

HARVARD MEDICAL SCHOOL
DEPARTMENT OF CONTINUING EDUCATION

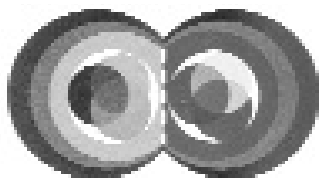
Getting to Equal

Strategies to Improve Care for all Patients

A Course for Clinicians, Educators and Administrators

Offered by

**Culturally Competent Care Education Program
at Harvard Medical School**



April 2 – 4, 2009
Fairmont Copley Plaza Hotel
Boston, MA

Under the direction of

Augustus A. White, III, MD, PhD

Ellen and Melvin Gordon Distinguished Professor of Medical Education, Harvard Medical School; Orthopaedic Surgeon-in-Chief Emeritus, Beth Israel Deaconess Medical Center

and

Leonor Fernandez, MD

Assistant Professor of Medicine, Harvard Medical School
Associate Firm Chief, Department of Medicine;
Division of General Medicine and Primary Care
Beth Israel Deaconess Medical Center

This program is supported in part by an unrestricted educational grant from the McKesson Foundation

COURSE INFORMATION

DESCRIPTION

This interactive course provides clinicians, educators, and administrators with an in-depth understanding of disparities in health care and with strategies to address these inequities. Faculty will highlight “best practices” for improved communication and more effective and equitable care.

The course examines the broader context of social and economic determinants of health and suggests individual and systems strategies to provide equitable care. While the main focus is on ethnic, racial, gender, and linguistic disparities in health care delivery, we also discuss issues important in the care of sexual minorities, people with disabilities, and others.

GOALS

Participants will: 1) Develop specific clinical skills and knowledge for improved care of diverse populations; 2) Gain knowledge and skills for making their own curriculum on disparities and cultural competence; 3) Explore specific administrative and organizational changes in health care delivery that decrease disparities.

SPECIAL FEATURES

- Audience Response System in some lectures and panel discussions
- Meet the Professor Lunch
- Afternoon small-group interactive workshops
- Sessions on topics of particular interest to educators and administrators
- A focus on case-based presentations and practical suggestions for improved care

OBJECTIVES

At the end of the course, participants will be able to:

- Explain how and why unconscious bias occurs
- Use skills that improve the care of patients with limited English proficiency
- Incorporate the topic of health care disparities into clinical teaching rounds
- Understand examples of successful health care interventions that have led to reduced disparities
- Articulate the salient dilemmas in race and genetics-based drug research
- Describe and analyze the controversies in health care financing reform
- Understand the historical, social and economic context of health care disparities
- Develop improved skills for taking a sexual history
- Understand how to create an "equity" report for hospitals or clinics

FACULTY 2009

Chidi Chike Achebe, MD, MPH, MBA President and CEO, Harvard Street Health Center

Irving Allen, MD Psychiatrist in Private Practice, Brookline, MA, Emeritus Psychiatrist, Harvard University Health Services

Kim Ariyabuddhipongs, MD Instructor in Medicine, Beth Israel Deaconess Medical Center

John Z. Ayanian, MD, MPP Professor of Medicine and Health Care Policy, Harvard Medical School, Director, General Internal Medicine Fellowship, Brigham and Women's Hospital

Joseph R. Betancourt, MD, MPH Director, Disparities Solutions Center, Massachusetts General Hospital, Assistant Professor of Medicine, Harvard Medical School

Booker T. Bush, MD Associate Professor of Medicine, Harvard Medical School, Associate in Medicine, Beth Israel Deaconess Medical Center

W. Michael Byrd, MD, MPH Director, Institute for Optimizing Health and Health Care Health Policy Researcher, Harvard School of Public Health

Enrique Caballero, MD Director, Latino Diabetes Initiative, Joslin Diabetes Center, Assistant Professor of Medicine, Harvard Medical School

Linda A. Clayton, MD, MPH Associate Medical Director, MassHealth, Health Policy Researcher, Harvard School of Public Health

Julie Crosson, MD Director, Resident Communication Skills Seminar, Assistant Professor, Boston University School of Medicine

Daniel D. Federman, MD Carl W. Walter Distinguished Professor of Medicine and Medical Education, Harvard Medical School

Alicia Fernandez, MD Associate Professor of Clinical Medicine, University of California, San Francisco

Leonor Fernandez, MD Assistant Professor of Medicine, Harvard Medical School; Associate Firm Chief, Department of Medicine; Division of General Medicine and Primary Care, Beth Israel Deaconess Medical Center

Peter Gonzalez, MD Instructor in Medicine, Harvard Medical School

Daniel Goodenough, PhD Professor of Cell Biology, Harvard Medical School

Alexander R. Green, MD, MPH Associate Director, The Disparities Solutions Center, Massachusetts General Hospital, Senior Scientist, The Institute for Health Policy, Massachusetts General Hospital

David W. Green, MD Child and Adult Psychiatry, Martha Eliot Health Center/Children's Hospital, Instructor in Psychiatry, Harvard Medical School

Jerome Groopman, MD Recanati Professor of Medicine, Harvard Medical School, Chief, Division of Experimental Medicine, Beth Israel Deaconess Medical Center

John Hammergren, MBA Chairman, President and CEO, McKesson Corporation

Regina Herzlinger, DBA Nancy R. McPherson Professor of Business Administration, Harvard Business School

Lisa I. Iezzoni, MD, MSc Professor of Medicine, Harvard Medical School, Associate Director, Institute for Health Care Policy, Massachusetts General Hospital

Jonathan Klick, JD Professor of Law, University of Pennsylvania

Bruce Landon, MD, MBA, MSc Associate Professor of Health Care Policy, Harvard Medical School, Associate Professor of Medicine, Beth Israel Deaconess Medical Center and Harvard Medical School

Cato T. Laurencin, MD, PhD Vice-President for Health Affairs, Dean, School of Medicine, University of Connecticut Health Center

Robert C. Like, MD, MS Professor and Director, Center for Healthy Families and Cultural Diversity, UMDNJ-Robert Wood Johnson Medical School

Roxana Llerena-Quinn, PhD Cross Cultural Educator, Academy, Center for Teaching and Learning, Harvard Medical School, Instructor, Department of Psychiatry, Children's Hospital Boston

Harvey J. Makadon, MD Clinical Professor of Medicine, Harvard Medical School, Director of Professional Education and Training, The Fenway Institute, Fenway Health

Randall C. Morgan, Jr., MD, MBA Executive Director, W. Montague Cobb/NMA Health Institute, Past President, National Medical Association

Charles J. Ogletree, Jr., JD Jesse Climenko Professor of Law, Founding and Executive Director, Charles Hamilton Houston Institute for Race and Justice, Harvard Law School

Nancy E. Oriol, MD Associate Professor of Anaesthesia, Dean of Students, Harvard Medical School

Jennifer Potter, MD Director, Women's Health, Beth Israel Deaconess Medical Center, Associate Professor, Harvard Medical School

Deborah Prothrow-Stith, MD, MPH Consultant, Spencer Stuart, Former Associate Dean and Professor of Public Health Practice, Harvard School of Public Health

Joan Y. Reede, MD, MPH, MBA Dean for Diversity and Community Partnership, Harvard Medical School, Associate Professor of Medicine, Harvard Medical School

John Ruffin, PhD Director, National Center on Minority Health and Health Disparities

Thomas Sequist, MD Assistant Professor of Medicine and Health Care Policy, Harvard Medical School

Alexandra E. Shields, PhD Director, Harvard/Massachusetts General Hospital Center on Genomics, Vulnerable Populations, and Health Disparities, Assistant Professor, Harvard Medical School

Helen M. Shields, MD, FACP Associate Professor of Medicine, Harvard Medical School, Associate Master, Oliver Wendell Holmes Society

Glorian Sorensen, MD, MPH Director, Office of Faculty Development, Dana-Farber Cancer Institute, Professor, Harvard School of Public Health

Valerie E. Stone, MD, MPH Associate Professor of Medicine, Harvard Medical School, Associate Chief, General Medicine Unit, Massachusetts General Hospital

The Honorable Louis W. Sullivan, MD President Emeritus, Morehouse School of Medicine, Former U.S. Secretary of Health and Human Services

William C. Taylor, MD Associate Professor, Harvard Medical School, Program Director, Residency in Primary Care and Population Health, Brigham and Women's Hospital

Christina C. Wee, MD, MPH Associate Professor of Medicine, Harvard Medical School, Co-Director of Research, Division of General Medicine and Primary Care, Beth Israel Deaconess Medical Center

Robin Weinick, PhD Senior Scientist, Institute for Health Policy, Massachusetts General Hospital, Assistant Professor, Harvard Medical School

Augustus A. White, III, MD, PhD Ellen and Melvin Gordon Distinguished Professor of Medical Education, Harvard Medical School; Orthopaedic Surgeon-in-Chief Emeritus, Beth Israel Deaconess Medical Center

Richard Allen Williams, MD Clinical Professor of Medicine, UCLA School of Medicine, President/CEO, The Minority Health Institute, Inc.

Rosalind Wright, MD Assistant Professor of Medicine, Harvard Medical School, Assistant Professor, Harvard School of Public Health

Albert Yeung, MD, ScD Director of Primary Care Studies, Massachusetts General Hospital Depression Clinical and Research Program, Assistant Professor Psychiatry, Harvard Medical School

COURSE SCHEDULE 2009

Thursday, April 2, 2009

MORNING PLENARIES

Health Care Disparities and Bias: Origins and Context

- 7:30 **Welcome and Introduction**
Augustus White, MD, PhD
- 7:50 **KEYNOTE: Where Do We Stand?
How Far Have We Come?**
Richard Williams, MD
- 8:20 **“Not Me”– Bias in Patient Care**
A John Ayanian, MD
Alex Green, MD
- 9:10 **PANEL: Questions & Answers
With Preceding Speakers**
Leonor Fernandez, MD (*Moderator*)
- 9:30 *Coffee Break*
- 10:00 **Health Care Disparities: Our
Humanitarian Opportunity**
A E Augustus White, MD, PhD
- 10:30 **Violence Prevention: A
PublicHealth Mandate**
Deborah Prothrow-Stiith, MD, MPH
- 11:00 **When Walking Fails: Perspectives
on the Treatment of Patients with
Disabilities**
Lisa Iezzoni, MD
- 11:30 **PANEL: Questions & Answers
With Preceding Speakers**
William Taylor, MD (*Moderator*)
- 12:00 **Special Lunch Program:
Meet the Professors ***
Lisa Iezzoni, MD
John Ayanian, MD
Richard Williams, MD
Deborah Prothrow-Stiith, MD, MPH

- 1:00 **AFTERNOON WORKSHOPS A**
E Room 1: **Journey to Self-
Awareness: Meeting the
Requirements for LCME
Educational Directive 22**
Dan Goodenough, PhD
Roxana Llerena-Quinn, PhD
David Green, MD
Irving Allen, MD
Augustus White, MD, PhD
- A** Room 2: **Diabetes in the Latino
Population: Genes, Environment,
Culture, and More**
Enrique Caballero, MD
- E** Room 3: **Respect: Building a
Cultural Competence Framework
Within Primary Care**
Peter Gonzalez, MD
- Room 4: **Improving Quality of
Care for Native Americans**
Thomas Sequist, MD
- 2:50 *Break*
- 3:10 **AFTERNOON WORKSHOPS B**
E Room 1: **Capturing and
Controlling Conscious and
Unconscious Bias**
Alex Green, MD
- Room 2: **Treating Pain:
Disparities in Analgesia**
Nancy Oriol, MD
- Room 3: **Care of the Patient
With HIV**
Valerie Stone, MD
- A** Room 4: **Worksite Interventions
to Reduce Cancer Disparities**
Glorian Sorensen, MD
- 5:00 *Adjourn*

Designated sessions track
topics of particular interest to

E EDUCATORS or
A ADMINISTRATORS

ACCREDITATION:

Harvard Medical School is accredited by the American Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.

Harvard Medical School designates this educational activity for a maximum of 23.5 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity.

RISK MANAGEMENT: Designed to meet the criteria for 6.5 Risk Management credit in Massachusetts.

NEW JERSEY: We have reviewed the New Jersey State requirements for culturally competent care education, and this course addresses those requirements. The curriculum has been reviewed by the New Jersey Board of Medical Examiners, and a formal response is pending.

AAFP: Application for CME credit has been filed with the American Academy of Family Physicians. Determination of credit is pending.

Friday, April 3, 2009

MORNING PLENARIES

Health Policy, Markets, and Finance

- 7:30 **PANEL DISCUSSION: Bidil and Beyond: Race-Based Research and Marketing of Drugs**
Charles Ogletree, Jr., JD
Cato Laurencin, MD, PhD
Alexandra Shields, PhD
Alicia Fernandez, MD (*Moderator*)
- 8:40 Coffee break
- 9:00 **Re-examining Causality in Racial Health Disparities**
Jonathan Klick, JD
- 9:30 **KEYNOTE: Developing Disparities Solutions: A View From the Field**
Joseph Betancourt, MD, MPH
- 10:00 **The Patient Medical Home: Will it Be the Answer to Eliminating Disparities?**
Bruce Landon, MD
- 10:30 **PANEL: Questions & Answers With Preceding Speakers**
Booker Bush, MD (*Moderator*)
- 10:50 **PANEL: Which Health Care Financing System is Best for Getting to Equal?**
Louis Sullivan, MD
John Hammergren, MBA
Regina Herzlinger, DBA
Augustus White, MD, PhD
(*Moderator*)
- 12:00 *Lunch Break*

1:00 AFTERNOON WORKSHOPS C

Room 1: **Community-Oriented Primary Care: An Approach to African American Patients**
Chidi Achebe, MD, MPH, MBA

E Room 2: **Understanding Dynamics of Class and Race in Doctor and Patient**
Dan Goodenough, PhD
Roxana Llerena-Quinn, PhD
David Green, MD
Irving Allen, MD
Augustus White, MD, PhD

A Room 3: **Creating Equity Reports: Collecting and Using Patient Race/Ethnicity Information**
Robin Weinick, PhD

2:50 *Break*

3:10 AFTERNOON WORKSHOPS D

E Room 1: **Novel Approaches to Interpreter Services**
Alicia Fernandez, MD

A E Room 2: **Changing the Face of Medicine: A Look at Affirmative Action**
Joan Reede, MD, MPH, MBA

Room 3: **Ending Invisibility: Better Healthcare for the LGBT Communities**
Harvey Makadon, MD

Room 4: **Collective Wisdom on Cultural Competence: Sharing Your Own Perspectives in Cross Cultural Communication**
Julie Crosson, MD

5:00 *Adjourn*

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REGISTRATION: Tuition Fee -- \$545 (USD) for Physicians, \$450 for Residents/Fellows in Training* (with a letter of verification from Department Chair) and Allied Health Professionals. All foreign payments must be made by a draft on a United States Bank or by Visa or MasterCard. If paying by check, please make payable to Harvard Medical School and mail with completed registration to Harvard Medical School—Department of Continuing Education, P.O. Box 825, Boston, MA 02117-0825. If paying by credit card, please register online at www.cme.hms.harvard.edu/courses/gettingtoequal. **Telephone or mail-in registration with credit card payment is not accepted.** Inquiries should be directed to the above address, made by phone: 617-384-8600, Monday–Friday, 10 AM to 4 PM (EST), or by email: hms-cme@hms.harvard.edu. Upon receipt of registration a confirmation will be mailed to the address listed on the form.

REFUND POLICY: A handling fee of \$60 is deducted for cancellation. Refund requests must be received by mail or fax 617-384-8686 one week prior to the course. No refund will be made thereafter.

Saturday, April 4, 2009

11:50 *Multicultural Lunch

MORNING PLENARIES

Specific Challenges, Specific Solutions: Provider- and Systems-Based Change

- 7:30 **KEYNOTE: How Doctors Think**
E Jerome Groopman, MD
- 8:00 **The Top 10 Tips: Stories from the National Center for Minority Health and Health Disparities**
A John Ruffin, PhD
- 8:30 **"She Doesn't Take That Medicine": The Role of Language and Literacy**
A Leonor Fernandez, MD
Rosalind Wright, MD
- 9:00 **PANEL: Questions & Answers With Preceding Speakers**
Randall Morgan, Jr., MD, MBA
(Moderator)
- 9:30 *Coffee Break*
- 10:00 **Obesity, Bias, Stigma, and Health Disparities**
Christina Wee, MD
- 10:30 **Teaching with Confidence About Health Care Disparities in the Clinical Setting**
E Alicia Fernandez, MD
- 11:00 **An Illuminating Case-Based Discussion About an Asian Man With Depression**
Albert Yeung, MD
- 11:30 **PANEL: Questions & Answers With Preceding Speakers**
Daniel Federman, MD (Moderator)

AFTERNOON WORKSHOPS

- A Room 1: **Caring for Diverse Populations: Understanding Your Communities**
Robert Like, MD
- Room 2: **Ingrained Racism in the Culture of Medicine**
Michael Byrd, MD
Linda Clayton, MD
- E Room 3: **Integration of Cross Cultural Care into a Pre-Clinical Pathophysiology Course Tutorial**
Helen Shields, MD, FACP
- Room 4: **Cultural Competence and the Pelvic Exam**
Jennifer Potter, MD
Kim Ariyabuddhiphongs, MD

AFTERNOON PLENARIES

Global Perspectives & Concluding Thoughts

- 2:30 **Cultural Competency Training: A Global Perspective**
E Robert Like, MD, MS
- 3:00 **What We Have Learned and Some "Take Home" Comments**
Augustus White, MD, PhD
- 3:25 *Adjourn*

* Complimentary Luncheons
Although complimentary, pre-registration is required to attend.

We gratefully acknowledge support of this course by the McKesson Foundation and secondary support by Blue Cross Blue Shield of Massachusetts.

Program changes/substitutions may be made without notice.

COURSE LOCATION:

All sessions will be held at the Fairmont Copley Plaza Hotel
138 St. James Avenue, Boston, MA, 02116
(Telephone: 617-267-5300 or 800-441-1414)

ACCOMMODATIONS: Hotel rooms in Boston are limited. You are urged to make your reservations early. A block of rooms has been reserved at the Fairmont Copley Plaza Hotel (Telephone: 617-267-5300 or 800-441-1414) until **March 11, 2009**. Please specify that you are enrolled in this course to received a reduced room rate of \$269 Single/Double. A map of Boston listing local hotels will be sent with your confirmation of enrollment. For additional housing assistance, call Boston Reservations at 617-332-4199 or BostonReservations.com.

TRAVEL: For information about reduced airfare, call the Harvard Medical School Department of Continuing Education at 617-384-8600, Monday–Friday, 10 AM to 4 PM (EST).

COURSE ENROLLMENT AND WORKSHOP REGISTRATION FORM

GETTING TO EQUAL

April 2-4, 2009
(Course #2924220)

Tuition Fee: \$545 (USD)
Residents*/Fellows in Training*: \$450 (USD)
Allied Health Professionals: \$450 (USD)

Please Print Clearly

Full Name _____
First Middle Initial Last Degree

Mailing Address _____
Street

City State Zip Code

Daytime Phone (____) _____ Fax Number (____) _____

E-Mail Address _____

Please check if you want to be **excluded** from receiving email notices of future Harvard Medical School-Department of Continuing Education programs.

Professional School Attended _____ Year of Graduation _____

Profession _____

Principal Specialty _____ Board Certified: Yes No

Organization Affiliation _____

* A letter of verification from Department Chair must accompany registration form for a reduced fee.

WORKSHOP REGISTRATION

For each workshop below please indicate your 1st, 2nd, 3rd or 4th choices by inserting the appropriate number in the space provided. Preference is given by the order in which workshop registrations are received. To ensure workshop registration on receipt of application, please follow instructions carefully. Since seating is limited, workshops are assigned on a first-come basis.

April 2, 2009

Afternoon Workshop A
1st choice _____
2nd choice _____
3rd choice _____
4th choice _____

Afternoon Workshop B
1st choice _____
2nd choice _____
3rd choice _____
4th choice _____

April 3, 2009

Afternoon Workshop C
1st choice _____
2nd choice _____
3rd choice _____

Afternoon Workshop D
1st choice _____
2nd choice _____
3rd choice _____
4th choice _____

April 4, 2009

Afternoon Workshop E
1st choice _____
2nd choice _____
3rd choice _____
4th choice _____

Luncheon Selection

April 2, 2009
Meet the Professors
 Yes No

April 4, 2009
Complimentary
Multicultural Lunch
 Yes No

Check is enclosed. Please make your check payable to Harvard Medical School and mail it with this registration form to:

Harvard Medical School - Department of Continuing Education
P.O. Box 825, Boston, MA 02117-0825

Registrations paid by credit card may be made online:
www.cme.hms.harvard.edu/courses/gettingtoequal

PLEASE NOTE: Telephone or mail-in registration with credit card payment is not accepted.



Online registrants - to ensure proper registration, please add the first three characters of the source code found here ⇨

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