



THE UNIVERSITY OF
MELBOURNE

GENERAL PRACTICE AND PRIMARY HEALTH CARE ACADEMIC CENTRE



SHORT COURSE CREST: Cultural Respect Encompassing Simulation Training

Using simulation to address the need for
culturally sensitive communication training
in health care and health education

21 November 2014

Health care practitioners are seeing an increasingly diverse range of patients including migrant, refugee and Aboriginal and/or Torres Strait Islander people. Culturally sensitive health care is critical to reducing the inequities in quality of care for culturally and linguistically diverse (CALD) patients, yet there are limited opportunities and resources for cultural sensitivity communication training. Using simulated patients, CREST can address this gap.

AIMS OF THIS SHORT COURSE

- To explore the importance of cultural respect to enhance an Indigenous patient's desire and ability to seek health care.
- To explore the principles, skills and resources required for effective communication with linguistically diverse patients.

POTENTIAL PARTICIPANTS

This course will be of interest to health professional students, health course convenors, practising health professionals and their practice teams, and primary care support networks.

For GP participants, this course has been approved for eight Category 2 RACGP QI & CPD program points.



COURSE CONVENORS



Dr Phyllis Lau

Deputy Lead of Ageing, Chronic Disease and Equity Research Group
General Practice and Primary Health Care Academic Centre,
The University of Melbourne



Ms Karen Livesay

Inter-professional Education Program
Simulated Learning Coordinator
Office of the PVC (College and Distinctive Specialisations)
Victoria University

CREST SHORT COURSE

21 NOVEMBER 2014

PROGRAM

The short course will provide an opportunity to workshop a range of frameworks for communication with Indigenous and CALD simulated patients, practise using communication tools and participate in exercises with simulated patients.

LEARNING OUTCOMES

On completion, participants will be able to:

- › summarise the national Closing the Gap health initiatives for Indigenous Australians and explain the importance of cultural respect for Indigenous patients;
- › explain the principles of effective communication with linguistically diverse patients and identify strategies to work effectively with an interpreter; and
- › use the Kleinman's explanatory model and the cross cultural negotiation framework to influence decision-making.

CREST MODULES AVAILABLE

The full set of CREST modules comprises:

- › *Introduction to cultural diversity*
- › *Negotiating between different health beliefs*
- › *Effective communication when English proficiency is low**
- › *Communicating culturally sensitive issues*
- › *Communication and Indigenous health care**

* These two modules are offered as part of this short course. The remaining modules may be offered at a later date.



DETAILS

DATES

21 November 2014, 9:15am to 1:30pm (followed by lunch)

VENUE

Room 102, Alan Gilbert Building, 161 Barry St,
The University of Melbourne, Parkville

APPLICATIONS CLOSE

10 November 2014

FOR FURTHER INFORMATION

Dr Phyllis Lau

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For more short courses www.gp.unimelb.edu.au/shortcourse/

COST[^]

Full \$385 (incl GST)

Special Concession[#] \$330 (incl GST)

Students^{*} \$165 (incl GST)

[#] Special concession rates will apply to research active VicReN members and staff from University of Melbourne 2013/2014 teaching practices.

^{*} A letter of verification from your supervisor regarding your student status is required.

[^] Cost will cover morning tea, lunch and simulated patients.

REGISTRATION AND PAYMENT

<http://ecommerce.mdhs.unimelb.edu.au/default.asp>

THEN CLICK ON **GENERAL PRACTICE AND PRIMARY HEALTH CARE ACADEMIC CENTRE LINK** (UNDER CATEGORIES MENU) FOR WORKSHOP LISTING

The course will run subject to a minimum number of enrolments. Confirmation of the course will be provided no later than close of business 14/11/2014.