

Diversity and Inclusion Courses at YNHHS

New class schedules can be found on Infor

Connecting With Others – Reaching Performance Potential through Inclusion

Connecting with Others is a workshop that takes diversity training to a whole new level. Instead of just introducing new concepts, this course focuses on specific competencies which create sustainable culture change around diversity and inclusion. In this course you will learn to distinguish between Diversity and Inclusion. Realize the strategic benefit of connecting with a wider scope of people. Identify the barriers that hinder inclusion. Learn the counter-behaviors that promote inclusion. Acquire the skills to repair a disconnect. Commit to action steps for stronger connections. The class goes beyond awareness and looks at 5 strategic skills which are necessary to connect with a wider scope of individuals – causing a marked improvement in employee engagement, customer satisfaction, and overall performance. Participating MDs, APRNs, and PAs may claim 8 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency. In this course we will explore the following 5 disconnects and the corresponding competencies:

1. Disconnect: **Flocking** – gravitating toward those with similar interests.
Competency: **Networking** – expanding our circle with those who are different.
2. Disconnect: **Cultural Naiveté** – causing offense without intending to.
Competency: **Sensitivity** – awareness of our interactions.
3. Disconnect: **Monoculturalism** – expecting conformity to a single approach.
Competency: **Calibration** – adjusting for differences and altering our approach.
4. Disconnect: **Pejorative Behavior** – showing or tolerating overt disrespect.
Competency: **Advocacy** – taking a stand and addressing inappropriate behavior.
5. Disconnect: **Unconscious Filtering** – making assumptions based on stereotypes.
Competency: **Positive Expectancy** – assuming the best of others and acting on it.

**** Please NOTE this course is a FULL day class 8am to 5pm – Instructed only, sign-up on Infor**

Ouch! That Stereotype Hurts

What do you do if someone you care about is the target of demeaning stereotypes? What if you are being demeaned or stereotyped? How often do you speak up on behalf of respect? Ouch! Participating MDs, APRNs, and PAs may claim 2 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency. Learning Objectives:

1. Understand the impact of stereotypes and biased statements, even when casually said.
2. Identify the most common reasons people sit silent in the face of bias and stereotypes.
3. Enhance skills for speaking up against stereotypes without blame or guilt.

Why is Ouch! important? Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees are welcomed, treated with respect, and able to do their best work. Yet, most employees and leaders who want to speak up don't know how. So, we say nothing. In a unique and powerful way, participants will experience the impact of stereotypical comments, explore why people don't speak up against stereotypes and other biased behaviors, and learn six techniques for speaking up without blame or guilt.

Method of training: Instructed

Timing: 2 hours

Sign-Up: On Infor

Defeating Unconscious Bias

Have you ever had a biased thought? If the answer is "yes", join the club. Everybody has biases and, although that doesn't make us bad people, it does mean we compromise our ability to get along with people who are different from us. The good news is, there's a lot we can do to defeat bias. Defeating Unconscious Bias is here for you to begin learning about your own biases and what you can do to Defeat them. Participating MDs, APRNs, and PAs may claim 2 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency. In this course you will:

1. Become aware of the impact of unconscious biases on yourself, your colleagues, and your workplace.
2. Understand that even unconscious biases can be defeated.
3. Learn how to employ 5 practical strategies to identify and counter your own unconscious biases.

** NOTE: this course is offered both instructed and electronic. Go to Infor to sign-up for an instructed class or email diversity@ynhh.org for the link to the computer based training course.

Method of training: Instructed & Electronic (Link request at diversity@ynhh.org)

Timing: 2 hours

Sign-Up: On Infor

LGBTQ - Cultural Competence - Meeting the Health Care Needs of Lesbian, Gay, Bisexual, and Transgender People

This course provides an overview of Lesbian/Gay/Bisexual/Transgender health disparities, demographics, and terminology, as well as key strategies for bringing high quality care to our health centers and other health care organizations. Strategies for collection of sexual orientation and gender identity data in clinical settings will be addressed. Participants will also learn about creating LGBT-inclusive environments of care and about the intersections of LGBT health, population health and team-based care. Participating MDs, APRNs, and PAs may claim 2 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency. This workshop you will:

1. Develop a basic understanding of the Joint Commission standards related to LGBT patient's rights
2. Learn terminology, statistics in health disparities and discover the facts in LGBT health
3. Identify the needs of the LGBT patient population for culturally competent communication and care
4. Describe strategies for creating a safe and welcoming environment for LGBT patients and their families

Method of training: Instructed

Timing: 2 hours

Sign-Up: On Infor

Cultural Competence in Healthcare

Cultural Competence in Healthcare will support health care professionals in providing better care to a diverse patient population and will be a critical element in meeting the objectives of the Affordable Care Act. This course will enable healthcare providers throughout the system to better understand cultural frameworks, interact more positively with patients and caregivers, and improve health outcomes. This course will also provide skillsets and strategies for engaging with colleagues and patients from diverse cultural backgrounds. Participating MDs, APRNs, and PAs may claim 2 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency.

The following organizations require to have set standards for cultural competence:

- **State of Connecticut** physicians must complete at least one hour of CME in cultural competency every six years.
- **Office of Minority Health's National Federally- Mandated Standards** on Culturally and Linguistically Appropriate Services (CLAS) in health care.
- **Joint Commission** on the Accreditation of Health Care Organizations.
- **National Committee on Quality Assurance** on the accreditation of managed care organizations.
- **URAC** on the accreditation of health plans including staff training and professional development of case managers.
- **National Quality Forum.**
- **Liaison Committee on Medical Education.**
- **Accreditation Council for Graduate Medical Education.**
- **Magnet Status Requirements** include the delivery of culturally competent care and an inclusive environment (Magnet Force 4, SOE4; Magnet Force 6, SOE17; Magnet Force 6, SOE18; Magnet Force 6, SOE19).
- **National Association of Social Workers** – one hour of continuing education in cultural competence for licensure.

Method of training: Instructed

Timing: 2 hours

Sign-Up: On Infor

Generations Working Together Or Not

Sometimes we find that generational differences can bring conflict to the workplace. This happens because of the differences we see in how individuals work. Did you know that sometimes these work ethic differences may come from how we learned them in the time period in which we entered the workforce? These differences are at times dramatic or subtle. A Generation is a group of people who share birth years and experiences as they move through time together, influencing and being influenced by a variety of critical factors. The era in which a person was born affects the development of their world view and value system. Participating MDs, APRNs, and PAs may claim 2 AMA PRA Category 1 Credits™. Attendance at this course fulfills the Connecticut State mandate for participating in a course on cultural competency. In this course we will learn to:

1. Describe five generations working together in today's workforce
2. Identify key factors that shaped each generation
3. Discuss ways to communicate effectively with each generation
4. Explore strategies to improve the way the generations work together

Method of training: Instructed

Timing: 2 hours

Sign-Up: On Infor

Continuing Medical Education Requirements:

- **Speaker Disclosure:** Facilitator has no financial relationship with manufactures of commercial products and/or provider of commercial services discussed in the CME activity.
- **Planning Committee Disclosure:** Facilitator has no financial relationship with manufactures of commercial products and/or provider of commercial services discussed in the CME activity.
- **Accreditation Statement for CME:** Bridgeport Hospital is accredited by the Connecticut State Medical Society to provide continuing medical education (CME) for physicians.
- **Designation Statement:** Bridgeport Hospital designates this live activity for a maximum of [2] AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

How to Register for Diversity Courses Via Infor

To register in Infor please follow these steps:

1. From the Intranet, click on **Training**.
2. Log in to LMS.
3. Front menu on left click on **Course Library**.
4. Click on **Filter**.
5. In the **Search Courses** box type the name of the course
6. Under **Course Type** select Classroom then click on **apply button**.
7. Click on the desired course to see the course description and other information.
8. Scroll down to see available dates/locations.
9. Click on the **Register Button** to the right of your selected course to register

For all Diversity and Inclusion educational related inquiries please contact:

Kwame Davenport
Diversity and Inclusion Consultant
Office # 203-502-6553
Mobile # 203-215-7917
Kwame.Davenport@ynhh.org