

Care Coordination General Telehealth: Cultural Competence in Telehealth Clinics

**Department of Veterans Affairs Employee Education System and
Veterans Health Administration Office of Care Coordination Services** present

CCGT: Cultural Competence in Telehealth Clinics

EES Independent—Study Educational Activity

To complete this educational activity participants must:

- participate in 100% of the course activities;
- complete the web-based training program;
- complete the final overall course exam with a minimum score of 75% or greater, if you do not pass the first time you may retake the test; and
- complete the program evaluation.

Next, your browser must have the Adobe Flash Plug-in to play the video elements. [Check your browser](#) and to install the latest version. A text narrative is provided on each flash media element if your local site cannot allow you to install the plug-in.

Purpose

The purpose of this course, CCGT: Cultural Competence in Telehealth Clinics, is to enhance awareness of differing perceptions of medical care and the telehealth environment that may occur when caring for patients whose culture differs from that of the healthcare provider. Along with this increased awareness, suggested strategies are given to help the provider adapt behaviors and treatments to appropriately meet patients' needs.

Course Outcome Objectives

Upon completion of this independent study, the learner should be able to:

1. Define culturally appropriate care;
2. Explain how culture can impact the telehealth treatment environment;
3. Contrast development processes of telehealth clinics within VA networks and those that partner with special populations; and
4. Adapt behaviors and environment to meet cultural needs in a telehealth clinical program.

Target Audience

All VA employees and healthcare professionals currently or potentially involved in telehealth, including: physicians, psychologists, nurses, IT staff, social workers, therapists and other allied care practitioners. Also Chiefs of Staff, Administrators, Telehealth Coordinators, Quality Managers, administrative professionals, and clerical staff involved in using or implementing telehealth.

Course Outline

Course Introduction

Lesson 1: Understanding Culturally Appropriate Care

- The Culturally Varied Veteran Population
- Differential Access to Health Care
- What Is Culturally Appropriate Care?
- DSM-IV Cultural Formulation
- Telehealth in the Cultural Formulation
- Self-Exam

Lesson 2: The Cultural Identity of the Patient

- Cultural Identity and the Patient Self-View
- Exposure to Technology
- Patient's Comfort Level with Videoconferencing
- Self-Exam

Lesson 3: Cultural Elements of Provider-Patient Interaction

- Non-Verbal Communication
- Verbal Communication
- Establishing Trust and Rapport
- Urban and Rural Differences
- Self-Exam

Lesson 4: Program Development Adaptations for Specific Cultural Populations

- Overview of the Model
- The Unique Development Team
- Current Program Inventory and Needs Assessment
- Opportunities for Telehealth
- Unique Technical Needs
- Operational Processes: the Action Plan
- Business Processes and Adaptations
- Monitor, Evaluate, and Sustain the Program
- Self-Exam

Summary