

## Summary of Dr. Oosterwal's October 12, 2010 Presentation on Diversity

Dr. Oosterwal's presentation was taken from the perspective of someone who has practiced in healthcare in several places around the world for many years. Consequentially, he was able to offer deep insights and understanding into various cultures and their cultural codes. He clearly showed the consequences that can happen when people do not understand the different cultural codes and how miscommunication between healthcare professionals can be quite profound. Most cultural codes are rooted in various religions and cultures so it behooves us to make ourselves aware in order to empathize with patients. His points on the consequences and ramifications of what happens all the time in healthcare if this level of understanding is not practiced was an eye opener for many in attendance. This seems self intuitive and healthcare practitioners should apply it to medical practice to better improve their relationships with patients and improve business success.

<b>1</b>	<b>Please rate from 1 (poor) to 4 (excellent) the effectiveness of the program in enabling you to meet the following objectives:</b>	<b><u>1</u></b>	<b><u>2</u></b>	<b><u>3</u></b>	<b><u>4</u></b>	<b><u>Total</u></b>	<b>.</b>	<b><u>1</u>(%)</b>	<b><u>2</u>(%)</b>	<b><u>3</u>(%)</b>	<b><u>4</u>(%)</b>
1a	To make participants more aware of and knowledgeable about patients' and colleagues' cultural codes and how they affect care giving and interpersonal relationships			14	22	36				39%	61%
1b	To develop among the participants the ability to communicate across cultural boundaries		2	19	15	36			6%	53%	42%
1c	To assist caregivers in developing an ability to use other people's values, assumptions and beliefs in order to make care giving more effective and satisfactory to both patients and care givers			15	21	36				42%	58%
<b>2</b>	<b>Dr G Oosterwal, PhD</b>	<b><u>1</u></b>	<b><u>2</u></b>	<b><u>3</u></b>	<b><u>4</u></b>	<b><u>Total</u></b>	<b>.</b>	<b>(%)</b>	<b>(%)</b>	<b>4</b>	
2a	Was well versed in the topic			6	30	36				17%	83%
2b	Was well prepared			8	28	36				22%	78%
2c	Was an interesting speaker		1	9	23	33			3%	27%	70%

2d	Was practical			16	21	37			43%	57%	
2e	Answered questions appropriately			12	17	29			41%	59%	
<b>3</b>	<b>The instruction materials:</b>	<b><u>1</u></b>	<b><u>2</u></b>	<b><u>3</u></b>	<b><u>4</u></b>	<b>Total</b>	<b>.</b>	<b>.</b>	<b>(%)</b>	<b>(%)</b>	<b><u>4</u></b>
3a	Complemented the session		2	12	22	36			6%	33%	61%
3b	Will serve as a useful reference			13	21	34				38%	62%

### **Lessons Learned**

Even though we extensively marketed Dr. Oosterwal's talk on diversity, more incentives need to be provided for students to attend. We had approximately 100 interested participants who attended his talk and feedback was universally positive. The impact of this speaker was profound and attendee's cultural competence was significantly enhanced by this presentation. We are very interested in having this speaker come to campus again but would like to have more of a collaborative participation with the College of Allied Health as well as the College of Optometry because the main focus of his talk was centered on healthcare and cultural understanding, which is universal to all disciplines.