U.S. Department of Health and Human Services/ HRSA/Center for Health Services Financing and Managed Care
And
U.S. Department of Health and Human Services/Office of Minority Health
Present

SAVE THE DATE !

A Satellite Broadcast
Wednesday, June 4, 2003

SAVE THE DATE !

CROSS-CULTURAL COMMUNICATION IN HEALTH-CARE: BUILDING ORGANIZATIONAL CAPACITY

A practical and dramatic look at increasing language services in managed care settings for low-income populations

Selected National Experts to Include:

Shani Dowd, L.C.S.W.
Director
Clinical Cultural Competency Training
Harvard Pilgrim Health Care

Robert C. Like, M.D., M.S.
Associate Professor and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine
UMDNJ-Robert Wood Johnson Medical School

What you will learn:

- Why delivering culturally & linguistically appropriate care makes sense from business & quality perspectives
- How organizations are effectively providing linguistically appropriate care
- What you can do to build your organization's capacity to deliver linguistically appropriate care
- Where you can go for useful information and resources

How you will learn:

- Experts in the field offer rationale and best practices
- Dramatic illustrations highlight successful strategies and common pitfalls
- Video clips from interviews of actual patients and physicians enhance understanding

Who should attend:

- HRSA grantees and sub-grantees, including Ryan White Care Act (HIV/AIDS Providers); Maternal and Child Health Programs; School-Based Health Clinic Programs; Rural Health Providers; Community, Migrant, Homeless Health Centers; Academic Health Centers; Health Professional Schools
- OMH grantees including Bilingual/Bicultural Service Demonstration Program, Community Programs to Improve Minority Health, Health Disparities in Minority Health Program, Technical Assistance and Capacity Development for HIV/AIDS Services in Minority Communities, Minority Community Health Coalition Demonstration Program-HIV/AIDS, State and Territorial Minority HIV/AIDS Demonstration Program
- State Medicaid Agencies; State and Local Health Departments; Managed Care Plans with Medicaid enrollees; All other safety net providers and organizations involved in delivering managed health care (including behavioral health services) to low-income populations

Information on Continuing Medical Education (CME) / Continuing Education units (CEU) ,registration and viewing locations to follow.
Please check our website http://www.hrsa.gov/financeMC for updates.

Wednesday, June 4, 2003

1 pm-3:30 p.m. Eastern	12 pm-2:30 pm Central	11 am-1:30 pm Mountain
10 am-12:30 pm Pacific	9 am- 11:30 am Alaska	7 am-9:30am Hawaii

U.S. Department of Health and Human Services
HRSA
Health Resources and Services Administration
Center for Health Services Financing and Managed Care

Department of Health & Human Services