

Utilizing Person-First Language & Inclusive Communication in Healthcare

PROGRAM GOAL

This course will discuss the importance of utilizing person-first language and inclusive communication in healthcare. Scenarios and case examples will allow learners to apply strategies learned to destigmatize language in a healthcare team setting and to align with best practices in both person-first language and strength-based framework. By integrating the course objectives into healthcare team practice, learners will be better prepared to deliver culturally appropriate and empathetic care, use language that promotes dignity and empowerment, and apply health equity principles effectively.

LEARNING OUTCOMES

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

- Recognize the importance of utilizing person-first language when communicating with members
- Identify the key principles of inclusive communication and the strength-based framework
- Apply key principles of person-first language to clinical scenarios within healthcare team practice
- Explain the impact of utilizing a strength-based framework with a health equity lens during member interactions
- Recognize how person-first language and inclusive communication in healthcare aligns with professional ethics codes

TARGET AUDIENCE

- Nurses
- Pharmacists
- Pharmacy Technicians
- Social Workers
- Case Managers
- Dietitians
- Physicians

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. 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

0–25 min: Person-first language and language preferences

25–40 min: Strength-based communication

40–55 min: Inclusive communication through a health equity lens

55–65 min: Culturally responsive public health messaging

65–85 min: Clinical application and case scenarios

85–90 min: Summary, resources, and questions

CERTIFICATE OF COMPLETION

The completion of a post-evaluation 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.

PROVIDER CONTACT INFORMATION

To contact the Centene Institute for Advanced Health Education, please email CenteneClinicalTraining@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.



This activity was planned by and for the healthcare team, and learners will receive 1.50 Interprofessional Continuing Education (IPCE) credits for learning and change.



As a Jointly Accredited Organization, the Centene Institute for Advanced Health Education® is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive 1.50 cultural competence continuing education credits.



This program has been pre-approved by the Commission to provide Ethics continuing education credit to Certified Case Managers (CCMS®).

The Centene Institute for Advanced Health Education® designates this live activity for a maximum of 1.50 *AMA PRA Category 1 Credit(s)™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

The Centene Institute for Advanced Health Education® designates this Live Activity for a maximum of 1.50 ANCC contact hours.



The Centene Institute for Advanced Health Education® designates this knowledge-based activity for a maximum of 1.50 hours. 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 JA4008309-0000-26-011-L04-P/T

Commission on Dietetic Registration

the credentialing agency for the
 Academy of Nutrition
and Dietetics

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.