

# Competencies in Multicultural Healthcare

Multicultural Health Service, September 2014

This training DVD is designed for health professionals who desire to improve their skills in the provision of patient centered care to clients from culturally and linguistically diverse backgrounds (CALD). As a stand-alone media, participation in this training is a non-accredited activity without possible verification of completion. The DVD does not have the PLAY function but operates as an interactive file on computers.

## Contents

'Competencies in Multicultural Healthcare' consists of 4 separate training modules:

- The first module '**Culturally Competent Healthcare Provision**' (approximate duration of completion: 1 hr) takes participants through self-development of cultural competence and offers tools for effective cross-cultural communication within a healthcare setting. It has 4 sections: Introduction, Cultural Competence Development, Effective Communication and Culturally Competent Organisation.
- The next three modules – '**Provision of Care to CALD Women having Babies in Australia**', '**Cultural Considerations in Aged Care Provision**' and '**Culture & Mental Health**' (each with an approximate completion time of 45') - introduce the social and cultural factors which could have an impact on care provision within specific domains of healthcare. Participants are provided with practical strategies and resources to improve their skills in care delivery to their increasingly diverse client population.
- Each module includes video clips presenting scenarios of real situations and health professionals' discussions of issues encountered in the scenarios.
- Resources provided include relevant health policies, cultural information, patient experiences, links to organisations. As participants might not have time available to go through all the resources provided within the time frame, there is the option of printing or downloading and saving these as further reading or consultation material when needed.
- A review quiz at the end of each module enables participants to consolidate the acquired knowledge.

## Instructions on how to use the DVD

- **After clicking on the DVD drive and opening up the file, click on the  icon to open the training file.** All other files in the drive exist only to support the operation of the training module.
- Click on an icon to access a topic.
- Click 'Next' to move to another page or '... (module name)' to go back to the module menu and choose another section or 'Main Menu' to go back to the main menu to choose another module.
- Scroll down the page to read material. Click 'Play' to view a video.
- Resources can be accessed via the drop down list of 'Resources' on the top right corner.

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