

Cultural Competence Across the Spectrum

For 25 years we've been helping you overcome language barriers with your patients. Now, we're helping you improve overall quality of care.

Improving Access & Outcomes

The face of the U.S. population is rapidly becoming more diverse and studies continually document disparities in health care. In response, the federal government has issued standards for Culturally and Linguistically Appropriate Services (CLAS) and new state legislation and compliance regulations are emerging across the nation. NetworkOmni has developed a broad-spectrum solution designed to help health care teams acquire the knowledge and skills needed to improve health care outcomes through culturally competent communication.

Now, through our new NetworkOmni Caring with CLAS: cultural competence in health careSM program, we bring expertise right to your door through a live nationally available training program where diverse members of your hospital staff can be trained in a team setting and receive continuing education credits issued by the University of Medicine and Dentistry of New Jersey's (UMDNJ) Center for Continuing and Outreach Education.

Quality of Care
Patient Satisfaction
Improved Outcomes
Enhanced Communication
Increased Compliance

Cultural Competence Training for Health Care Teams and Organizations

NetworkOmni's Caring with CLAS: cultural competence in health care training program is uniquely designed to serve a full team of care providers, including nurses, physicians, social workers, administrative staff and others.

The full-day training is divided into two 4-hour modules: (1) Language Access and (2) Culturally Competent Care. Both modules are delivered within the framework of the federal standards for providing Culturally and Linguistically Appropriate Services (CLAS). The CLAS standards are the first set of federal standards to address health care services for diverse linguistic and cultural groups, and were issued by the U.S. Department of Health and Human Services Office of Minority Health. The curriculum is also based on the standards of practice for health care interpreting issued by the National Council on Interpreting in Health Care.

Our program enables health care team members to obtain Continuing Education Units (CEU) and Continuing Medical Education (CME) credits that are required on an ongoing basis for their individual professions.

Scheduling

NetworkOmni's team of expert trainers is available to deliver the cultural competence training program at your facility anywhere in the United States. As part of our customized event assignment and confirmation process, we work collaboratively with you to ensure that demographics, local linguistic and cultural composition, as well

as the professions of the training attendees are taken into account.

Expert Advisors

NetworkOmni's cultural competence training program was developed in conjunction with Marjory Bancroft, M.A., Director of Cross-Cultural Communications, a nationally recognized trainer in cultural competence. Dr. Robert C. Like, M.D., M.S., Professor and Director of the Center for Healthy Families and Cultural Diversity, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School, is a prominent figure in the field, and serves as content advisor and activity director for the program.

Accreditation

The program is accredited for various professions, allowing multiple types of health care professionals to attend the session in a team environment. Accreditation is provided so that nurses, nurse practitioners, physicians, administrators, physician assistants, social workers and pharmacists can attend simultaneously - and earn continuing education credit. Once the participants have completed the full-day training, CEU and CME certificates are issued by the University of Medicine and Dentistry of New Jersey's (UMDNJ) Center for Continuing and Outreach Education.

Trainers

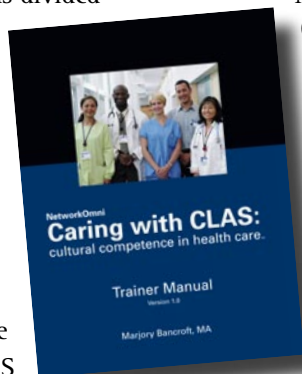
The program is delivered by an elite group of trainers, who were selected through a nationwide scholarship competition. In addition to meeting rigorous selection criteria for experience in cultural competence and language access training as

well as health care, each trainer completed a comprehensive 40-hour course in delivering the curriculum.

Training Features

- Full-day (eight-hour) training on cultural competence, focusing on the CLAS standards
- In-person (live) delivery
- Includes two modules: standards related to linguistically appropriate services, and standards related to culturally competent care
- Training components: video segments, group activities, role plays, audio samples, PowerPoint slides, additional components
- Training program designed and validated by industry leading experts
- Training program administered by highly-qualified trainers
- Audience size: maximum 30 participants
- Participants: varied (may include nurses, physicians, social workers, health care support staff, administrative staff, and others)
- Customization: detailed questions allow the program to suit the needs of the team
- Group-centered learning: participatory activities and interactive sessions

For more information or to schedule a training session, please call **800-543-4244 x2367** and speak to our Cultural Competence Training Manager, or e-mail culturalcompetence@networkomni.com



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cultural competence in health care.

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