

8:00-8:30 Registration and  
Continental Breakfast  
8:45 a.m. – 12:00 noon  
Conference

## Ethical Considerations in Developing Culturally Sensitive Patient/Provider Relationships in the Aging Population

Eastern Shore Hospital Center  
5262 Woods Road  
Cambridge, MD 21613

Friday, December 8, 2017

Presentations	Objectives
<p><b>Universal Health Literacy Precautions, Implications for Ethical Geriatric Care</b> by Chanel F. Whittaker, PharmD, BCPS, CGP, FASCP Associate Professor Director, Education and Training Programs Peter Lamy Center on Drug Therapy and Aging</p> <ul style="list-style-type: none"> <li>The Institutes of Medicine report “Retooling for an Aging America” recognizes the critical need for qualified healthcare workers to care for the increasingly diverse older adult population. Health professionals need to possess the knowledge, skills and attitudes to develop effective patient-provider relationships with older adults that have differing cultural/health beliefs and varying degrees of health literacy. This discussion reviews universal tools and strategies to facilitate clear health communication to improve therapeutic outcomes for diverse older adults.</li> </ul>	<ol style="list-style-type: none"> <li>Discuss the ethical responsibility of all healthcare professionals to understand and mitigate the impact of limited health literacy on health outcomes in older adults</li> <li>Describe effective strategies to provide clear health messages to culturally diverse older adults</li> <li>Given a case scenario, recommend patient specific strategies to facilitate clear health communication</li> </ol>
<p><b>Reaching LGBT Older Adults with Culturally Competent Care</b> by Alex Kent, MPA LGBT Aging Community Advocate SAGECare Certified Trainer</p> <ul style="list-style-type: none"> <li>There are over 3 million LGBT older adults in the United States, and that number is expected to reach 7 million by 2030. LGBT older adults experience a wide variety of health disparities, yet many do not get the care they need. This discussion will explore the reasons why LGBT older adults may be reluctant to access care, and examine some best practices both for reaching this population and for meeting their unique needs. We'll also discuss the ethics of asking about sexual orientation and gender identity, and what providers should do with that information.</li> </ul>	<ol style="list-style-type: none"> <li>Participants will understand why LGBT older adults may be reluctant to access care or to disclose their identities</li> <li>Participants will learn best practices for providing care to LGBT older adults</li> </ol>
<p><b>The Construction of Care: Help-Seeking and Conflicting Ethical Principles in Multicultural Practice</b> by Jayshree Jani, Ph.D., MSW, LCSW-C Associate Professor University of Maryland, Baltimore County</p> <ul style="list-style-type: none"> <li>The session will discuss help-seeking and the limitations/conflicting ethical principles at play in a "multicultural" approach. We will review a help-seeking model and ways to elicit help seeking behavior. We will then consider ethical conflicts that can arise when carrying out best practices and being "culturally competent".</li> </ul>	<ol style="list-style-type: none"> <li>Participants will be able to identify and describe the help seeking model as a component of 'culturally competent' practice</li> <li>Participants will be able to describe at least 3 ways to elicit help seeking behavior</li> <li>Participants will consider ethical conflicts that can arise when carrying out a 'multicultural' approach</li> </ol>

**SPACE IS LIMITED**

**Registration deadline Friday, December 1<sup>st</sup>, 2017**

**PLEASE CONTACT LISA WIDMAIER AT**

**410-221-2600 or [esahecgait@esahec.org](mailto:esahecgait@esahec.org) to register**

This workshop is funded through the **Geriatric and Gerontology Education and Research (GGEAR) program at University of Maryland Baltimore and the Johns Hopkins Geriatric Workforce Enhancement Program**. The workshop is **FREE** for professionals working with older adults (care managers, social workers, nurses, etc.)

*The Eastern Shore AHEC is a sponsor authorized by the Maryland Board of Social Work Examiners and participants will be awarded a certificate for 3 hours of Category 1 Social Work Ethics CEUs upon completion of this program.*