



Syllabus for PADM 610: Cultural Competence and Health Care Administration Fall 2020

Instructor: Dr. Kate Cartwright

Office Location: Virtual!

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

Class Meeting Day: Tuesday

Email: kcartwright@unm.edu

Course Credits: 3.0

Class Location: Virtual!

Class Time: 7:00-9:30pm

Cell: 505-321-3960 (mainly use sparingly, but feel free to text/call during office hours)

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:

- All weekly readings will be posted in the corresponding folder in Course Resources.
- Each student will select a book related to developing stronger culturally responsive practices regarding health administration to analyze and acquire this book personally.

Course Requirements:

Assessment	Due Date*	% of Grade
Weekly Responses	Weekly	20%
Media Minute	Assigned date	10%
Midterm	10/28	25%
Book Analysis	11/18	20%
Final Project	12/9	25%
Total		100%

*It's 2020, all due dates are adaptable to circumstances, but they are designed to keep you in a good workflow throughout the semester.

Grading Scale:

A+: 100%

A: 93 – 99.9%

A-: 90 – 92%

B+: 87 – 89%

B: 83 – 86%

B-: 80 – 82%

C+: 77 – 79%

C: 73 – 76%

C-: 70 – 72%

D: 60-69%

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 2020, 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 2020 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 Wednesdays 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-2020.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.

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

You have the ability to prevent the spread of COVID-19 and to preserve the health of fellow students, your instructor, staff and the community by following UNM health protocols. The UNM Provost Administrative Directive on Mandatory Student Face Covering and Symptom Reporting of July 9, 2020 requires that all students on UNM-Main and UNM branch campuses wear face masks in the face-to-face classroom and on campus unless they have a specific mask accommodation (confidentially documented with the Accessibility Resource Center). UNM Provost Administrative Directive is consistent with Governor Lujan Grisham's [Public Health Emergency Order](#) as amended, and the [Public Health Order of the New Mexico Health Secretary](#). It also requires daily participation in symptom screening through covidscreen, which will be sent via UNM e-mail.

Acceptable masks and mask wearing in class: A two-layer mask that covers the nose and mouth and that is cleaned regularly is acceptable. 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 Provost Administrative Directive and endangers others.

Mask Wearing Accommodation: Individuals with a documented disability or diagnosis may seek accommodation with the UNM Accessibility Resource Center (ARC) (<https://arc.unm.edu/>). Individuals do not need to reveal private information to an instructor. ARC will require documentation of health requirements, which will be kept confidential. The instructor will be informed only of any need for accommodation.

Consequences of not wearing a mask properly: Unless you have an ARC-approved accommodation, 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 (without an ARC-determined accommodation), class will be dismissed for the day to protect others and you will be dropped from the class immediately. Please check UNM Learn regularly for updates about our class and please check <https://bringbackthepack.unm.edu> regularly for general UNM updates.

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	8/19 Intro to Course		
2	8/26 Cultural Competency 101: Definitions, History, and Now	<input type="checkbox"/> Cho 2019 <input type="checkbox"/> Malat 2013 <input type="checkbox"/> Rajaram 2014 <input type="checkbox"/> Fisher Borne 2014 <input type="checkbox"/> Burton 2020 <input type="checkbox"/> Hooper 2020	Weekly Reflection
3	9/2 Cultural Competency & Diversity Priority population: Immigrants	<input type="checkbox"/> Jacewicz 2016 <input type="checkbox"/> Young 2020 <input type="checkbox"/> Rasool 2014 <input type="checkbox"/> Chang 2019 <input type="checkbox"/> CLAS Standards	Weekly Reflection
4	9/9 Institutional Paradigm Shifts Priority population: Native Americans	<input type="checkbox"/> Weech-Maldonado 2012 <input type="checkbox"/> Betancourt 2014 <input type="checkbox"/> Prindeville & La Tour 2012 <input type="checkbox"/> Haozous 2015 <input type="checkbox"/> Furlow 2020 <input type="checkbox"/> CBS Navajo Nation Docs	Weekly Reflection
5	9/16 Barriers to Cultural Appreciation Priority population: Older Adults	<input type="checkbox"/> Reese 2014 <input type="checkbox"/> Owen 2020 <input type="checkbox"/> Rubin 2013 <input type="checkbox"/> Tandoh 2019 <input type="checkbox"/> Jin 2019	Weekly Reflection
6	9/23 Cultural Competency Continuum Priority population: Black Americans	<input type="checkbox"/> Paulanka & Purnell 2009 <input type="checkbox"/> McMillan Cottom 2019 <input type="checkbox"/> Mann 2020 <input type="checkbox"/> Mwangi 2019 <input type="checkbox"/> Laurencin 2020 <input type="checkbox"/> Sabin 2020	Weekly Reflection
7	9/30 Role of Health Administration in CC for Clinicians Priority Population: Hispanic/Latinos/Latinx	<input type="checkbox"/> AHA Culturally Competent Orgs <input type="checkbox"/> Wesson 2019 <input type="checkbox"/> Dreachslin 2013 <input type="checkbox"/> Hook 2016 <input type="checkbox"/> Showstack 2019 <input type="checkbox"/> Cabassa 2019	Weekly Reflection

8	10/7 UNM Break Day—No Class	No new readings	No assignments
9	10/14 Cultural Competency & Professional Roles Priority population: LGBT	<input type="checkbox"/> Crisp 2006 <input type="checkbox"/> Ruben 2017 <input type="checkbox"/> Patterson 2019 <input type="checkbox"/> Ochs 2020 <input type="checkbox"/> Wilkerson 2011	Weekly Reflection
10	10/21 Cultural Competency Trainings Priority population: People with disabilities	<input type="checkbox"/> Lie 2010 <input type="checkbox"/> Diaz 2015 <input type="checkbox"/> Lesch 2019 <input type="checkbox"/> Agaronnik 2019 <input type="checkbox"/> Gonzalez 2020	Weekly Reflection
11	10/28 Midterm Exam	Midterm Exam	Midterm Exam
12	11/4 Cultural Competency & Assessment Part 1 Priority population: Rural residents	<input type="checkbox"/> Clancy 2012 (CC and CAHPS) <input type="checkbox"/> Noe 2017 <input type="checkbox"/> Gessert 2015 <input type="checkbox"/> Wright 2018 (rural vets) <input type="checkbox"/> Hilty 2020	Weekly Reflection
13	11/11: Cultural Competency & Assessment Part 2 Priority population: Veterans	<input type="checkbox"/> Yamada 2015 <input type="checkbox"/> Matsumoto 2013 <input type="checkbox"/> Tanielian 2014 <input type="checkbox"/> Bonzanto 2019 <input type="checkbox"/> Donaldson 2019 <input type="checkbox"/> Tam Seto 2020	Weekly Reflection
14	11/18: Book Analysis Discussions	No new readings; self-selected book	Book Analysis Due
15	11/25: Work Day—No Formal Class	Project Conferences Available	Work on Project
16	12/2: Final Project Workshop & Presentations	---	
17	12/9: Final Project Due (Class does NOT meet)	---	Final Project: Due 12/10 by 11:59pm

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