



# QUALITY INTERACTIONS<sup>SM</sup>

A Patient-Based Approach to Cross-Cultural Care

## What Distinguishes Quality Interactions From Other Approaches?



### Quality Interactions... ■ ■ ■ ■ ■

- **Teaches a patient-based, cross-cultural approach for providing high-quality care to diverse populations. It is centered on the idea that patients and their families are the best source of information about their cultural perspectives.** This is unlike other training methods that teach a “categorical” approach to cross-cultural care, propagating assumptions about patients’ beliefs and behaviors based on their race or ethnicity.
- **Utilizes the latest in problem-based learning educational theory, allowing the user to actively engage in real clinical cases that are interactive, as well as instructive.** This is unlike other training methods that are didactic or observational, where the user is not given the opportunity to “solve the case.”
- **Uses e-learning technology, which is time-flexible and allows the user to move at their own pace—at a time that is convenient for them—and provides personalized, real-time performance feedback.** This is unlike other training methods that are time and resource intensive, require individuals to be pulled out of their daily jobs at set times to participate in workshops, and oftentimes necessitate outside expertise for group facilitation.
- **Was developed by clinicians for clinicians, focusing on the most important aspects of the provider-patient interaction for use across medical disciplines.** This is unlike other training methods that focus specifically on a particular medical specialty or clinical discipline.
- **Allows users to obtain continuing medical education (CME) credits and contact hours, and for organizations to track the utilization and performance of their staff.** This is unlike other training methods that can be given to providers without ever verifying whether they used the product, or how well they performed on it.
- **Was created by nationally recognized experts with extensive experience providing, researching, and teaching cross-cultural care. Together they have accrued over forty years of combined experience in cross-cultural care and education and have numerous peer-reviewed publications in the field.** This is unlike other training programs conducted by individuals with limited experience, and no validation of their strategies by their peers.
- **Responds directly to the recommendations of the Institute of Medicine Reports “Unequal Treatment” and “Crossing the Quality Chasm” by focusing on quality of care, disparities, patient-centeredness, equity, and the use of evidence-based practice guidelines (provided as links in the program).** This is unlike other training methods that separate cross-cultural issues from clinical issues, allowing cultural competence to be “marginalized.”
- **Provides a framework to provide quality care to all patients in an effective and time-efficient manner.** This is unlike other training methods that teach extensive lists of patient “types” that are both stereotypical and impractical in the busy clinical setting.