

ResCUE Model™ for Cross-Cultural Clinical Care



Cultural Competency for Clinicians

Accreditation: CME, CEU, CCM, CDE credit

Audience: Physicians, Nurses, Nurse Case Managers, Dentists, and Other Clinical Staff

About this Course

This targeted course for clinicians applies the action-based ResCUE Model™ to address common cross-cultural issues and facilitate effective negotiation of care management plans. Chaptered learning includes interactive exercises, real case scenarios, and pre-and post-test results to track knowledge gains.

Learning Outcomes

- ✓ Show respect and build rapport with patients without making assumptions
- ✓ Communicate effectively in cross-cultural interactions
- ✓ Ask questions to understand patient perspectives on health and illness
- ✓ Develop management strategies that engage patient perspectives

A collage of three overlapping white boxes with rounded corners, showing snippets of the course content. The top box is titled "The Person-Centered Approach" and features a photo of a doctor talking to a woman in a hijab. The middle box is titled "Is it culture?" and has a photo of a family. The bottom box is titled "Culture shapes" and has a photo of a person holding a baseball. Each box contains text explaining the concept and providing context.

The Person-Centered Approach

The Person-Centered Approach was developed by practicing clinicians with frontline experience in cross-cultural care. It has been published in journals that include *Annals of Internal Medicine*, *New England Journal of Medicine*, and *Academic Medicine*.

This approach focuses on skills for identifying and addressing people's unique values, customs, and beliefs that are relevant to healthcare. These skills can be helpful with anyone, but particularly with people who have very different perspectives

Is it culture?
Click on the icons below to find out more about how cultural identity is shaped.

Family
Yes! Family culture teaches us beliefs and values that can last a lifetime.

Religion Family Food Sports Country

Culture shapes
how we see the world around us.

Everyone is a part of a culture, whether it is a national culture, family culture, religious culture, sports culture, or anything else—culture is your lived experience.

Although people sometimes think of culture as "exotic" or about "others," in fact, *culture describes everyone*.

Take a moment to reflect on your own cultural influences.