

*“250,000 deaths per year are caused by medical error making this the third largest cause of death in the United States.”*

**Dr. Barbara Stanfield**

John Hopkins School of Hygiene and Public Health



**Encouraging participants to be more mindful is at the core of this course.** One’s self must be considered first in order to value and accept another’s differences and be culturally competent in addressing them. This is what makes the Cultural Competence & Mutual Respect (CCMR) course unique from traditional diversity programs. The insights and skills gained allow individuals to handle a vast spectrum of differences, extending beyond race, ethnicity, and gender.

By exercising this knowledge, miscommunication and mistrust in the workplace dissipate and morale and efficiency thrive. Conflicts are resolved more quickly and constructively. Collaboration becomes seamless, and an environment of blame evolves into one of accountability and trust.

The most vital result from this course is that patients receive exceptional care in a high-functioning and comforting environment. When staff are educated in cultural competence and mutual respect the likelihood of medical errors and disparity of care decreases significantly.

Watch this presentation, then ask yourself the following questions:

The Russell Consulting Group, Inc.  
presents

## CULTURAL COMPETENCE & MUTUAL RESPECT



**Will this course accelerate our organization to realize its vision?**

**Can our employees and patients thrive in the environment described in this course?**

**What is the cost of not implementing this course?**

### CULTURAL COMPETENCE & MUTUAL RESPECT

- Empowers health care professionals to resolve conflicts with accountability.
- Optimizes intra-disciplinary relationships between employees, such as physicians, nurses, administrators, ancillary staff, and social workers.
- Encourages trust, alignment, and mutual respect. Deters gossip and duplicity.
- Reduces administration costs by decreasing time and money spent on “fixing” problems.
- Increases patient and employee satisfaction.
- Diminishes “silos” and encourages accountability for the whole and not only the parts in patient care.
- Creates a patient-centered, blame-free, low-conflict environment in which fewer errors occur.



### MODULE TOPICS COVERED

**Intro** The Language of Diversity

- 1 Accountability and Mutual Respect
- 2 Beliefs, Attitudes, and Disparity of Care
- 3 Cross-Cultural Communication
- 4 Accountability-Based Team Building: A Solution to Health Care Outcomes
- 5 Trust: The Missing Link
- 6 Navigating Internal Health Care Systems
- 7 Leadership and Cultural Competence

**“This course is not merely a program about race, ethnicity, and diversity. It teaches individuals to be mindful and take responsibility and accountability for the judgments they place on others. This leads to clear and open communication, trusting relationships, and better understanding among teams. In short, it saves lives.”**

Patricia Russell  
CCMR Content Expert



## Cultural Competence & Mutual Respect (CCMR) is a course designed for small to large group participation and facilitated discussion.

The CCMR course includes the following:

Seven 2-hour modules on a CD-ROM or web-based interface,  
plus workbook and facilitator materials for printing.

Facilitator trainer support for one year.

Package customization—your logo, opening montage and leadership  
message included at the start of each module.

Real-life scenarios exemplifying how to apply CCMR in the work environment.

### CCMR DEVELOPMENT TEAM



**Patricia Russell**, *President and CEO, The Russell Consulting Group*

As a senior consultant, content expert and lead designer of CCMR, Patricia has extensive experience in diversity and strategic change management. She was the first woman from the Bahamas to earn a chemical engineering degree and the first African American to graduate from the University of Dayton with this degree.

**Karen West**, *CCMR Course Coordinator and Facilitator*

As a CCMR facilitator since 2007, Karen participates in module development and manages all operational aspects of the course.

**Kathleen Kelly**, *MBA, BS Rehabilitation Services, Principal of Kathleen Kelly, Inc.*

Kathleen brings 20 years of management and facilitation experience in accountability and human resource practices to the cultural competence team.

**Mary Anne Berzins**, *Assistant Vice President Human Resources, University of Utah*

With a background in curriculum design, Mary Anne is integral to the development team. Her expertise in ensuring the use of practices that cater to all learning styles enhances learning for participants.

**Ronald M. Harris**, *MD, MBA, Associate Vice President Health Sciences, University of Utah*

As a practicing physician, Dr. Harris saw the need for a more integrated approach to accountability and mutual respect as a way of reducing medical errors and health care disparities at the University of Utah. He has been working closely with the Russell Consulting Group since 2003 in developing CCMR.



**Save time. Save money. Save lives.**

Call 435-659-9105 or visit [www.trcgconsulting.com](http://www.trcgconsulting.com)



# Cultural Competence & Mutual Respect

Education that empowers individuals, ensures  
accountability, accommodates differences



In a health care environment, a network of collaboration is critical among a diverse team of medical providers. Individuals who interact and communicate with heightened perception and sensitivity help create a safer, more efficient, open environment.

This can be accomplished by increasing an individual's self-awareness and understanding of the impact of his or her own judgments and perceptions elicit in work situations and relationships—learning that each of us has our own personal, internal “culture” to consider.

“Treat this course with as much significance as any material you must learn to be competent in your discipline. Armed with this knowledge, we can create an environment of the best learning and health care in the world.”

**A. Lorris Betz, M.D., Ph.D.**  
Senior Vice President for Health Sciences  
Executive Dean of the School of Medicine  
CEO, University of Utah Health Systems  
Former AAMC President

