

Providence Health Care & Covenant Health invite  
you to our first bi-annual conference to explore

# Diversity Matters

*An Ongoing Conversation*

November 2 - 3, 2009

Coast Plaza Hotel, 1763 Comox Street, Vancouver, BC, Canada

## Registration and Conference Information





*If you are a professional, manager, executive, educator, ethicist or researcher in health care, social services, community service or academia; or Government leader or policy maker; then join us in a conversation on*

## **Diversity Matters**

### Conference Description

Health care practitioners, educators, and community service providers face increasingly diverse populations in their professional work. This diversity includes an expanding range of unfamiliar patient beliefs, preferences and expectations about the “right” way to learn, maintain health, make treatment decisions, and communicate. These changes are often accompanied by significant language and other symbolic barriers between providers and the people served. New or different inter-professional competencies and organizational approaches are therefore needed to ensure the provision of safe and ethical care. Presenters at this conference share their knowledge and practical experiences in transforming models of health care to better serve our culturally diverse patient populations.

### Conference Objectives

- Raise awareness of the implicit values and premises of health care delivery;
- Provide knowledge about diverse health models, beliefs, and practices encountered with multicultural and multi-religious patient populations;
- Learn culturally competent approaches for engaging with religious and culturally diverse patients, families, and communities;
- Understand the communication issues and skills needed to provide education to diverse patient and provider populations; and,
- Identify systemic barriers and solutions for serving limited or non-English speaking patients, residents, families, and communities

### Keynote Speakers

#### **Roberto Lewis-Fernández, MD**

*Associate Professor of Clinical Psychiatry, Director, New York State Centre of Excellence for Cultural Competence, and Hispanic Treatment Program, New York State Psychiatric Institute, New York, NY, USA*

#### **Anita Ho, PhD**

*Director, Ethics Services, Providence Health Care, Vancouver, BC  
Assistant Professor, W. Maurice Young Centre for Applied Ethics,  
University of British Columbia, Vancouver, BC*

#### **Lola Baydala, MD, MSc, FRCP, FAAP**

*Associate Professor, Department of Pediatrics, Faculty of Medicine and Dentistry, University of Alberta, Edmonton, Alberta  
Covenant Health, Misericordia, Edmonton, Alberta*



Monday, November 2, 2009

## Keynote Presentation

**Reduction of Health Care Disparities Through Cultural Competence: Barriers and Solutions to Consumer Engagement**

*Roberto Lewis-Fernández*

## Workshop Session 1

**1a Achieving Cultural Integration in Health Services: Linking Concept, Structure and Practice to Lead Organizational and Personal Cultural Competency**

*Roger Walker, Helen Cromarty - Sioux Lookout Meno Ya Win Health Centre, Sioux Lookout, Ontario*

This presentation focuses on a conceptual model and its application, i.e., practical methods of generating and leading changes that result in cultural integration at the organizational level, and cultural congruence at the staff level. The need for cultural adaptation of contemporary management and organizational best practices is discussed.

**1b Best Practices in Providing Ethno-Cultural Care within Mental Health and Addictions: Reviewing the Literature and Practices of Canadian Organizations**

*Michael Krausz,<sup>1</sup> David Marsh,<sup>2</sup> Clifton Chow,<sup>2</sup> Ajay Puri,<sup>3</sup> & <sup>1</sup>*

<sup>1</sup> *Centre for Health Evaluation and Outcome Sciences, Vancouver, BC*

<sup>2</sup> *Addiction, HIV and Aboriginal Health Services, Vancouver Coastal Health, Vancouver, BC*

<sup>3</sup> *Providence Health Care, Vancouver, BC*

People suffering within the mental health and addictions field face huge barriers to access and social stigma; however, those of visible minority status and recent immigrants face even greater barriers as cultural differences increase their isolation. Ethno-cultural approaches, including traditional medicines, from practice and research will be shared, promoting improved health outcomes, harm reduction, social inclusion and integration.

**1c Beyond Cultural Differences: An Expanded Look at the Consequences of Diversity within Health Care Workgroups**

*Angela Wolff - Clinical Education, Fraser Health Authority, Surrey, BC*

In addition to increasingly diverse client populations, health care practitioners work in settings that are becoming more heterogeneous. Dissimilarity between an individual and other workgroup members with respect to age, education, ethnicity and work values can lead to interpersonal conflict within workgroups, which in turn, leads to burnout. The purpose of the workshop is to identify strategies to enact a commitment to diversity at the micro, meso, and macro levels of health care.

**1d How Do I Tell You? What Words Do I Use? Communicating “Bad News” in a Culturally Respectful Way**

*Linda Hunt, Ingrid See - Vancouver Home Hospice Palliative Care Service, Vancouver Coastal Health, Vancouver, BC*

Initiating end of life discussions is difficult even for the most experienced practitioners. Topics this interactive workshop will explore include: assessing for cues, identifying road-blocks, communicating in context, acknowledging the tensions, and how to negotiate culturally acceptable goals of care.

**1e Providing Culturally Relevant Care to Lesbian, Gay, Bisexual and Transgender Patients**

*Peter Toppings - Education Outreach Services, The Centre, Vancouver, BC*

An introductory workshop for health care professionals wishing to increase their knowledge and skills in providing culturally relevant care to lesbian, gay, bisexual and transgender (LGBT) patients. This presentation will cover terminology, history and culture, and health challenges for LGBT communities. The workshop will conclude with a brief overview of the barriers LGBT people experience in accessing mainstream services, as well as practical suggestions for making services more accessible.

## Workshop Session 2

**2a Organizational Cultural Competence in the Nova Scotia Department of Health**

*Sharon Davis-Murdoch - Diversity Committee, Department of Health, Nova Scotia, Halifax, Nova Scotia*

The workshop will present the Diversity Committee's powerful and innovative DVD, which conveys its individual transformation and organizational commitment to cultural competence. We will use presentation and discussion to highlight the work, goals and intentional approaches of the committee to influence system change for health equity within and outside the Nova Scotia public service, including opportunities for pan-Canadian learning. Further, the workshop will outline how provincial support and accountability for diversity are foundational to leadership competencies in the Nova Scotia public service.

**2b Creating Trusting Relationships in Health Care: The BCNU Aboriginal Circle**

*Tania Dick, Patrick Thomas - Nursing and mental health experience in British Columbia*

The workshop will illustrate the journey that Aboriginal nurses have begun, taking participants through the development of the group and where it is today. There will be ample time for questions and dialogue.

**2c It's Not Rocket Science: How All of Us Can Promote Respectful Behaviour in Health Care**

*Gordon Self, Marjan Abbasi - Covenant Health, Alberta*

Today's health care environment is increasingly diverse, requiring sensitivity to the multiple faiths, traditions, languages, and customs of the people we serve, and work with. Respectful behaviour makes good business and clinical sense, and is as much a determinant of quality as is patient safety. Through use of case examples, the presenters will share from their leadership experience in the clinical and administrative context, insisting that respectful behaviour is a performance expectation.

**2d A Model of Cultural Competence for Health Care: Caring for Immigrants in the Acute Care and Community Settings**

*Lucenia Ortiz - Multicultural Services, Royal Alexandra Hospital, Edmonton, Alberta Health Services, Edmonton, Alberta*

This workshop will enhance awareness, knowledge and skills among health service providers in providing culturally competent care for people who come from diverse cultural and linguistic backgrounds. Using a model of cultural competence, participants will be able to identify strategies to increase access of new Canadians to the health care system, and enhance the quality of care to culturally and linguistically diverse patients and clients in the acute care and community health settings.

**2e Providing Effective Cultural Competency Training for Physicians, Nurses and Health Care Staff**

*Joseph Betancourt, Alex Green - The Disparities Solution Centre, Massachusetts General Hospital, Boston, Massachusetts, USA*

The goal of this presentation is to clearly define differences in diversity awareness versus building a culturally competent organization, as well as address the important role cultural competency training plays in the bigger issue of addressing health care disparities. Drs. Betancourt and Green will also provide a view from the field – trends in policy, as well as how organizations are now applying cultural competency training.

## Tuesday, November 3, 2009

### Keynote Presentations

**Aboriginal Health Research: Waiting for the Soul** -Lola Baydala

**Weaving the Tapestry of Diversity: How Pluralism Can Promote Ethical Caregiving**  
-Anita Ho

**The Role of Cultural Idioms of Distress in Psychiatric Diagnosis** - Roberto Lewis-Fernández

### Workshop Session 3

#### 3a Addressing World Views on Health and Illness

**Linda Kongnetiman** - *Child and Women's Health Diversity, Alberta Health Services, Alberta*

People's perceptions about health and illness differ not just in other countries but in Canada as well. These differences may account for some health care professionals' misconceptions that services are used inappropriately by patients and their families. What may appear as "misuse" may represent the health care system's failure to understand and to meet the needs of those we serve. This workshop will explore the different world views that people have about health and illness and providing health care.

#### 3b Creating a Soft Landing for Internationally Educated Nurses: The Covenant Health Experience

**Sheila Hordal, Jo Ann Nettleton** - *Covenant Health, Alberta*

Covenant Health will provide an overview of their experience in employing over 150 Internationally Educated Nurses (IEN) across five facilities. The issues leading up to the decision to recruit internationally, and the strategies for integrating the IENs to the Canadian health care system and the local/national culture will be explored.

#### 3c The Health Literacy Audit: Improving Communication with Low Literate Health Care Consumers

**Terri Peters** - *Literacy Alberta, Alberta*

Did you know that 42% of Canadians have low literacy skills? Come to this workshop and learn how to improve your communication with health care consumers by using the Health Literacy Audit. You will discover ways to improve your health organization's advertising, signage, admission and discharge procedures, patient education, promotional materials, and staff and volunteer training. You will also have hands-on practice editing your promotional materials using clear language guidelines.

#### 3d Innovations and Adaptations – Culturally Competent Assertive Community Treatment Team (ACTT) and Mental Health Court Support

**Wendy Chow,<sup>1</sup> Joel Sadavoy<sup>2</sup>**

<sup>1</sup> *Assertive Community Treatment Team and Mental Health Court Support, Mount Sinai Hospital, Toronto, ON*

<sup>2</sup> *Geriatric and Community Psychiatry, Mount Sinai Hospital, Toronto, ON*

In this workshop, we will summarize the literature and what we have learned, combining both theories and field practices to suggest the best evidence-based practice guidelines. We will describe key cultural issues that we have encountered with our clients and highlight methods and strategies that are effective in overcoming cultural differences among clients as well as between staff and clients. We will also discuss challenges and lessons learned.

#### 3e Providing End-of-Life Care to Patients from Diverse Cultural Backgrounds: An Overview of the Evidence Base and Implications for Best Practice

**Kirsten Bell,<sup>1</sup> Andrea Con,<sup>2</sup> Arminee Kazanjian<sup>3</sup>**

<sup>1</sup> *Department of Anthropology, University of British Columbia*

<sup>2</sup> *Family and Community Oncology, British Columbia Cancer Agency*

<sup>3</sup> *School of Population and Public Health, University of British Columbia*

Over the past decade there has been growing interest in the barriers that cancer patients from minority ethnic and cultural backgrounds face in accessing specialist palliative and hospice care, and ways of improving the cultural sensitivity of services in delivering care to diverse populations. Through presentations and practical exercises, this workshop summarizes key research findings and emerging best practices in delivering hospice and palliative care to patients of diverse cultural backgrounds.

### LOCATION AND VENUE

The conference will be held at the Coast Plaza Hotel & Suites Conference Centre, located in the heart of Downtown Vancouver's trendy West End.

Coast Plaza Hotel & Suites Conference Centre  
1763 Comox Street  
Vancouver, BC V6G 1P6  
Telephone (604) 688-7711  
Fax (604) 688-5934

### CONFERENCE ACCOMMODATIONS

The Coast Plaza Hotel & Suites has set aside a block of rooms for conference delegates. Rates are \$99/night for a comfort (standard) room and \$139/night for a superior suite. These rates are based on single occupancy; additional guests occupying the same room will be charged \$20 per adult, per night.\*

**\*This special rate is available until October 2, 2009**

When booking, please mention the group booking code, "GFC3650" to the registration clerk in order to obtain the special conference rate. For online booking, please go to <http://bit.ly/mMQz> to access the hotel's special reservation site for Diversity Matters registrants. Alternatively, registrations can be made by telephone at 1-800-716-6199 or 604-688-7711.

*More information on the hotel can be obtained from:*

[http://www.coasthotels.com/hotels/canada/bc/vancouver/coast\\_plaza/overview](http://www.coasthotels.com/hotels/canada/bc/vancouver/coast_plaza/overview).



### VANCOUVER IN NOVEMBER ...

Fall in Vancouver is pleasant with its mild autumn temperatures. There is much to see and do. You can walk along the beach, cycle the seawall, discover the natural beauty of Stanley Park, or hop on a small ferry to Granville Island to visit its Public Market and abundant arts and crafts stores. There are an eclectic variety of shops around the Conference Centre, with the trendy and fashionable Robson Street just steps away. For those with a culinary interest, Vancouver offers a diversity of restaurants that will dazzle the mind and delight the stomach.

In 30 minutes, you can find yourself away from the heart of the city in the surrounding majesty of our local mountains. You can go for a hike, bird watch, and climb a mountain ... or two! Vancouver has something to offer for everyone.

### Conference Sponsors



## Workshop Selection

The conference offers three workshop sessions. In each session, registrants can attend one workshop from a choice of five different topics. In the table below, please indicate your first and second choices for **each** session.

### Monday, November 2nd

#### Workshop Session 1

(Select one first choice and one second choice option).

Topic	1 <sup>st</sup> choice	2 <sup>nd</sup> choice
<b>1a</b> Achieving Cultural Integration in Health Services: Linking Concept, Structure and Practice to Lead Organizational and Personal Cultural Competency	<input type="checkbox"/>	<input type="checkbox"/>
<b>1b</b> Best Practices in Providing Ethno-Cultural Care within Mental Health and Addictions: Reviewing the Literature and Practices of Canadian Organizations	<input type="checkbox"/>	<input type="checkbox"/>
<b>1c</b> Beyond Cultural Differences: An Expanded Look at the Consequences of Diversity within Healthcare Workgroups	<input type="checkbox"/>	<input type="checkbox"/>
<b>1d</b> How Do I Tell You? What Words Do I Use? Communicating “Bad News” in a Culturally Respectful Way	<input type="checkbox"/>	<input type="checkbox"/>
<b>1e</b> Providing Culturally Relevant Care to Lesbian, Gay, Bisexual and Transgender Patients	<input type="checkbox"/>	<input type="checkbox"/>

### Tuesday, November 3rd

#### Workshop Session 2

(Select one first choice and one second choice option).

Topic	1 <sup>st</sup> choice	2 <sup>nd</sup> choice
<b>2a</b> Organizational Cultural Competence in the Nova Scotia Department of Health	<input type="checkbox"/>	<input type="checkbox"/>
<b>2b</b> Creating Trusting Relationships in Health Care: The BCNU Aboriginal Circle	<input type="checkbox"/>	<input type="checkbox"/>
<b>2c</b> It's not Rocket Science: How All of Us Can Promote Respectful Behaviour in Healthcare	<input type="checkbox"/>	<input type="checkbox"/>
<b>2d</b> A Model of Cultural Competence for Health Care: Caring for Immigrants in the Acute Care and Community Settings	<input type="checkbox"/>	<input type="checkbox"/>
<b>2e</b> Providing Effective Cultural Competency Training for Physicians, Nurses and Healthcare Staff	<input type="checkbox"/>	<input type="checkbox"/>

#### Workshop Session 3

(Select one first choice and one second choice option).

Topic	1 <sup>st</sup> choice	2 <sup>nd</sup> choice
<b>3a</b> Addressing World Views on Health and Illness	<input type="checkbox"/>	<input type="checkbox"/>
<b>3b</b> Creating a Soft Landing for Internationally Educated Nurses: The Covenant Health Experience	<input type="checkbox"/>	<input type="checkbox"/>
<b>3c</b> The Health Literacy Audit: Improving Communication with Low Literate Healthcare Consumers	<input type="checkbox"/>	<input type="checkbox"/>
<b>3d</b> Innovations and Adaptations – Culturally Competent Assertive Community Treatment Team (ACTT) and Mental Health Court Support	<input type="checkbox"/>	<input type="checkbox"/>
<b>3e</b> Providing End-of-Life Care to Patients from Diverse Cultural Backgrounds: An Overview of the Evidence Base and Implications for Best Practice	<input type="checkbox"/>	<input type="checkbox"/>

Conference Sponsors



## Registration Form

# Diversity Matters *An Ongoing Conversation*

November 2 - 3, 2009

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_

Title: \_\_\_\_\_ Position: \_\_\_\_\_

Institution: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Prov/State: \_\_\_\_\_ Postal/Zip Code: \_\_\_\_\_

Phone Number:(\_\_\_\_\_) \_\_\_\_\_ Fax Number:(\_\_\_\_\_) \_\_\_\_\_

Email Address: \_\_\_\_\_

Food allergies? If yes, please list: \_\_\_\_\_

\_\_\_\_\_

### Registration

*Early bird, full and student registrations include a total of three workshops, plus breakfast and lunch on Tuesday, November 3rd.*

Registration Types	Cost	Total
Early Bird (register by September 1, 2009)	300.00	
Full, Regular	350.00	
Student	250.00	
One-day Registration		
Monday, November 2 <sup>nd</sup> <i>(half day; includes 1 keynote presentation and 2 workshops)</i>	150.00	
Tuesday, November 3 <sup>rd</sup> <i>(full day; includes 3 keynote presentations, 1 workshop, plus breakfast and lunch)</i>	265.00	
	<b>TOTAL DUE</b>	

### Payment Information

Mastercard     Visa     Cheque (payable to Providence Health Care)

Credit card number: \_\_\_\_\_

Name on credit card: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

**Please return this form with your payment to:**

#### Diversity Services, Providence Health Care

1081 Burrard Street, Vancouver, BC V6Z 1Y9  
Telephone: 604-806-9313; Fax: 604-806-9315  
Email: wchang@providencehealth.bc.ca