



Syllabus for PADM 610: Cultural Competence and Health Care Administration Fall 2021

Instructor: Dr. Kate Cartwright

Email: kcartwright@unm.edu

Office Location: Virtual for Fall 2021

Course Credits: 3.0

Office Hours: Tuesdays, 4-6pm, and by appointment

Class Location: Virtual & DSH 134

Class Meeting Day: Tuesday

Class Time: 7:00-9:30pm

Cell: 505-321-3960 (quick responses during office hours, slower responses other times)

Course Description: This course will discuss the concept of culture, how it changes and influences everyday life, health disparities, and what best practices for enhancing cultural competencies in healthcare organizations and systems.

Operationalizing and implementing culturally responsive care and practices within healthcare organizations is essential for improving effectiveness of healthcare services and health equity for people from diverse cultural backgrounds. This issue is of even greater importance for populations where poverty and social barriers have resulted in endemic health disparities. The literature suggests that there are strategies that can be implemented within systems and organizations in order to facilitate access and utilization of services.

This course will discuss the concept of culture and how systems should incorporate strategies to mitigate those aspects of cultural alienation that result in adverse health outcomes. The course will examine organizational structures and processes that should incorporate cultural competence, and students will explore how all professional roles in health care settings (providers and administrators) should address service adjustments and measure effectiveness of care and quality of health outcomes across multi-cultural populations.

Course Objectives and Student Learning Outcomes:

- Recognize the role of culture in the context of access to delivery of healthcare
- Assess an organization's compliance with Culturally and Linguistically Appropriate Standards
- Understand cultural issues of related to social determinants of health including race, ethnicity, class, gender/sex, sexuality, religion, rural/urban status, and how these are associated with health disparities for various populations
- Define the concepts of cultural and linguistic characteristics that have an impact on the health of the population they serve
- Find and assess a range of cultural competency trainings for health service organizations
- Identify how to integrate cultural issues at administrative and service provider levels to improve quality of care and improve health outcomes
- Assess effectiveness of programs for continuous improvement and responsiveness

Textbooks and Supplies:

- All weekly readings will be posted in the corresponding folder in Course Resources
- One required text: Fadiman, A. (2012). *The spirit catches you and you fall down: A Hmong child, her American doctors, and the collision of two cultures*. Macmillan.
- Each student will select a book related to developing stronger culturally responsive practices regarding health administration to analyze and acquire this book personally. (Buy, rent, audio, text, the choice will be yours.)

Course Requirements:

Assessment	Due Date*	% of Grade
Media Minute	Assigned date	15%
Midterm	10/12	25%
Final Project Proposal	10/26	20%
Book Analysis	11/23	15%
Final Project	12/14*	25%
Total		100%

Grading Scale:

A+: 100%

A: 93 – 99.9%

C+: 77 – 79%

A-: 90 – 92%

C: 73 – 76%

B+: 87 – 89%

C-: 70 – 72%

B: 83 – 86%

D: 60-69%

B-: 80 – 82%

F: Below 60%

Attendance Policy: Regular and punctual attendance is essential to both doing well and to fostering a space for learning. UNM *Pathfinder* policies apply, which in part means instructor drops based on nonattendance are possible. This class is an interactive learning class, which means that student engagement is vital to maximizing the learning experience for everyone. One great benefit of our program is that you have a chance to work with other excellent students who are doing impressive work. However, in order to benefit from this network, you have to get to know your fellow students. If you don't show up, you won't. If you show up and don't engage, you won't. I will do as much as I can to optimize opportunities for connections in our virtual classroom experience.

That said, in addition to the atypical uncertainty of 2021, I understand you have work, family and life commitments which at times conflict with our class schedule. All class sessions will be available as recordings on Learn as quickly as the recordings are finished processing. If there are technical difficulties for any reason, the recording of the class will be made available to you as soon as possible.

Accommodation Statement: Accommodations: In accordance with University Policy 2310 and the Americans with Disabilities Act (ADA), academic accommodations may be made for any student who notifies the instructor of the need for an accommodation. It is imperative that you take the initiative to bring such needs to the instructor's attention, as I am not legally permitted to inquire. Students who may require assistance in emergency evacuations should contact the instructor as to the most appropriate procedures to follow. Contact Accessibility Resource Center at 277-3506 for additional information.

UNM is committed to providing courses that are inclusive and accessible for all participants. As your instructor, it is my objective to facilitate an accessible classroom setting, in which students have full access and opportunity. If you are experiencing physical or academic barriers, or concerns related to mental health, physical health and/or COVID-19, please consult with me after class, via email/phone or during office hours. You are also encouraged to contact Accessibility Resource Center at arcsrvs@unm.edu or by phone 277-3506.

Academic Integrity: The University of New Mexico believes that academic honesty is a foundation principle for personal and academic development. All University policies regarding academic honesty apply to this course. Academic dishonesty includes, but is not limited to, cheating or copying, plagiarism (claiming credit for the words or works of another from any type of source such as print, Internet or electronic database, or failing to cite the source), fabricating information or citations, facilitating acts of academic dishonesty by others, having unauthorized possession of examinations, submitting work of another person or work previously used without informing the instructor, or tampering with the academic work of other students. The University's full statement on academic honesty and the consequences for failure to comply is available in the college catalog and in the Pathfinder.

Cell Phones and Technology: Please use it! Our largest challenge this year: muting and unmuting! Just be mindful of your technology and how you are using it to optimize your learning and not undermining it. I am here to help you work toward your goals, whatever they are, so let me know if there are specific things I can do to support you.

Credit Hour Statement: This is a three credit-hour course. Class meets virtually for one 2.5 hour session of direct instruction weekly during the Fall 2021 semester. Students should expect to work approximately six hours of out-of-class work (or homework, study, assignment completion, and class preparation) each week. (Some weeks will be a little less, some a little more.)

Email policy: UNM policy 2540: Student Email notes that email policies may be determined by individual faculty for instructional purposes, which will be specified in the course syllabus, and must be followed by the students. For this class, all communications must be conducted either within the UNM Learn system or students' and instructor's UNM email. This is both to promote efficiency and to implement best practices in regard to digital communication, which as future health administrators will be of the utmost importance.

Library and Tutorial Services: UNM-Main campus provides many library services and tutorial services, including a range of services for distance students. For library services, go to

<http://www.unm.edu/libraries/> to link to a specific library or to contact a librarian. For tutorial services, go to <http://caps.unm.edu/online> to explore UNM's online services.

Office Hours: I have office hours set aside on Tuesdays from 4-6pm, but I prefer to do all office hours by appointment. Send me an email to set up a meeting (time, day, what the meeting is about), and we'll get something scheduled.

Weather: During the semester, contact the UNM hotline at 505-277-7669 to determine if classes have been cancelled. Appropriate adjustments will be made to the schedule as needed in the event of weather-related class cancellations.

Important UNM dates: <http://registrar.unm.edu/semester-deadline-dates/fall-2021.html#semester-deadline-dates-submenu>

Title IX: In an effort to meet obligations under Title IX, UNM faculty, Teaching Assistants, and Graduate Assistants are considered "responsible employees" by the Department of Education which requires that any report of gender discrimination that includes sexual harassment, sexual misconduct and sexual violence made to a faculty member, TA, or GA must be reported to the Title IX Coordinator at the Office of Equal Opportunity (<https://oeo.unm.edu>). For more information on the campus policy regarding sexual misconduct, see: <https://policy.unm.edu/university-policies/2000/2740.html>

Citizenship and/or Immigration Status: All students are welcome in this class regardless of citizenship, residency, or immigration status. Your professor will respect your privacy if you choose to disclose your status. As for all students in the class, family emergency-related absences are normally excused with reasonable notice to the professor, as noted in the attendance guidelines above. UNM as an institution has made a core commitment to the success of all our students, including members of our undocumented community. The Administration's welcome is found on our website: <http://undocumented.unm.edu/>.

Support in Receiving Help and in Doing What is Right: Students should be familiar with services and policies that can help them navigate UNM successfully. Many services exist to help you succeed academically and to find your place at UNM, see students.unm.edu or ask me for information about the right resource center or person to contact. UNM has important policies to preserve and protect the academic community, especially policies on student grievances (Faculty Handbook D175 and D176), academic dishonesty (FH D100), and respectful campus (FH CO9). These are in the Student Pathfinder (<https://pathfinder.unm.edu>) and the Faculty Handbook (<https://handbook.unm.edu>) Please ask for help in understanding and avoiding plagiarism or academic dishonesty, which can both have very serious disciplinary consequences.

Land Acknowledgement: (see <https://diverse.unm.edu> on appropriate use) Founded in 1889, the University of New Mexico sits on the traditional homelands of the Pueblo of Sandia. The original peoples of New Mexico Pueblo, Navajo, and Apache since time immemorial, have deep connections to the land and have made significant contributions to the broader community statewide. We honor the land itself and those who remain stewards of this land throughout the generations and also acknowledge our committed relationship to Indigenous peoples. We recognize our complicated history. (We will also be discussing the inherent limitations of land acknowledgment statements and the specific history of UNMH and Indigenous/Tribal lands.)

Respect the UNM Community by Preserving Health (mandatory language even for virtual classes)

UNM Administrative Mandate on Required Vaccinations

All students, staff, and instructors are required by [UNM Administrative Mandate on Required Vaccinations](#) to be fully vaccinated for COVID-19 as soon as possible, but no later than September 30, 2021, and must provide proof of vaccination or of a UNM validated limited exemption or exemption no later than September 30, 2021 to the [UNM vaccination verification site](#). Students seeking medical exemption from the vaccination policy must submit a request to the [UNM verification site](#) for review by the UNM [Accessibility Resource Center](#). Students seeking religious exemption from the vaccination policy must submit a request for reasonable accommodation to the [UNM verification site](#) for review by the [Compliance, Ethics, and Equal Opportunity Office](#). For further information on the requirement and on limited exemptions and exemptions, see the [UNM Administrative Mandate on Required Vaccinations](#).

UNM Requirement on Masking in Indoor Spaces

All students, staff, and instructors are required to wear face masks in indoor classes, labs, studios and meetings on UNM campuses, see [masking requirement](#). Qualified music students must follow appropriate specific mask policies issued by the Chair of the Department of Music and the Dean of the College of Fine Arts. Vaccinated and unvaccinated instructors teaching in classrooms must wear a mask when entering and leaving the classroom and when moving around the room. When vaccinated instructors are able to maintain at least six feet of distance, they may choose to remove their mask for the purpose of increased communication during instruction. Instructors who are not vaccinated (because of an approved medical or religious exemption), or who are not vaccinated yet, must wear their masks at all times. Students who do not wear a mask indoors on UNM campuses can expect to be asked to leave the classroom and to be dropped from a class if failure to wear a mask occurs more than once in that class. With the exception of the limited cases described above, students and employees who do not wear a mask in classrooms and other indoor public spaces on UNM campuses are subject to disciplinary actions.

Communication on change in modality: The President and Provost of UNM may direct that classes move to remote delivery at any time to preserve the health and safety of the students, instructor and community. Please check [fill in your communication system] regularly for updates about our class and please check <https://bringbackthepack.unm.edu> regularly for general UNM updates about COVID-19 and the health of our community.

Optional additional COVID-19 mask language:

Acceptable masks and mask wearing in class: A two-layer mask that covers the nose and mouth and that is cleaned regularly is acceptable, as are disposable medical masks, KN95, KF94, FFP1 and FFP2 masks. A face shield is not sufficient protection. It is vital that you wear your mask correctly, covering your nose and mouth. Removing your mask for an extended period to eat or drink in class violates the university mask requirement and endangers others.

Consequences of not wearing a mask properly: If you don't wear a mask, or if you do not wear a mask properly by covering your nose and mouth, you will be asked to leave class. If you fail to wear a mask properly on more than one occasion, you can expect to be dropped from the class. If you insist on remaining in the classroom while not wearing a mask, class will be dismissed for the day to protect others and you will be dropped from the class immediately.

The instructor will try to have a few disposable masks available on a first-come, first-served basis.

SCHEDULE OF ACTIVITIES

The Schedule of Activities is subject to change. Minor changes will be announced in class, major ones provided in writing.

Wk	Date: Topic	Readings	Assessments
1	8/24 Intro to Course		
2	8/31 Cultural Competency 101: Definitions, History, and Now	<ul style="list-style-type: none"> • Cho 2019 • Rajaram 2014 • Fisher Borne 2014 • Burton 2020 • Hooper 2020 • Foronda 2020 	
3	9/7 Cultural Competency & Diversity Priority population: Immigrants	<ul style="list-style-type: none"> • Jacewicz 2016 • Young 2020 • Rasool 2014 • Chang 2019 • Fadiman Ch. 1-4 	
4	9/14 Institutional Paradigm Shifts Priority population: Native Americans	<ul style="list-style-type: none"> • Weech-Maldonado 2012 • Betancourt 2014 • Prindeville & La Tour 2012 • Haozous 2015 • Furlow 2020 • Fadiman Ch. 5-8 	
5	9/21 Barriers to Cultural Appreciation Priority population: Older Adults	<ul style="list-style-type: none"> • Reese 2014 • Patneau & Kett 2020 • Rubin 2013 • Tandoh 2019 • Jin 2019 • Fadiman Ch. 9-12 	
6	9/28 Cultural Competency Continuum Priority population: Black Americans	<ul style="list-style-type: none"> • Paulanka & Purnell 2009 • McMillan Cottom 2019 • Mann 2020 • Mwangi 2019 • Ferdinand 2021 AJPH • Sabin 2020 • Fadiman Ch. 13-16 	
7	10/5 Role of Health Administration in CC for Clinicians Priority Population: Hispanic/Latinos/Latinx	<ul style="list-style-type: none"> • AHA Culturally Competent Orgs • Wesson 2019 • Hook 2016 • Showstack 2019 • Cabassa 2019 • Fadiman Ch. 17-END 	

8	10/12 Midterm Exam	No new readings	Midterm Exam Due 10/12 end of day (11:59)
9	10/19 Cultural Competency & Professional Roles Priority population: LGBT	<ul style="list-style-type: none"> • Ruben 2017 • Patterson 2019 • Ochs 2020 • Wilkerson 2011 • Shanker 2020 	
10	10/26 Professor at Conference/Final Project Workday	No new readings	Final Project Proposal Due 10/26 end of day (11:59pm)
11	11/2 Cultural Competency Trainings Priority population: People with disabilities	<ul style="list-style-type: none"> • Lie 2010 • Diaz 2015 • Lesch 2019 • Agaronnik 2019 • Gonzalez 2020 	
12	11/9 Cultural Competency & Assessment Part 1 Priority population: Rural residents	<ul style="list-style-type: none"> • Cartwright et al 2021 • Noe 2017 • Gessert 2015 • Wright 2018 (rural vets) • Hilty 2020 	
13	11/16: Cultural Competency & Assessment Part 2 Priority population: Veterans	<ul style="list-style-type: none"> • Yamada 2015 • Matsumoto 2013 • Tanielian 2014 • Bonzanto 2019 • Donaldson 2019 • Tam Seto 2020 	
14	11/23: Book Analysis Discussions	No new readings; self-selected book	Book Analysis Due
15	11/30: Final Project Presentations/Workshop	---	
16	12/7: Final Project Presentations/Workshop	---	
17	12/14: Final Project Due (Class does NOT meet)	---	Final Project: Due 12/14 by 11:59pm

*Unless otherwise posted, assessments are due BEFORE class on the given day.