



Syllabus for PADM 610: Cultural Competence and Health Care Administration Fall 2017

Instructor: Dr. Kate Cartwright

Office Location: SSCO 3040

Office Hours: Wednesdays, 3-5pm, and by appointment

Class Meeting Day: Wednesday

Class Location/Room: Dane Smith Hall 132

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Office Phone: 505-552-2130

Course Credits: 3.0

Class Time: 7:00-9:30pm

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 cultural competence 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 (CLAS)
- 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
- Organize and implement cultural competency training in 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:

- Rose, Patti R. (2011). *Cultural Competency or Health Administration and Public Health*. Sudbury, Massachusetts: Jones and Bartlett Publishers. (Required)
- Fadiman, Anne. (2012). *The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures*. New York: Farrar, Straus, and Giroux. (Required) □
Additional readings will be available on our course UNM Learn site.

Course Requirements:

Assessment	% of Grade
Discussion Questions	10%
Quizzes	10%
Guest Lecture Responses	10%
Media Minute	10%
Midterm	25%
Final Project	25%
Response to Final Project Presentations	10%
Total	100%

Grading Scale:

A: 93-100%	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 required. UNM *Pathfinder* policies apply, which in part means instructor drops based on non-attendance are possible. This class is an interactive learning class, which means that student engagement is vital to maximizing the learning experience for everyone. However, if you need to miss class, please contact me, and I will make the recording of the class available to you. 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: Accessibility Services (Mesa Vista Hall 2021, 505-277-3506) provides academic support to students who have disabilities. If you think you need alternative accessible formats for undertaking and completing coursework, you should contact this service right away to assure your

needs are met in a timely manner. If you need local assistance in contacting Accessibility Services, see the Bachelor and Graduate Programs office.

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: As a matter of courtesy, please turn off cell phones, pagers, and other communication and entertainment devices prior to the beginning of class. Notify me in advance if you are monitoring an emergency, for which cell phone ringers should be switched to vibrate.

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 Thursdays from 3-5pm, 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 preferably for Thursdays if possible, but if that conflicts with your schedule, then we can pick another day and time that works!

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-2016.html>

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	8/23: Intro to Course	---	None
2	8/30: Intro to Cultural Competency (CC)	Rose, Ch. 1 Koh 2011	Discussion Q Post 1
3	9/6: CC & Diversity	Rose, Ch. 2 Malat 2013 Rajaram 2014 Jacewicz 2016	Discussion Q Post 2 Quiz 1
4	9/13: Paradigm Shift in HSA & PH	Rose, Ch. 3 Lie 2010 Weech-Maldonado 2012	Discussion Q Post 3 Quiz 2
5	9/20: Barriers to Cultural Appreciation	Rose, Ch. 4 Jordan 2011 Fadiman, Ch. 1-5 (p. 1-59)	Discussion Q Post 4 Quiz 3
6	9/27: CC Continuum	Rose, Ch. 5 Paulanka & Purnell, 2009 Fadiman, Ch. 6-11 (p. 60-139)	Discussion Q Post 5 Quiz 4
7	10/4: Role of HA in Clinical Setting	Fadiman, Ch. 12-end Dreachslin, et al., 2013	Discussion Q Post 6
8	10/11: Midterm Exam	---	Midterm Exam: Due Wed., 10/11, 11:59pm
9	10/18: CC & Professional Roles	Rose, Ch. 6 Clancy 2012	Discussion Q Post 7 Quiz 5
10	10/25: CC & Assessment	Rose, Ch. 7 Yamada 2015 Matsumoto 2013	Discussion Q Post 8 Quiz 6
11	11/1: CC Assessment & Training	Rose, Ch. 8 Crisp 2006 Prindeville & La Tour 2012	Discussion Q Post 9 Quiz 7
12	11/8: Cultural & Linguistic Service Standards	Rose, Ch. 9 Rassool 2014 www.thinkculturalhealth.hhs.gov	Discussion Q 10 Quiz 8
13	11/15: Educational & Institutional Considerations/CC & Specific Populations	Rose, Ch. 10 & 11 Betancourt et al. 2014 Sears 2012; Haozous 2015	Discussion Q Post 11 Quiz 9

14	11/22: Final Project Work Day	Individual Consults Available	
15	11/29: Final Project Presentations	Final Project Presentations	Work on Project
16	12/6: Final Project Presentations	Final Project Presentations	Work on Project
17	12/13: Final Project (Class does NOT meet)	---	Final Project: Due 12/13 by 11:59pm

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