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Dear Partner:

CFMC is pleased to announce a valuable opportunity for Colorado physicians to enhance their understanding of the complexities involved in providing care for an increasingly diverse patient population. This free cultural competency training is web-based, allowing physicians and their staff to complete nine learning modules at their convenience, in their homes or offices. The modules are grouped into three basic content areas, or themes – cultural competent care, language access services, and organizational supports. Physicians can earn up to three hours of Category 1 CME credit for completing each theme and are eligible to earn an ERS point from COPIC.

**We hope you will help CFMC promote this dynamic learning opportunity to your members and constituents. Please consider including news of this important program in newsletters, meeting announcements, on your website, or other modes of communication you use. We have provided three advertisements of various lengths for your convenience. Please mix and match, cut and paste, to suit your publication needs.**


The goal is to increase health care providers' understanding of cultural issues and the National Standards for Culturally and Linguistically Appropriate Services (CLAS.) The benefits of participation can include:


- Understanding the mandates and recommendations to bridge the language gap for patients with limited English proficiency
- Increased patient and provider satisfaction
- Risk management to decrease medical errors
- A practice that is more culturally and linguistically accessible, providing a marketing strategy for increased patient acquisition and retention
- Increased patient compliance

The Department of Health and Human Services' Office of Minority Health developed the training tool with extensive input from providers across the nation. National sponsors include American College of Physicians, American Academy of Family Physicians, American Medical Association, National Hispanic Medical Association, and the National Medical Association.

Eligible physicians must serve people with Medicare. CFMC will provide assistance with the completion of the modules, increase participants' understanding of the CLAS standards and support their adoption within clinical practices, and provide educational materials at no charge.

Latest census data reveals that one-quarter of Colorado's population comprises Latinos, African Americans, American Indians, and Asian/Pacific Islanders. Ultimately, it is the aim of CFMC to partner with providers and organizations to ensure equitable high quality care for all, eliminating health disparities for Colorado's underserved populations. If you require additional information, please don't hesitate to call Christine Dauchot, project manager, at 303-875-6550. The deadline for participation is January 31, 2006.

  
Jane Brock MD, MSPH  
Medical Officer

  
Christine Dauchot  
Project Manager

Patients not showing up for appointments? Frustrated by your inability to communicate effectively with some patients? Need an interpreter or health education materials in another language?

Call now to participate in CFMC's program to alleviate these challenges in your practice by enhancing the cultural competency of your office staff. Use a web-based tool – easy and convenient to complete - AND health care providers can receive CMEs and/or an ERS point from COPIC. For more information, dial 303-875-6550 or 1-800-695-3300 and ask for Christine D.

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Patients not showing up for appointments? Frustrated by your inability to communicate effectively with some patients? Need an interpreter, or health education materials in another language?

CFMC is pleased to announce a great opportunity for Colorado physicians to enhance their understanding of the complexities involved in providing care for an increasingly diverse patient population. Free cultural competency training is available through the use of a web-based training program, allowing physicians and their staff to complete up to nine learning modules at their convenience, in their homes or offices. The Department of Health and Human Services' Office of Minority Health developed the training tool with extensive input from providers across the nation. National sponsors include American College of Physicians, American Academy of Family Physicians, American Medical Association, National Hispanic Medical Association, and the National Medical Association.

The modules are grouped into three different themes: culturally competent care; language access services, and organizational supports. Physicians can earn up to nine hours of Category 1 CME credit and COPIC offers one ERS point for every two modules completed.

Call 303-875-6550 or 800-695-3300 and ask for Christine D. The deadline for participation is January 31, 2006.

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CFMC is pleased to announce a valuable opportunity for Colorado physicians to increase their understanding of the complexities involved in providing care for an increasingly diverse patient population while understanding the federal recommendations and mandates specific to the care of those with limited English proficiency. This **free** cultural competency training is web-based, allowing physicians and their staff to complete the nine learning modules, at their convenience, in their homes or offices. *Physicians can earn up to nine hours of Category 1 CME credit and may be eligible for an ERS point from COPIC.*

The program will increase providers' understanding of cultural issues and the National Standards for Culturally and Linguistically Appropriate Services (CLAS.) The benefits of participation can include:

- Understanding the mandates and recommendations to bridge the language gap for patients with limited English proficiency
- Increased patient and provider satisfaction
- Risk management to decrease medical errors and chance of litigation
- A practice that is more culturally and linguistically accessible, providing a marketing strategy for increased patient acquisition and retention
- Increased patient compliance and reduced no-shows

The DHHS Office of Minority Health developed the training tool with extensive input from providers across the nation. Sponsors include American College of Physicians, American Academy of Family Physicians, American Medical Association, National Hispanic Medical Association, and the National Medical Association.

Eligible physicians must serve people with Medicare. CFMC will provide assistance with the completion of the modules, increasing participants' understanding of the CLAS standards and support their adoption within the practice, and provide educational materials and information about local translation services for no charge.

Help us ensure equitable high quality care for all, eliminating health disparities for Colorado's underserved populations. For more information, call 303-875-6550 or 800-695-3300 and ask for Christine D. The deadline for participation is January 31, 2006.