



Diversity Course Syllabus



Developed by

NCSBN Learning Extension
National Council of State Boards of Nursing (NCSBN), Chicago, IL

Authors



Linda L. Blair, RN, MA

Linda Blair has been the Dean at Spencerian College since 1999. The College has a Practical Nursing Program, an associates degree in nursing program and fifteen other allied health programs. Ms. Blair has a bachelors degree in nursing and a masters degree in education from Spalding University. She has been in nursing education for over thirty years, having been an instructor of psychiatric nursing, college dean, and school director at several schools.

Ms. Blair has facilitated the professional development of many students from varied backgrounds throughout her career. She has also taught courses in health care facilities on stress management, interpersonal skills, and conflict resolution.



Tonnie L. Renfro, PhD, MBA

Dr. Tonnie L. Renfro has been a faculty member at Spencerian College since 1998. As faculty, Dr. Renfro has distinguished herself as an instructor, student counselor, faculty advisor, and workplace violence coordinator. She has a strong background in sociology and social psychology, with minor degrees in psychology and theology. In addition to holding a PhD. in sociology from LaSalle University, Dr. Renfro holds a master of arts degree in business administration from National University.

Dr. Renfro served honorably for seven years in the United States Marine Corps from 1984 to 1991. During her time in the military she traveled extensively, including living for six months in South Korea. After leaving the military, she worked in her chosen field as a Deputy Probation Counselor at The Youth Guidance Center, a juvenile detention facility for incarcerated youth, in Orange County, California. Many of the "at-risk" youth that Dr. Renfro supervised and counseled were from a variety of racial backgrounds, primarily Hispanic and Asian.

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I. Course Description

Course Overview

This course was developed with the National Council of State Boards of Nursing (NCSBN) to provide nurses with the opportunity to learn cultural competence through self-assessment, interaction and skill development in order to improve their effectiveness as nurses, employees and in their own personal relationships.

The course consists of an introduction, 6 course lessons, a glossary, a reference list, Links to Knowledge, and a posttest. Also, within the course there are several reflective and interactive exercises, where learners can assess their understanding of the material.

Course Objectives

After completing this course, the learner will be better able to:

- Compare the cultural composition of the United States today to projections for the future
- Identify personal beliefs and attitudes related to diversity
- Identify the characteristics of cultural competence in the health care setting
- List at least three standards set by the Office of Minority Health for culturally and linguistically appropriate services (CLAS) in health care
- Identify cultural practices that may influence health care for various populations
- Recognize cultural issues that must be considered in meeting client and family needs
- Recognize religious issues that must be considered in meeting client and family needs
- Identify issues of gender and relationship diversity that must be considered in dealing with clients and families
- Outline techniques to work effectively with cultural diversity amongst health care workers

Logistics

Course type

This course is subscription-based, self-paced, and not mediated by an instructor.

Time and schedule

Learners have immediate 24-hour access to the course materials for the entire subscription period of 3 weeks. Learners can access the course from anywhere with an Internet connection and a computer that meets the specified technical requirements by simply entering their username/password to access the course materials.

The course should take no more than 6 hours to complete in total. Learners should follow this syllabus as a guide to the amount of work to be completed each week. However, NCSBN Learning Extension recognizes that some learners may have inflexible schedules due to work or family commitments. This course schedule may be adjusted to meet the needs of the learner.

Extra time will not be given to complete the course.

Continuing Education (CE) Credit

Learners will be given 6.0 continuing education contact hours upon successful completion of the final exam. (Provider Number: ABNP1046, expiration date October 2014)

Course Materials/Tools

Although an instructor does not facilitate this course, learners will find this course highly engaging and interactive. As you navigate through your continuing education course, connect with other nurses from around the world! Use the [Nurse's Connection](#) to solve problems, discuss topics, or ask questions relating to your courses, or just to chat with other nurses about life and the latest in nursing.

All course materials and exercises are divided by lesson and can be accessed by clicking anywhere on the course tree located on the left side of the screen. Course materials are listed and explained below.

Lesson Content

Readings are presented online. Throughout the text, learners will find key glossary terms, reference links to outside resources (referred to as "Links to Knowledge"), and visual/graphical aids to assist the learner's understanding of concepts presented.

Downloadable Workbook

This workbook should be printed on the first day of study. The workbook download is found under the course "Features" button.

The workbook includes questions related to each lesson of the course that prompt learners to reflect upon learning concepts. This workbook may be required to meet state board of nursing requirements. Learners are encouraged to write their responses directly in the workbook. The (PDF) workbook can be saved to any computer drive and completed at the learner's convenience. **Please open the saved copy each time you would like to add information.** Save it in a folder where you regularly save other documents and you will find it again easily.

Posttest

In multiple-choice format, this test is the final indicator of the learner's understanding of the course material. Questions are based on the required readings. A certificate of completion will be issued once a score of 75% or

higher is achieved on the posttest.

Course Evaluation

NCSBN Learning Extension is always looking for ways to improve the course and feedback is extremely important in this effort. Please remember to fill out the [course evaluation form](#) after course completion.

Prerequisites

Learners must be a student nurse or licensed RN or LPN/LVN.

It is assumed that the learner is familiar with Internet techniques, such as navigating between pages, following hyperlinks and closing browser windows. Learners must have the appropriate hardware and software in order to fully utilize the course features.

Technology Overview

NCSBN Learning Extension online courses were designed to make learning fun and interactive. Having the appropriate software and hardware will allow the learner to utilize all of the great features of this course.

The GreenLight system requires using Internet Explorer Web browser to access and purchase courses. Pop-up blockers should be turned off and other Internet security software may need to be changed in order for the course to work properly. If necessary, review [technical requirements](#).

II. Course Policies

Privacy Policy

Learners are required to read and abide by the course user agreement, which outlines policies, including the policy regarding usernames and passwords. Specifically, learners are not allowed to distribute their username and password to give others access to the course. Also included in the [end-user license agreement](#) is NCSBN's notice of ownership of copyright and the prohibition against distributing course materials to others.

Extension Policy

Learners are allowed 3 weeks of access to the course materials. Extra time will not be given to complete the course. Technical problems should be resolved by contacting [technical support](#). Refer to the [Getting Help](#) section for more information.

Contact Customer Service at elearning@ncsbn.org or call 312.525.3749 for questions regarding these policies.

III. Assignments & Grading

Learners are expected to complete the reading assignments, tests, and workbook exercises as listed on the course schedule. In order to receive continuing education credit, learners must only complete the posttest, which is in multiple-choice format. This test is the final indicator of the learner's understanding of the course material. Questions are based on the required readings. A certificate of completion will be issued once a score of 75% or higher is achieved on the posttest. The workbook and online interactive quizzes will not be recorded. Learners are strongly encouraged to utilize all of the features of the course to maximize the learning experience.

Some learners may be referred to the course by their board of nursing for disciplinary reasons. To satisfy requirements, learners may be required to present the certificate of completion, completed workbook, and attendance record directly to their board. Board of nursing officials will notify the learner of any required submissions.

IV. Course Schedule

Learners will complete the course materials and accompanying exercises in the order presented below. NCSBN Learning Extension recognizes that some learners may have inflexible schedules due to work or family commitments. This course schedule may be adjusted to meet the needs of the learner.

Get Started!

Take a mini tour of the course site. Start by reviewing the "Course Tree" on the left. To access a lesson page or test, simply click on its link.

Introduction: What is culture?

This section will briefly introduce the concept of cultural diversity and provide some scenarios.

Reading

Complete the reading for the Introduction (4 pages).

Workbook Exercise

Complete exercise: "What is Your Culture and What Do You Value?."

Lesson 1: Living in a Diverse Society

Learning Objectives

- Compare the cultural composition of the United States today to projections for the future
- Identify personal beliefs and attitudes related to diversity
- Identify the characteristics of cultural competence in the health care setting

Reading

Complete the reading Lesson 1 (12 pages).

Workbook Exercises

- Complete exercise: "Examining Your Culture"
- Complete exercise: "How Culturally Competent Do You Feel?"

Interactive Exercise

Understand the concepts presented in the "Cultural Competence" table.

Lesson 2: Addressing Diversity Requirements

Learning Objective

List at least three standards set by the Office of Minority Health for culturally and linguistically appropriate services (CLAS) in health care.

Reading

Complete the reading for Lesson 2 (9 pages).

Workbook Exercises

- Complete exercise: "CLAS Standards in Your Workplace"
- Complete exercise: "Using an Interpreter"

Interactive Exercise

Complete "Meeting CLAS Standards" interactive exercise.

Lesson 3: Understanding Cultural Differences

Learning Objectives

- Identify cultural practices that may influence health care for various populations
- Recognize cultural issues that must be considered in meeting client and family needs

Reading

Complete the reading for Lesson 3 (13 pages).

Workbook Exercise

Complete exercise: "Culturally Appropriate Care for Your Community."

Quiz

Complete the "Scenarios" quiz.

Lesson 4: Understanding Religious Differences

Learning Objective

Recognize religious issues that must be considered in meeting client and family needs.

Reading

Complete the reading for Lesson 4 (15 pages).

Workbook Exercise

Complete exercise: "What Others Believe."

Interactive Exercise

Complete "Matching Religion and Beliefs" exercise.

Lesson 5: Dealing with Gender and Lifestyle Diversity

Learning Objective

Identify issues of gender and relationship diversity that must be considered in dealing with clients and families.

Reading

Complete the reading for Lesson 5 (5 pages).

Interactive Exercise

Complete exercise: "Say That Again?"

Lesson 6: Working with Diversity in the Health Care Organization

Learning Objectives

Outline techniques to work effectively with cultural diversity among health care workers.

Reading

Complete the reading for Lesson 6 (5 pages).

Workbook Exercises

- Complete exercise: "Differences in Your Group"
- Revisit exercise: "How Culturally Competent Do you Feel?" to determine improved skill levels in any of the defined areas

Complete the Posttest

In order to receive contact hours, learners must complete this multiple-choice exam that tests understanding of the course material. Questions are based on the required readings.

Complete the Course Evaluation

NCSBN Learning Extension is always looking for ways to improve the course and feedback is extremely important in this effort. Please remember to fill out the [course evaluation form](#) after course completion.

V. Getting Help/Office Hours

Technical Support

Technical support is available 24/7:

Live Chat: <https://admin.instant-service.com/links/5668/21000>

E-mail: IS5668_21000@is.instant-service.com

Customer Service

E-mail: elearning@ncsbn.org

Phone: 312.525.3749 (for general course related or billing questions)

Monday–Friday, 9:00 am–5:00 pm Central