

PCMH 1G6 Training staff on effective methods for non-English speaking patients. This is a growing population within our practice and being able to effectively communicate with this population of our practice will improve our patient outcomes.
PCMH 1G7 Training staff to improve communication skills with individuals from different cultures & beliefs.

Agenda		CULTURAL COMPETENCY	
		2/3/2012 1 Hour Conference Room	
Type of meeting:		REQUIRED STAFF/PROVIDER EDUCATION	
Facilitator:		Ally/Owners	
Attendees:		ALL STAFF & PROVIDERS	
Agenda topics			
60	Communicating with Our Patients		Ally/Dr Jackie
Special notes:		REQUIRED ATTENDENCE, we will be reviewing a Power Point Presentation called "Cultural Competency 2011 " and discussing the importance of being Culturally Aware	



Course Objectives

- Create an awareness of the diverse and culturally sensitive needs of WellCare's patients
- Demonstrate how printed materials should flex to meet the unique language needs of your cultural demographics
- Identify ongoing opportunities to demonstrate cultural competence that will lead to improved health outcomes for patients

