

## Culturally Appropriate Care & Health Equity

### PROGRAM GOAL

This course explores how culturally appropriate care can improve patient outcomes, safety, and experiences in healthcare. Learners will examine the impact of unconscious bias on health outcomes and understand how it intersects with culturally appropriate care and health equity. The course offers practical strategies to promote inclusive and equitable care.

### LEARNING OUTCOMES

At the close of this activity, participants will be able to:

- Explain the role of culturally appropriate care in enhancing patient-provider communication and improving overall quality of care
- Identify how unconscious biases may influence clinical decision-making and contribute to health disparities in their healthcare team environment
- Apply strategies to mitigate unconscious bias and promote culturally responsive care to advance health equity within their healthcare team environment

### TARGET AUDIENCE

- Nurses • Pharmacists • Pharmacy Technicians • Physicians • Case Managers • Dietitians

### SPEAKER BIOGRAPHICAL INFORMATION

#### Aimee LeCours, LMHC

Aimee LeCours is a Licensed Mental Health Counselor with a history of working with severe and persistent mental illness in community health and private practice. She is currently an instructional designer for Centene Corporation on the Behavioral Health Learning and Development Team. Previous to this position, she was a Clinical Provider Trainer Manager at Centene and also has a history of managing adult outpatient therapy programs in Orlando, Florida. She has a bachelors degree in psychology from the University of Central Florida and a masters in mental health counseling from Nova Southeastern University. She has also obtained technical certificates in Digital and Interactive Media Design and Design Content Developing from Seminole State College of Florida.

### REGISTRATION

This course is accessible through [www.centeneinstitute.com](http://www.centeneinstitute.com). Once you have registered as a new user, navigate to the Activity Catalog. In the Activity Catalog, search for the course title and register by clicking on **ENROLL NOW**.

### AGENDA

0-15 min: *Analyze how addressing culture in healthcare can improve patient care, safety, and experience*

15 – 40 min: *Define unconscious bias and its potential impact on patient health outcomes; explore the intersectionality between unconscious bias, culturally appropriate care, and health equity*

40 – 55 min: *Applying important terms and case scenario*

### CERTIFICATE OF COMPLETION

The completion of a course evaluation available 30 days from the activity completion date will serve as the final step of completing the course. After successfully completing the survey, the certificate will be available for immediate download and printing. Go to **Learn** menu, click on **My Activities > Completed**.

## PROVIDER CONTACT INFORMATION

To contact the Centene Institute for Advanced Health Education, please email [Centene\\_Institute@centene.com](mailto:Centene_Institute@centene.com).

## CREDIT INFORMATION



In support of improving patient care, the Centene Institute for Advanced Health Education® is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

The Centene Institute for Advanced Health Education® designates this Internet Activity (Enduring Material) for a maximum of 1.00 AMA PRA Category 1 Credit(s)™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.



This program has been pre-approved by The Commission for Case Manager Certification to provide Ethics continuing education credit to CCM® board certified case managers. The course is approved for 1.50 CE contact hour(s).

Activity code: I00063492 Approval Number: 250001787

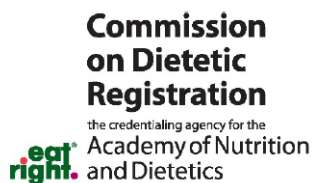
To claim these CEs, log into your CCMC Dashboard at [www.ccmcertification.org](http://www.ccmcertification.org).

The Centene Institute for Advanced Health Education® designates this Internet Activity (Enduring Material) for a maximum of 1.00 ANCC contact hours.



The Centene Institute for Advanced Health Education® designates this knowledge-based activity for a maximum of 1.00 hour. Participants should only claim credit commensurate with the extent of their participation in the activity. Credit will be provided to CPE Monitor within 60 days after the activity completion.

Universal Activity Number UAN JA4008309-0000-25-009-H04-P/T



Completion of this RD/DTR profession-specific or IPCE activity awards CPEUs (1 IPCE credits = 1 CPEU).

If the activity is dietetics related but not targeted to RDs or DTRs, CPEUs may be claimed which are commensurate with participation in contact hours (1 hour/60 minutes = 1 CPEU).

RDs and DTRs are to select activity type 102 in their Activity Logs. Performance Indicator selection is at the learner's discretion.