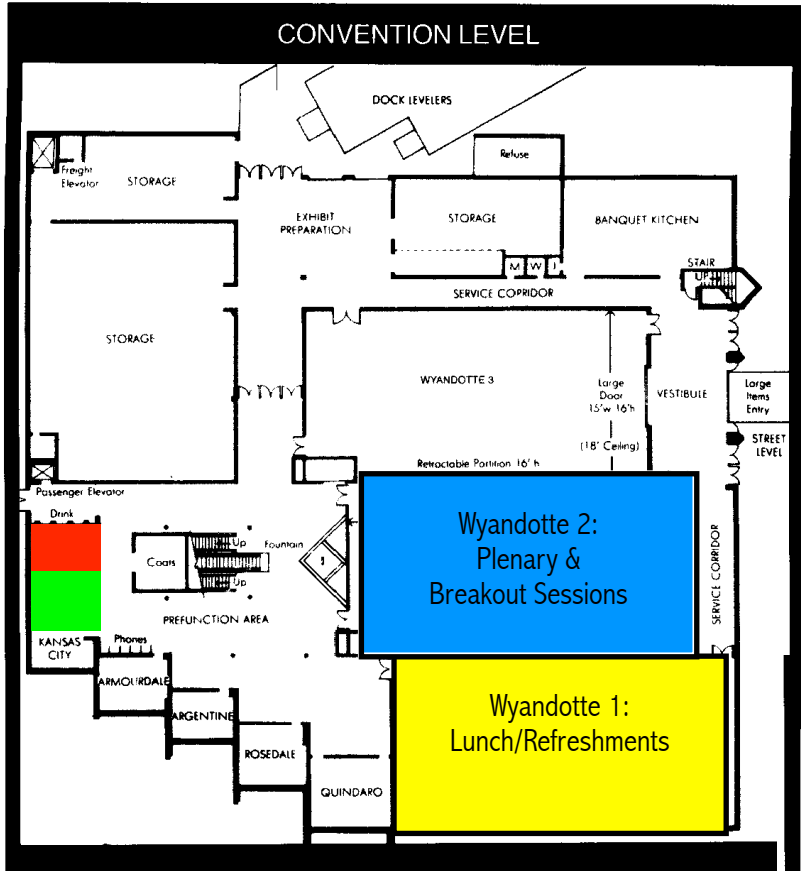
- **Promoting Cross-Cultural Healthcare Through Partnerships (Gabriel Flores, MBA) - Wyandotte 2**

2011 Cross-Cultural Healthcare Symposium

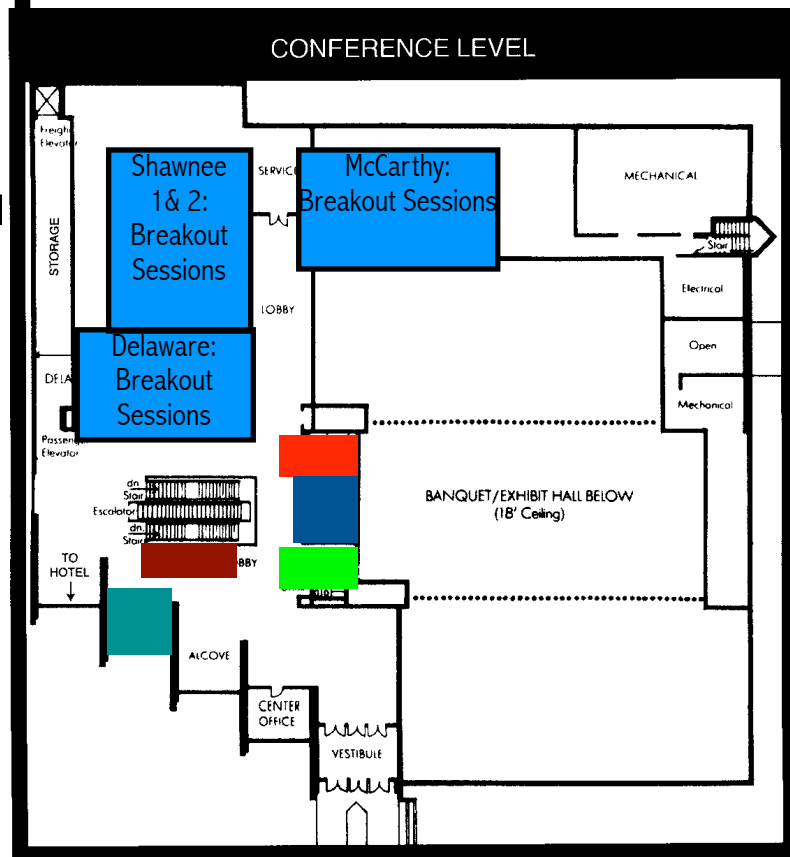
Maps & Locations

LOWER LEVEL

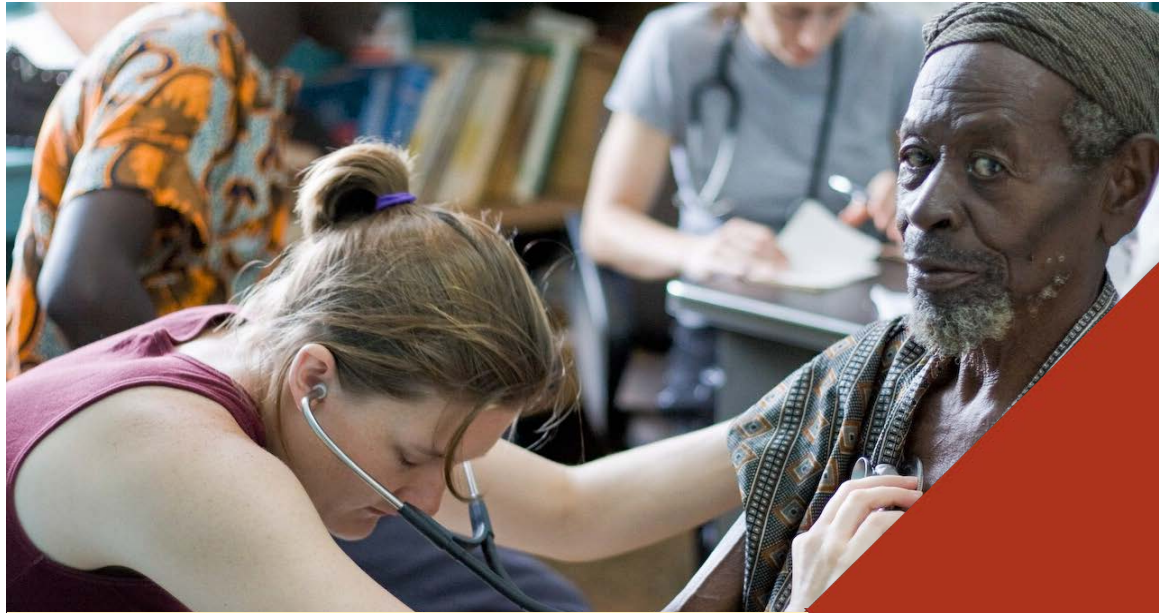
- Presentation/Sessions
- Breaks/Lunch
- Restroom (Men)
- Restroom (Women)
- Registration/Information
- CME/CNE Table
- Resource (Book) Table



UPPER LEVEL



Please find the breakout sessions and correlating room numbers you chose during registration on the back of your name tag.



Affordable.
Convenient.
Effective.

Global Health Online Courses

INMED is pleased to offer a growing series of self-paced courses on topics of global health. Participants may complete these courses online over a period of up to 90 days. Visitors are invited to preview these courses and work through sample questions from the Contents pages.



*All Courses are
CME Accredited*

- Disaster Medicine Management
- International Public Health
- Diseases of Poverty
- International HIV Medicine
- Cross-Cultural Skills
- International Health Leadership



Learn more at
www.inmed.us/self-paced_courses.asp

2011 Cross-Cultural Healthcare Symposium

Speakers



Farah Abdi is the executive director for [Somali Foundation, Inc.](#) Prior to accepting this position in 2004, Mr. Abdi served the organization as a founding member and volunteer, beginning in 1999.



Catherine Anderson, MA, is the manager of language and cultural services at the [Jewish Vocational Services in Kansas City](#). Catherine's responsibilities include managing JVS Interpreter Services and education programs serving metropolitan Kansas City, and the states of Missouri and Kansas.



Nicholas Comminellis, MD, MPH, is president of [INMED](#), and is board certified in both public health and family medicine. Dr. Comminellis served four years in Shanghai, China, and Angola, Africa. Dr. Comminellis teaches public health at the He teaches public health at the [University of Missouri-Kansas City School of Medicine](#).



John Cowden, MD, is a pediatrician and Medical Director of the Office of Equity and Diversity at [Children's Mercy Hospitals and Clinics](#). Dr. Cowden's research includes provider-patient communication, provider bias, disparities in injury care and prevention, and access to health care for minorities, specifically those who do not speak English.



Darryck Dean is an experienced educator, consultant and mediator. He has earned a bachelors degree in economics and a masters in business administration. Darryck has assisted hundreds of workplaces and communities to address issues of diversity and inclusion. Active in the Kansas City community, Darryck has served on several boards, commissions and task forces.



Gabriela Flores, MBA, has over fifteen years experience working in the field of human services, specifically with refugee and immigrant populations in the Kansas City metropolitan area. Ms. Flores currently serves as the Project Manager for the Office of Equity and Diversity at [Children's Mercy Hospitals and Clinics](#).



Stephen Jeanetta, PhD, is State Specialists, Community Development Process with the [MU Community Development Program, MU Extension](#). Dr. Jeanetta has a Ph.D. in Adult Education from the University of Missouri - St. Louis. Dr. Jeanetta is a fellow with the International Leadership Development Program sponsored by the Partners of the Americas and the Kellogg Foundation.



Joe LeMaster, MD, MPH is an Assistant Professor, Department of Family Medicine, at the University of Kansas School of Medicine. Dr. LeMaster and his wife Judy lived in Nepal from 1990-2000, serving at Okhaldhunga Hospital. He is currently engaged in research and clinical practice on refugee healthcare issues in the greater Kansas City area.



Lal Zuali, received a B.A. from the University of Yangon, Burma. In 2008 she resettled in the United States from a Burmese refugee camp in Malaysia. Ms. Zuali works as a case manager for new refugees, is a medical interpreter, and continually volunteers her time assisting new Burmese refugees within the Greater Kansas City area.

All individuals involved in the planning and provision of presentations at the 2011 Cross-Cultural in Healthcare Symposium have fulfilled the disclosure requirement set forth by the ACCME and MONA. **A complete disclosure list for symposium speakers and planning committee members can be found on the last page of the 2011 Cross-Cultural Healthcare Symposium evaluation form and on the symposiums website.**

2011 Cross-Cultural Healthcare Symposium

Continuing Medical Education

To be eligible for CME or CNE credit, you must attend the entire symposium. If you wish to gain CE credit, you must sign in by 9:15 a.m. Certificates will be emailed to qualifying participants after the symposium.

Physicians: Institute for International Medicine is accredited by the Missouri State Medical Association to provide continuing medical education for physicians.



Institute for International Medicine designates this live activity for a maximum of **5.8 AMA PRA Category 1 Credit(s)**[™]. Physicians should only claim credit commensurate with the extent of the participation in the activity.

Dentist: Continuing Education is available please sign-in at the CE registration table before 9:15 a.m.

Physical Therapists: Continuing Education is available please sign-in at CE registration table before 9:15 a.m.

TMC

TRUMAN MEDICAL CENTERS | Better. For Everyone.

Nurses: Truman Medical Center is an approved provider of continuing nursing education by the Missouri Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

5.8 continuing nursing education hours (contact hours) may be awarded if participants attend all continuing education sessions of this program.

Disclosures

All individuals involved in the planning and provision of presentations at the 2011 Cross-Cultural in Healthcare Symposium have fulfilled the disclosure requirement set forth by the ACCME and MONA. **A complete disclosure list for symposium speakers and planning committee members can be found on the last page of the 2011 Cross-Cultural Healthcare Symposium evaluation form and on the symposiums website.**

Planning Committee

Nicholas Comninellis, MD, MPH President & CEO	INMED	Nothing to Disclose
Timothy Hickman, MD, MPH, EdD Diversity And Community Partnerships	UMKC School of Medicine	Nothing to Disclose
Adjunct Assoc. Professor Donna Gum, BSN, RN-BC	Truman Medical Center	Nothing to Disclose
Nursing Workforce Development Micah Flint, MPA	INMED	Nothing to Disclose
Chief Programs Officer Director of Continuing Medical Education		

2011 Cross-Cultural Healthcare Symposium
Institute for International Medicine (INMED)
www.inmed.us

Equipping Cross-Cultural Health Leaders

CCH LEAD '12

Cross-Cultural Health Leadership Institute

This 12-month program will train and equip clinicians, administrators, and support staff team members to become cross-cultural healthcare leaders.

In 2009, over 384 thousand immigrants were residing in the Greater Kansas City Area.

Program Highlights:

- 12 month program – one hour a month
- Available as a Live Event or Webinar
- 20 accredited hours of educational activities available for:
 - Nurses
 - PTs
 - Social Workers
 - PAs/NPs
 - Physicians
 - Dentists
- Become a cross-cultural health leader
- Network with colleagues
- Certification of Completion

Learn more at
www.inmed.us

CCH Lead 2012





THANK YOU TO OUR HOST AND SPONSORS YOUR PARTICIPATION HELPS BRIDGE THE GAP TO CROSS-CULTURAL HEALTH CARE!



Equal access. It's within reach.

JACK HILL
CONTINUING MEDICAL
EDUCATION FOUNDATION



FOR MORE CROSS-CULTURAL AND LINGUISTIC COMPETENCY RESOURCES PLEASE VISIT INMED AT:

WWW.INMED.US