Keynote Speech:

Speaker: Dr. Alex Green

Title:
How health professions students learn to care for patients with limited English proficiency – exploring, measuring, and changing a “hidden curriculum.”

Abstract:
Patients with limited English proficiency (LEP) make up about 10% of the US population, however most health care professionals are poorly prepared to provide effective services to this group. Formal training on working with interpreter services is limited in medical and nursing education and systems of care are not well designed so that working with interpreter service is challenging for busy clinicians. This presentation will describe the findings of a 3-year research project designed to explore, measure, and change what is referred to as the “hidden curriculum” in health professions education. Through negative and indifferent role modeling and unsupportive learning environments, students learn to accept sub-standard communication and care for patients with LEP rather than advocating for them. The final phase of this work shows how this hidden curriculum could be changed to improve both systems of care for patients with LEP as well as educational experiences for students.

Biography:

ALEXANDER R. GREEN, MD, MPH

Dr. Alexander Green is Associate Director of the Disparities Solutions Center at Massachusetts General Hospital, Senior Scientist at the Mongan Institute for Health Policy and Arnold P. Gold Associate Professor of Medicine at Harvard Medical School, where he teaches cross-cultural medicine and chairs the Cross Cultural Care Committee. Dr. Green’s research and programmatic interests focus on culturally competent approaches to quality improvement, language and patient safety, unconscious bias in health care delivery, and cultural competence education for health professionals. He has published and presented widely on these topics and his work has been funded by The Robert Wood Johnson Foundation, The Commonwealth Fund, Aetna Foundation, The Macy Foundation, NIH, AHRQ and CMS among others. In September 2008 he was chosen to receive the Harold Amos Diversity Award at Harvard Medical School, and in 2013 he received the Arnold P. Gold Professorship Award for Humanism in Medicine.

Dr. Green has served on numerous expert panels, working groups and advisory boards on culturally competent care and health care disparities for organizations such as the Joint Commission, the National Quality Forum and The Society of General Internal Medicine. He helped produce and implement a documentary film and education project on cross-cultural health care called Worlds Apart, now used by hundreds organizations nationally, and he created a series of a web-based cultural competency e-learning courses called Quality Interactions that have been used by over 125,000 health care professionals.
Dr. Green received his Bachelor of Science and medical degree from the University of California, San Diego, and completed his residency training in internal medicine at the New York Hospital—Cornell Medical Center. He joined the faculty at Cornell where he completed a National Health Services Corps fellowship at the Family Health Center of Western Queens, a community health center located in one of the most culturally diverse neighborhoods in the country. He served as Associate Director of the Primary Care Internal Medicine Residency Program at Cornell and Assistant Professor of Medicine. In 2005 he completed a mid-career research fellowship and Master’s degree in Public Health at Beth Israel Deaconess Medical Center and Harvard School of Public Health before joining the faculty at Massachusetts General Hospital and Harvard Medical School.