



Date: January 30, 2024

Time: 12:00 PM

Webinar - 12-1 p.m.

This program is complimentary for IHA-member hospitals and health systems.

As of January 1, 2025, Illinois-licensed healthcare professionals must complete cultural competency education before license renewal or registration. IHA is offering member-exclusive, free training intended to fulfill [this requirement](#) that includes nursing continuing education credits and certificates of attendance for participating in the live program.

This one-hour webinar is essential for healthcare professionals aiming to enhance their cultural competency, a critical component in providing quality care to all patients. Understanding cultural nuances is vital for fostering an inclusive environment that respects diverse perspectives and reduces healthcare disparities. By deepening cultural awareness, healthcare providers can better navigate patient interactions, leading to improved patient outcomes and more equitable care. The training will underscore the importance of continued growth in cultural competency as a key factor in delivering effective, evidence-based healthcare.

At the conclusion of this program, participants will be able to:

- Define “cultural competency” and its significance, including the impact of healthcare disparities and key behavioral competencies in the journey toward achieving an inclusive clinical care.
- Assess personal readiness by engaging in a reflective exercise to evaluate personal understanding and readiness to foster a culturally safe environment.
- Explore and appreciate diversity using the personal iceberg model and cultural introductions to recognize and appreciate diverse perspectives and uncover personal biases.
- Reflect on insights and observations from the session, collaborate with peers to discuss key learnings and identify focus areas for future exploration.

This webinar is designed for individuals who work for an Illinois hospital or health system, including:

- State-licensed healthcare providers covered in [the new requirement](#)
- All patient-facing staff
- Health equity and patient experience teams and team leaders

## **Jerry Jones**

### **Global Director of Design and Development, The Kaleidoscope Group**

In his role, Jones works with global clients as they discover how to best address their diversity, equity, and inclusion (DEI) needs and to design solutions that will lead to success and transformation. His clients include Kyowa Kirin, City of Hope, and Ann and Robert H. Lurie Children's Hospital of Chicago.

Jones is a trainer, speaker, coach, and consultant who has worked with international organizations and individuals around the world. He has developed multiple resources and delivered training to support and equip multinational companies as they seek to bridge the gap between cultural differences.

Jones is passionate about helping people find and implement solutions to their most challenging problems in a way that genuinely drives better business, creates better workplaces and impacts people in the best ways possible.

## **Flor Garcia**

### **Executive Consultant, The Kaleidoscope Group**

Garcia has worked with Fortune 500 companies across diverse industries worldwide, as well as healthcare clients such as City of Hope, Regeneron and Mercy Ships.

As an intercultural communication specialist and certified DEI consultant, she is eager to share her passion for culture and diversity with people from different backgrounds. Garcia has extensive experience as a mediation lawyer in Venezuela. She is also a university professor and business director who understands the value of working with different customs, standards and social norms in different professional fields.

Garcia has a master's degree in linguistics and more than 10 years of experience delivering intercultural training in Spanish and English to executives in South America, the U.S. and Germany. She is a certified legal Spanish trainer and academic curriculum and content creator. In addition to her professional work, Garcia volunteers as an ambassador for Venezolanas Globales in Germany, a nonprofit organization created to mentor and empower migrant Venezuelan women abroad.

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