3rd Annual Cultural Competence Conference

Friday, March 28, 2014

LOCATION

DoubleTree Hotel By Hilton El Paso Downtown/City Center
El Paso, Texas

Jointly Sponsored by Texas Tech University Health Sciences Center, University Medical Center of El Paso, and Texas Tech University Health Sciences Center at El Paso Office of the Founding Dean, Office of Diversity Affairs, and the Office of Continuing Medical Education

University Medical Center of El Paso is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.
CONFERENCE OVERVIEW AND TARGET AUDIENCE:

This educational activity is designed for all healthcare professionals and community organizations staff, to foster an environment that will enhance interpersonal interactions within our health care system to ensure the delivery of culturally competent medical care and services to the community.

OBJECTIVES

Following the conference, the participant should be able to:

• Provide a comprehensive definition of diversity as it relates to health including race/ethnicity, age, gender, sexual orientation, mental health status, and incarcerated populations
• Utilize evidence-based practices that will allow for healthcare professionals to conduct culturally sensitive patient interviews when caring for the lesbian, gay, bisexual, and transgender population
• Discuss the new concept of leadership that facilitates open dialogue, the practice of mindful listening, and mobilization of all groups in the healthcare system
• Analyze the social determinants of health that impact the Latino community to create a positive patient outcome
• List the numerous treatments available for gender dysphoria and appreciate the diversity of identities and presentations in the transgender population
• Recognize a new framework for thinking through difficult conversations and enhance negotiation skills
• Distinguish a continuum of care model to decrease infections among incarcerated individuals
• Identify a model to provide support and guidance to junior faculty members that is beyond career advancement
• Recognize the signs and symptoms of mental illness to comprehend how it impacts physical health to properly treat patients
• Describe the role of the healthcare provider related to health literacy and patient outcomes

CME ACCREDITATION AND DESIGNATION

This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education through the joint sponsorship of Texas Tech University Health Sciences Center, Texas Tech University Health Sciences Center at El Paso and University Medical Center of El Paso. Texas Tech University Health Sciences Center is accredited by the ACCME to provide continuing medical education for physicians.

Texas Tech University Health Sciences Center designates this live activity for a maximum of 6.50 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

NURSE ACCREDITATION AND CREDIT

University Medical Center at El Paso is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

This course has been approved for up to 6.75 continuing nursing education contact hours.

CHES ACCREDITATION AND CREDIT

Sponsored by TTUHSC-EI Paso, a designated provider of continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing, Inc. This program is designated for Certified Health Education Specialists (CHES) and/or Master Certified Health Education Specialists (MCHES) to receive up to 6.5 credit hours total Category I continuing education contact hours.

Maximum advanced-level CECH available are 4.5 credit hours.
FACULTY

Janet Bickel, MA
Leadership and Career Development Coach
Janet Bickel & Associates, LLC
Falls Church, VA

Veronica E. Caro Delgado, RN, MBA
Registered Nurse
University Medical Center of El Paso
El Paso, Texas

Denise L. DeShields, MD
Executive Medical Director - Correctional Managed Health Care
TTUHSC - El Paso, TX

Linda Edmonds Turner, PhD
Interim President
Roxbury Community College
Roxbury, MA

Leon McDougle, M.D., M.P.H.
Chief Diversity Officer
Associate Professor of Family Medicine
The Ohio State University Wexner Medical Center
Columbus, OH

Colton Meir, PhD, PE.P
Instructor - Allenberger Department of Psychiatry and Behavioral Sciences
Baylor Medical School
Houston, TX

John Paul Sanchez, MD, MPH
Chairperson for Einstein LGBT Steering Committee
Bronx, NY

Frank Shipp
Retired Logistics Manager, U.S. Government
Director, on the Board of Directors of the National Alliance on Mental Illness (NAMI)
El Paso, TX

Lorena Sprauer
Managing Member
Lorena Sprauer and Associates, LLC
Hood River, OR

PLANNING COMMITTEE

J. Manuel de la Rosa, MD, MPH
Vice President for Health Affairs
Founding Dean for Paul L. Foster School of Medicine
Rick and Ginger Francis Endowed Chair
Texas Tech University Health Sciences Center at El Paso

Tania Arana, PhD
Assistant Professor
Behavior and Neuroscience in Medical Education
Texas Tech University Health Sciences Center at El Paso

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Senior Director
Office of Diversity Affairs
Texas Tech University Health Sciences Center at El Paso

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Director
Office of Nursing Support Services
University Medical Center of El Paso

Veronica Mallett, MD
Professor and Founding Chair
Department of Obstetrics and Gynecology
Texas Tech University Health Sciences Center at El Paso

Cynthia Ogaz, MBA
Lead Analyst
Office of Continuing Medical Education
Texas Tech University Health Sciences Center at El Paso

Mabel A. Toscano, BSN, RN
Primary Nurse Planner/Nurse Educator
Office of Nursing Support Services
University Medical Center of El Paso
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<tr>
<th>Time</th>
<th>Event</th>
<th>Presenter(s)</th>
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<tbody>
<tr>
<td>7:00 am - 7:50 am</td>
<td>Registration and Breakfast (Sky Lounge)</td>
<td>J. Manuel de la Rosa, MD</td>
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<td>7:50 am - 8:00 am</td>
<td>Welcome and Opening Remarks</td>
<td>Leon McDougle, MD, MPH</td>
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<td>8:00 am - 9:00 am</td>
<td>Best Practices for Diversity and Inclusion (Franklin Ballroom)</td>
<td>John-Paul Sanchez, MD, MPH</td>
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<td>9:00 am - 9:15 am</td>
<td>Break</td>
<td>Janet Bickel, MA</td>
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<td>9:15 am - 10:45 am</td>
<td>Concurrent Sessions #1</td>
<td>Lorena Sprager, Veronica Caro-Delgado, RN, MBA, Tania Arana, PhD</td>
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<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Health: Transgender Healthcare (Salon 1)</td>
<td>J. Manuel de la Rosa, MD</td>
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<td>Women in Healthcare and Science: “Leading from the Middle”: Relationship -Centered Management Skills (Salon 2)</td>
<td>Leon McDougle, MD, MPH</td>
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<td>Patient Advocacy: Patient Advocacy in the Latino/Hispanic Population (Salon 3)</td>
<td>John-Paul Sanchez, MD, MPH</td>
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<td>10:45 am - 12:15 pm</td>
<td>Concurrent Sessions #2</td>
<td>Janet Bickel, MA</td>
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<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Health: From Front Desk to Discharge: Providing Culturally Sensitive Care to LGBT Individuals and Their Families (Salon 1)</td>
<td>John-Paul Sanchez, MD, MPH</td>
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<td>Women in Healthcare and Science: Negotiating Difficult Conversations (Salon 2)</td>
<td>Janet Bickel, MA</td>
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<td>Patient Advocacy: Prison Healthcare and the Offender- Patient (Salon 3)</td>
<td>Denise DeShields, MD</td>
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<td>12:15 pm - 1:45 pm</td>
<td>Networking Lunch (Sky Lounge)</td>
<td>Tania Arana, PhD</td>
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<td>Concurrent Sessions #3</td>
<td>Linda Edmonds Turner, PhD</td>
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<td>Lesbian, Gay, Bisexual, Transgender (LGBT) Health: The Impact of Cultural Competence on Quality of Healthcare for LGBT Patients (Salon 1)</td>
<td>John-Paul Sanchez, MD, MPH</td>
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<td>Women in Healthcare and Science: Culturally Competent Mentoring for Health Care Professionals (Salon 2)</td>
<td>Janet Bickel, MA</td>
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<td>Patient Advocacy: How You as a Medical Professional can be an Advocate for Patients with Mental Illnesses (Salon 3)</td>
<td>Denise DeShields, MD</td>
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<td>3:30 pm - 3:45 pm</td>
<td>Break (Sky Lounge)</td>
<td>Frank Shipp</td>
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<td>3:45 pm - 4:45 pm</td>
<td>Health Literacy (Franklin Ballroom)</td>
<td>Lorena Sprager, Veronica Caro-Delgado, RN, MBA, Tania Arana, PhD</td>
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<td>4:45 pm - 5:00 pm</td>
<td>Closing Remarks and Evaluation</td>
<td>Tania Arana, PhD</td>
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CONFERENCE INFORMATION

If you have any questions regarding this conference, send an e-mail to Cynthia Ogaz at cynthia.ogaz@ttuhsc.edu or by telephone at (915) 783-6204. Copies of this brochure may be printed from the CME web site at www.ttuhsc.edu/cme. Texas Tech University Health Sciences Center reserves the right to cancel this conference or make speaker substitutions in the event of unforeseen extenuating circumstances.

In an effort to conserve resources no printed materials will be available. Prior to the conference, you will receive an email with a link to conference materials for downloading or printing. Conference dress is casual and each attendee is encouraged to bring a sweater or jacket for comfort during the meeting. Persons with disabilities who need auxiliary aids or services must submit a written request to Ms. Ogaz at the e-mail address listed above, so that appropriate arrangements can be made.

REGISTRATION INFORMATION

The registration fee for the 3rd Annual Cultural Competence Conference includes breakfast, lunch, and breaks. Submit the registration form by one of the following methods: fax to 915-783-6220; e-mail to cmeinfo@ttuhsc.edu; or mail to 4800 Alberta Avenue, El Paso, TX 79905.

Registration forms will not be accepted after March 26, 2014. Registration at the door will be assessed a $20.00 late fee. All cancellations must be made in writing and received on or before March 20, 2014 - a $20.00 processing fee will be charged. No refunds will be made after March 21, 2014.

PROGRAM LOCATION

DOUBLETREE HOTEL BY HILTON EL PASO DOWNTOWN/CITY CENTER
600 N. EL PASO STREET
EL PASO, TEXAS 79901

REGISTRATION

Please complete and submit this registration form to cmeinfo@ttuhsc.edu

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Business Street Address

City/State/Zip Code

Please check the category that best corresponds:

- PHYSICIANS $125
- REGISTERED NURSES/HEALTHCARE PROFESSIONAL $100
- RESEARCHERS/SCIENTISTS $100
- RESIDENTS $50
- STUDENT/STAFF/OTHER (COMMUNITY ORGANIZATIONS) $25

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Name (as it appears on card): __________________________
Street Address (of card owner): _________________________
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