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Cultural Competence In The Era of Virtual Learning

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Disclosure



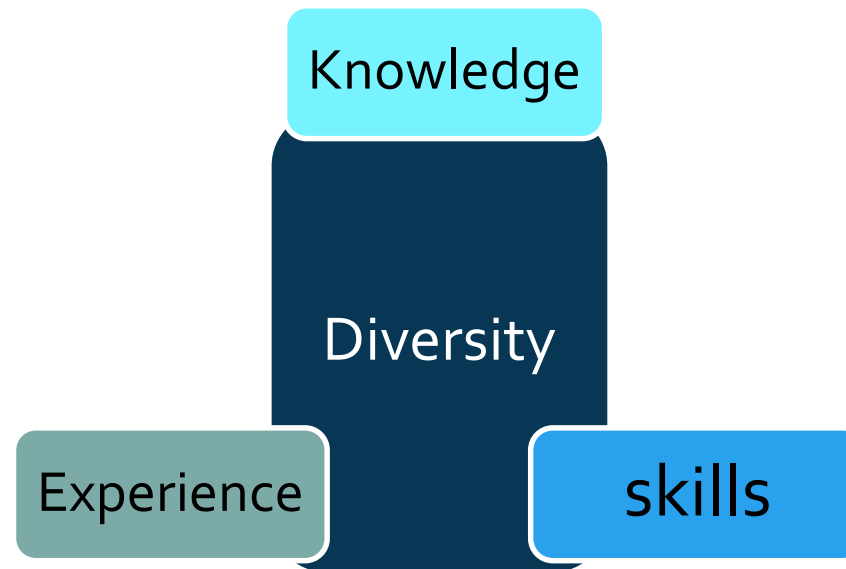
I have no conflict of interest to declare.

Objectives



- Evaluate the importance of cultural sensitivity during challenging times
- Promote innovative learning through embracing cultural diversity
- Discuss the differences between sameness and similarity

One size doesn't fit all



"The best way to learn is to travel around, meet different people and learn different cultures"

Effective Virtual Education: from theory to practice



- Review of different systems
 - Strengths vs. challenges
 - Best practice
- Decide what is
 - Relevant and realistic?
 - Culturally acceptable?
 - Are there any additional options?

Effective virtual education: from theory to practice



- Available resources
- Cultural needs
- Healthcare system demands
- Stakeholder engagement

Rate your e-learning experience



- As a CPD provider or educator
- As a learner

Eccentric Scenarios During Virtual Interactions



<https://youtu.be/Mh4fgAYRCZY>

What is cultural competence?



- Acknowledgement of the importance of culture in people's lives
- Respect for cultural differences
- Minimization of any negative consequences of cultural differences

Paasche-Orlow, M. 2004 Academic Medicine 79:347-350.

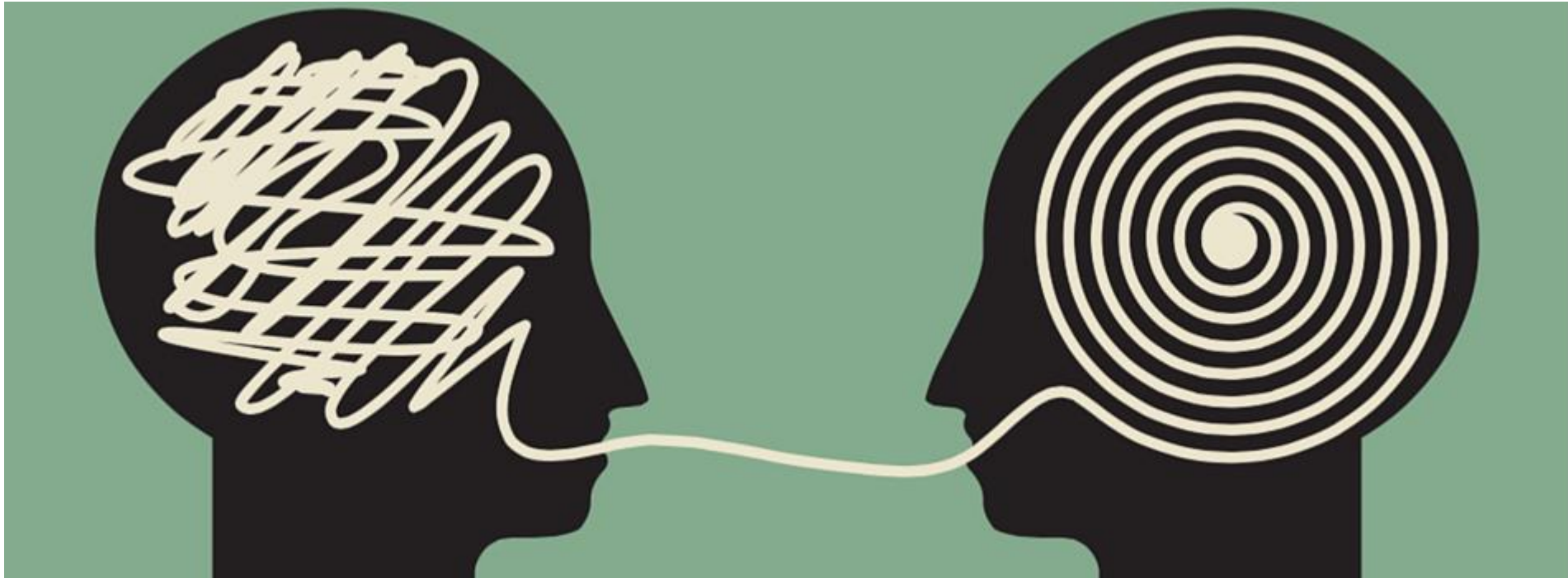
- Assess attitudes, beliefs, practices, policies, and structures
- Use diverse strategies
- Include meaningful involvement of learners
- Non-judgmental
- Responsive to feedback

Where do you think your organization /CPD providers fall on the Cultural Competency Continuum?

Cultural Competence Continuum (adapted from Cross et. al.)

Cultural Destructiveness	Intentional attitudes, policies, and practices that are destructive to cultures & individuals within a culture
Cultural Incapacity	A lack of capacity to help different cultural groups due to biased beliefs against anything outside of mainstream culture
Cultural Blindness	Maintains that the dominant culture's approach is universally applicable, ignores cultural strengths, and encourages assimilation.
Cultural Precompetence	Incorporates culturally relevant and welcoming imagery, employing people representative of the population being served.
Cultural Competence	Acceptance and respect for difference, continued self-assessment, expansion of knowledge, and adaptation.
Cultural Proficiency	Deliberate inclusiveness & regular assessment of responsiveness to cultural needs of staff and people served.

“The key to make headway in a project is to find a shared language”



1. Learners

- It's hard to engage HCP in virtual learning
- HCP burnout threatens CPD providers' mission.
- CPD is under-funded.

2. System/Organizational

- Culture
- Financial
- Technology
- Bureaucracy
- Resistance
- Stakeholders

- Individualized learning plans
- Strategies to support changes as a result of CME/CPD
- Demonstrate the impact of education/learning on patients and communities: achieving outcomes
- Creativity and innovation in the evolution of CPD programs

- A more permissive system that embraces creativity and innovations:
 - Virtual reality
 - Social media
 - Gamification in learning
 - Artificial intelligence

We should focus on “*equivalency*” rather than “*sameness*”

What works in one context may not work in another (consider context, culture, systems, learners, governance, funding model etc.)

One size does not fit all

We can achieve consensus on key principles

Details may vary

Variations are not a barrier

Differences can be a motivator for change

Look to “good practices” that have been tested by others

Adapt and evolve for fit

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THANK YOU!

danke

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謝謝

gracias

grazie

merci