

New Provider Network Training Opportunity!

# Recognizing & Overcoming Unconscious Bias and ResCUE Model for Cross-Cultural Care

Audience: Healthcare Employees | Accreditation: 1 (CME, CEU, CCM)/EACH

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## Learning Outcomes

- Explain unconscious bias and assess potential consequences
- Apply strategies to minimize the impacts of unconscious bias
- Communicate effectively in cross-cultural interactions
- Develop management strategies that engage patient perspectives

We are pleased to continue to offer interactive self-paced, online module trainings that are OHA-Approved and meet medical board continuing education criteria.

For registration information, please email [shena.holliday@advancedhealth.com](mailto:shena.holliday@advancedhealth.com)

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## Training available on first come-first serve basis



# Recognizing & Overcoming Unconscious Bias

**Audience:** All employees who work in a healthcare setting

**Accreditation Available:** 1 CME, CEU, or CCM Credit

**CE Information:** [qualityinteractions.com/accreditation](http://qualityinteractions.com/accreditation)

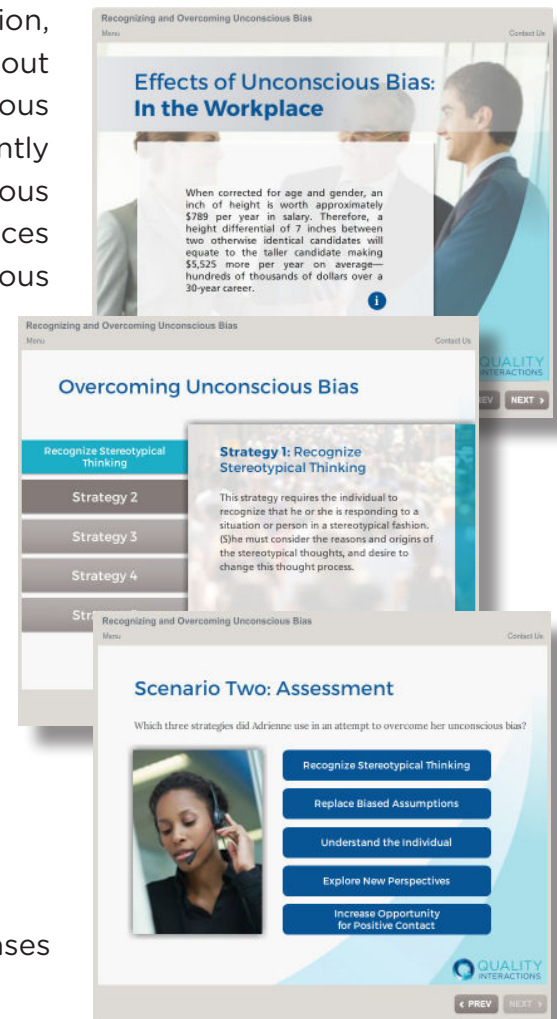
## About This Course

In order to efficiently process vast amounts of information, the human brain makes countless decisions every day without our conscious awareness or control. While these unconscious processes are natural and necessary, they can also be significantly biased by cultural stereotypes. Research shows that unconscious biases significantly contribute to disparities in health care services and within the workplace, but that with education and conscious effort, these harmful biases can be overcome.

This course provides an essential overview of the research surrounding unconscious bias, its societal prevalence, and effects in health care and the workplace. Participants learn strategies for recognizing and addressing implicit bias, and practice applying these techniques to interactive case scenarios.

## Learning Outcomes

- Understand cognitive shortcuts used by the brain to process information
- Explain unconscious bias and provide examples
- Assess the potential consequences of unconscious biases when interacting with others
- Apply strategies to minimize the impacts of unconscious bias in various settings and situations



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# ResCUE Model™ for Cross-Cultural Care

**Audience:** Physicians, Pediatricians, Nurses, Nurse Case Managers, and Other Clinical Staff

**Versions:** General clinical, pediatric, and health plan setting

**Accreditation:** 1 CME, CEU, or CCM Credit

**CE Information:** [qualityinteractions.com/accreditation](http://qualityinteractions.com/accreditation)

## About This Course

The most recent U.S. Census confirmed that our country is more diverse than ever before. In this changing environment, delivering effective cross-cultural care is a necessary skill set for all healthcare professionals.

This targeted course for clinicians applies the action-based ResCUE Model™ to address common cross-cultural issues and facilitate effective negotiation of care management plans.

Chaptered learning includes interactive exercises, real case scenarios, and pre-/post-test results to track knowledge gains. Full audio narration is available.

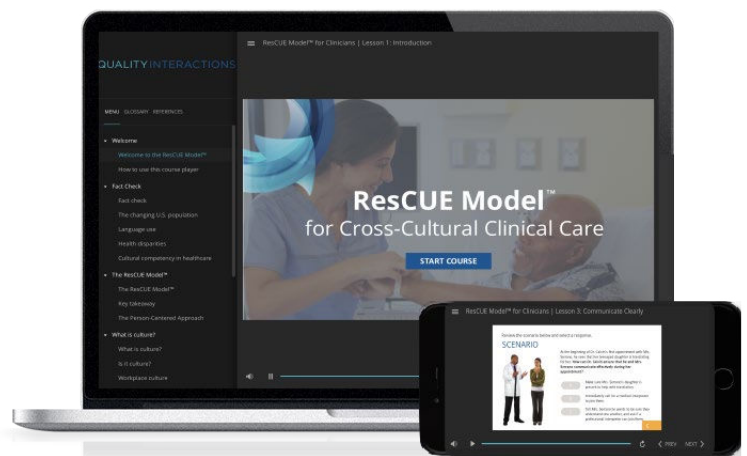
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**“Excellent course! Made me think about everyday assumptions we make about patients without being aware.”** - Participant

**“This course is very current, and will be for a long time. Realistic scenarios with tips were practical and informative.”** - Participant

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[www.qualityinteractions.com](http://www.qualityinteractions.com)



## Learning Outcomes

- Show respect and build rapport with patients without making assumptions
- Communicate effectively in cross-cultural interactions
- Ask questions to understand patient perspectives on health and illness
- Develop management strategies that engage patient perspectives

