

3rd Annual Cultural Competence Conference



TEXAS TECH UNIVERSITY
HEALTH SCIENCES CENTER.
School of Medicine

Friday, March 28, 2014

LOCATION

DoubleTree Hotel By Hilton El Paso Downtown/City Center
El Paso, Texas

Jointly Sponsored by Texas Tech University Health Sciences Center,
University Medical Center of El Paso, and Texas Tech University
Health Sciences Center at El Paso Office of the Founding Dean, Office
of Diversity Affairs, and the Office of Continuing Medical Education



UNIVERSITY MEDICAL CENTER
OF EL PASO

University Medical Center of El Paso is an approved provider of
continuing nursing education by the Texas Nurses Association,
an accredited approver by the American Nurses Credentialing
Center's Commission on Accreditation.



CONFERENCE OVERVIEW AND TARGET AUDIENCE:

This educational activity is designed for all healthcare professionals and community organizations staff, to foster an environment that will enhance interpersonal interactions within our health care system to ensure the delivery of culturally competent medical care and services to the community.

OBJECTIVES

Following the conference, the participant should be able to:

- Provide a comprehensive definition of diversity as it relates to health including race/ethnicity, sex/gender, sexual orientation, mental health status, and incarcerated populations
- Utilize evidence-based practices that will allow for healthcare professionals to conduct culturally sensitive patient interviews when caring for the lesbian, gay, bisexual, and transgender population
- Discuss the new concept of leadership that facilitates open dialogue, the practice of mindful listening, and mobilization of all groups in the healthcare system
- Analyze the social determinants of health that impact the Latino community to create a positive patient outcome
- List the numerous treatments available for gender dysphoria and appreciate the diversity of identities and presentations in the transgender population
- Recognize a new framework for thinking through difficult conversations and enhance negotiation skills
- Distinguish a continuum of care model to decrease infections among incarcerated individuals
- Detect ways that healthcare providers can support lesbian, gay, bisexual, and transgender patients to reduce health related disparities
- Identify a model to provide support and guidance to junior faculty members that is beyond career advancement
- Recognize the signs and symptoms of mental illness to comprehend how it impacts physical health to properly treat patients
- Describe the role of the healthcare provider related to health literacy and patient outcomes

CME ACCREDITATION AND DESIGNATION

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Texas Tech University Health Sciences Center, Texas Tech University Health Sciences Center at El Paso and University Medical Center of El Paso. Texas Tech University Health Sciences Center is accredited by the ACCME to provide continuing medical education for physicians.

Texas Tech University Health Sciences Center 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.

NURSE ACCREDITATION AND CREDIT

University Medical Center of El Paso is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

This course has been approved for up to 6.75 continuing nursing education contact hours.

CHES ACCREDITATION AND CREDIT

Sponsored by TTUHSC-El Paso, 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) and/or Master Certified Health Education Specialists (MCHES) to receive up to 6.5 credit hours total Category I continuing education contact hours.

Maximum advanced-level CECH available are 4.5 credit hours.

FACULTY

Janet Bickel, MA
Leadership and Career Development Coach
Janet Bickel & Associates, LLC
Falls Church, VA

Veronica E. Caro Delgado, RN, MBA
Registered Nurse
University Medical Center of El Paso
El Paso, Texas

Denise L. DeShields, MD
Executive Medical Director - Correctional
Managed Health Care
TTUHSC - El Paso, TX

Linda Edmonds Turner, PhD
Interim President
Roxbury Community College
Roxbury, MA

Leon McDougle, M.D., M.P.H.
Chief Diversity Officer
Associate Professor of Family Medicine
The Ohio State University Wexner Medical
Center
Columbus, OH

Colton Meir, PhD, PLP
Instructor - Menninger Department of
Psychiatry and Behavioral Sciences
Baylor Medical School
Houston, TX

John Paul Sanchez, MD, MPH
Chairperson for Einstein LGBT Steering
Committee
Bronx, NY

Frank Shipp
Retired Logistics Manager, U.S. Government
Director on the Board of Directors of the National
Alliance on Mental Illness (NAMI)
El Paso, TX

Lorena Sprager
Managing Member
Lorena Sprager and Associates, LLC
Hood River, OR

PLANNING COMMITTEE

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Founding Dean for Paul L. Foster School of Medicine
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Texas Tech University Health Sciences Center at El Paso

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Mabel A. Toscano, BSN, RN
Primary Nurse Planner/Nurse Educator
Office of Nursing Support Services
University Medical Center of El Paso

SCHEDULE: Friday, March 28, 2014

7:00 am - 7:50 am	Registration and Breakfast (<i>Sky Lounge</i>)	
7:50 am - 8:00 am	Welcome and Opening Remarks	J. Manuel de la Rosa, MD
8:00 am - 9:00 am	Best Practices for Diversity and Inclusion (<i>Franklin Ballroom</i>)	Leon McDougle, MD, MPH
9:00 am - 9:15 am	Break	
9:15 am - 10:45 am	Concurrent Sessions #1 Lesbian, Gay, Bisexual, Transgender (LGBT) Health: Transgender Healthcare (<i>Salon 1</i>) Women in Healthcare and Science: "Leading from the Middle": Relationship -Centered Management Skills (<i>Salon 2</i>) Patient Advocacy: Patient Advocacy in the Latino/Hispanic Population (<i>Salon 3</i>)	Colt Meier, PhD, LPA Janet Bickel, MA Lorena Sprager
10:45 am - 12:15 pm	Concurrent Sessions #2 Lesbian, Gay, Bisexual, Transgender (LGBT) Health: From Front Desk to Discharge: Providing Culturally Sensitive Care to LGBT Individuals and Their Families (<i>Salon 1</i>) Women in Healthcare and Science: Negotiating Difficult Conversations (<i>Salon 2</i>) Patient Advocacy: Prison Healthcare and the Offender- Patient (<i>Salon 3</i>)	John-Paul Sanchez, MD, MPH Janet Bickel, MA Denise DeShields, MD
12:15 pm - 1:45 pm	Networking Lunch (<i>Sky Lounge</i>)	
2:00 pm - 3:30 pm	Concurrent Sessions #3 Lesbian, Gay, Bisexual, Transgender (LGBT) Health: The Impact of Cultural Competence on Quality of Healthcare for LGBT Patients (<i>Salon 1</i>) Women in Healthcare and Science: Culturally Competent Mentoring for Health Care Professionals (<i>Salon 2</i>) Patient Advocacy: How You as a Medical Professional can be an Advocate for Patients with Mental Illnesses (<i>Salon 3</i>)	Tania Arana, PhD Linda Edmonds Turner, PhD Frank Shipp
3:30 pm - 3:45 pm	Break (<i>Sky Lounge</i>)	
3:45 pm - 4:45 pm	Health Literacy (<i>Franklin Ballroom</i>)	Lorena Sprager, Veronica Caro-Delgado, RN, MBA
4:45 pm - 5:00 pm	Closing Remarks and Evaluation	Tania Arana, PhD

CONFERENCE INFORMATION

If you have any questions regarding this conference, send an e-mail to Cynthia Ogaz at: cynthia.ogaz@ttuhsc.edu or by telephone at (915) 783-6204. Copies of this brochure may be printed from the CME web site at www.ttuhsc.edu/cme. Texas Tech University Health Sciences Center reserves the right to cancel this conference or make speaker substitutions in the event of unforeseen extenuating circumstances.

In an effort to conserve resources no printed materials will be available. Prior to the conference, you will receive an email with a link to conference materials for downloading or printing. Conference dress is casual and each attendee is encouraged to bring a sweater or jacket for comfort during the meeting. Persons with disabilities who need auxiliary aids or services must submit a written request to Ms. Ogaz at the e-mail address listed above, so that appropriate arrangements can be made.

REGISTRATION INFORMATION

The registration fee for the 3rd Annual Cultural Competence Conference includes breakfast, lunch, and breaks. Submit the registration form by one of the following methods: fax to 915-783-6220; e-mail to cmeinfo@ttuhsc.edu; or mail to 4800 Alberta Avenue, El Paso, TX 79905.

Registration forms will not be accepted after March 26, 2014. Registration at the door will be assessed a \$20.00 late fee. All cancellations must be made in writing and received on or before March 20, 2014 - a \$20.00 processing fee will be charged. No refunds will be made after March 21, 2014.

PROGRAM LOCATION

DOUBLETREE HOTEL BY HILTON EL PASO DOWNTOWN/CITY CENTER
600 N. EL PASO STREET
EL PASO, TEXAS 79901

REGISTRATION

Please complete and submit this registration form to cmeinfo@ttuhsc.edu

Please Print or Type

Last Name _____ First Name _____ MI _____
Highest Degree _____ Specialty Title _____
Telephone _____ E-mail Address _____
Business Street Address _____
City/State/Zip Code _____

Please check the category that best corresponds:

- PHYSICIANS \$125
- REGISTERED NURSES/HEALTHCARE PROFESSIONAL \$100
- RESEARCHERS/SCIENTISTS \$100
- RESIDENTS \$50
- STUDENT/STAFF/OTHER (COMMUNITY ORGANIZATIONS) \$25

Please charge my credit card:

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Name (as it appears on card): _____

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If paying by check, make payable to: **TTUHSC CME.**