



Cross-Cultural Clinical Professional Development Series

Enhance Your Ability to Provide Inclusive, Patient-Centered Care

Program Overview

This engaging seven-session professional development program is designed to strengthen your ability to work effectively with patients from diverse cultural backgrounds. Through interactive learning, self-reflection, and case-based discussions, you will build practical skills for providing culturally competent, patient-centered care.

The program follows the AAMC Cultural Competency Guide and aligns with the Tool for Assessing Cultural Competence Training (TACCT) Content Domains.

What You'll Learn

Participants will:

- Improve communication across cultures and languages
- Understand how cultural beliefs shape healthcare decisions
- Address health disparities with empathy and awareness
- Learn how to build trust and rapport with diverse patient populations
- Apply practical strategies for culturally competent care

Format

- 7 live, interactive workshops
- Case studies, guided self-reflection, and expert guest speakers
- 3 sessions offered each fall and 3 each spring

Certificate Requirements

- Complete at least **4 of 7 sessions**
- Actively participate in discussions and reflections
- Receive a **Certificate of Completion in Cross-Cultural Clinical Skills**

Additional Notes

- Workshops are designed to build on one another, but may be taken in any order.
- The **first two workshops are required** and will be offered twice each.
- The remaining **five workshops are electives**: you may take all five (recommended) but must complete at least two for the certificate.
- Sessions may be completed across multiple academic years or within a single year.

Who Should Attend

- Students pursuing pre-health professional pathways (medicine, dentistry, physician assistant, nursing, physical therapy, occupational therapy, etc.)
- Public health students preparing for careers in community or clinical settings

Program Outcomes

By completing this program, you will be able to:

- Demonstrate greater awareness of cultural influences in healthcare
- Strengthen your readiness for patient-centered, inclusive practice in diverse healthcare environments

Workshops Held in the Fall

Workshop 1: Intro to Cross-Cultural Skills [Required]

(offered two different times for convenience)

This session introduces key terms, concepts, and perspectives that form the foundation for understanding and developing cross-cultural skills.

Workshop 2: From Awareness to Action: Power, Privilege, and Patient Care [Required]

(offered two different times for convenience)

This workshop will help you understand the impact of power and privilege on the patient-provider relationship and develop actionable strategies for culturally humble, patient-centered care.

Workshop 3: Mitigating Bias in Healthcare

This workshop will focus on the biases that are present in medicine and healthcare and discuss strategies for mitigating those biases.

Workshop offered in the Spring

Workshop 4: Disparities in Healthcare (1 hour)

This workshop will focus on healthcare disparities and how socioeconomic factors shape access to care and health outcomes. Through case studies and discussion, students will explore why these inequities exist and how future healthcare professionals can help reduce them.

Workshop 5: Health Care Provider Panel + Small-Group Discussions (2 hours)

Each panelist brings extensive experience working with underserved populations and will speak to their own path toward understanding and practicing cultural competency in healthcare.

Our panel features:

- Connie Chau (Director, Physical Therapy)
- Chris Alterio (Director, Occupational Therapy)
- Terri Ragin (Physician Assistant)
- Anufa Deore (MD of RRH's Family practice)
- Maggie Manges (PhD, Assistant Professor of Psychology)

Following the panel, students will move into breakout discussions at large round tables. Each table will have some predetermined questions printed and ready. Panelists will rotate through two 30-minute rounds — spending time at one table, then shuffling to another — giving participants the chance to engage in smaller, more personal conversations with multiple providers.

We'll wrap up by bringing everyone back together for closing reflections and a brief summary of key themes raised across the room.

Workshop 6: The Patient's Perspective: Bridging the Gap (1 ½ hours)

This session brings together a panel of patients who have faced moments of not being heard, not being seen, or experiencing bias or inequity in healthcare because of who they are. The first 45 minutes will center on their stories, not to dwell on the negative, but to illuminate real situations where care may not have been equitable or just. The goal is to create space for honest reflection and shared understanding.

Our panel will include:

- Sandy Kramer (kidney/liver)
- Rehnuma Karim
- Leomar (translator for parents)
- Evan (student to be confirmed)
- Kai (chronic disease)

After the panel, the next 45 minutes will shift into reflective and interactive work. Participants will explore “**Repair-oriented, perspective-shifting or insight-building**” approaches, role-playing scenarios, and collaborative brainstorming focused on how these moments could have been handled differently. The emphasis will be on growth, building a mindset that welcomes learning, humility, and continual improvement so future providers can create environments where every patient feels seen, heard, valued, understood, cared for, and safe.

Workshop 7: Learning What Listening Really Means in Healthcare (1 ½ hours)

This session brings together deaf and hard-of-hearing practitioners and patients for an honest, insight-building conversation about communication in healthcare. Panelists will share how they've learned to navigate clinical environments, advocate for their needs, and build communication practices that support accurate care, trust, and safety.

They'll discuss what has worked, what has not, and what meaningful access looks like from both

sides of the exam room — as providers striving to care for others and as patients working to have their own care needs understood.

Participants will come away with deeper awareness of the diverse ways people communicate, practical strategies for fostering clarity and connection, and a better understanding of how thoughtful communication can create truly inclusive, effective healthcare experiences.

DHH healthcare professionals:

Dr Carolyn Stern – Urgent Care
Lauren Curran, NP – Palliative care
Julia Bartsch, PA – Orthopedics, including surgery
Emily Mudrick, RN – PACU
Anna Johnson, RN – Critical Care
Ashley Gleason, RDCS – echocardiographer

DHH patients:

Many NTID students can be invited, including Deaf Hub's MSSP students: Ryker D'Angelo, Chang-May Tan, Tyler Cardoso, and additional patient, Deirdre Schlehofer

All of this is brought to you by:

RIT | Division of Access, Engagement, and Success
Community and Education

RIT | College of Science
Access and Belonging

RIT | College of
Science

RIT | College of
Health Sciences and Technology

RIT | University Studies
Office of Pre-Health Professions

RIT | College of
Liberal Arts

RIT | **National Technical
Institute for the Deaf**