

The Facilitator's Instructional Guide

*Culturally Competent Nursing Care:
A Cornerstone of Caring*

Office of Minority Health
US Department of Health and Human Services
<https://thinkculturalhealth.hhs.gov>

Culturally Competent Nursing Care: A Cornerstone of Caring

Facilitator's Toolkit Instructional Guide

Thank you for completing *Culturally Competent Nursing Care: A Cornerstone of Caring and choosing* to become a course facilitator! Think Cultural Health, a U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH) initiative, appreciates your commitment to the integration of cultural and linguistic competency in your services and within your organization.

You have been provided with the Facilitator's Toolkit, which will enable you to present the course material in a small group session. The Facilitator's Toolkit contains the following materials:

- A Facilitator's Guide PDF document for your use in preparing for and conducting the session. This document provides you with all the material and information you will use during the session: Learning objectives, talking points, activities, and more. It also includes handouts for the participants that supplement the session's discussions.
- A PowerPoint presentation to be shown during the session. There is one PowerPoint presentation for each of the three courses of *the Culturally Competent Nursing Care* program.
- Access to a webpage with seven vignette case studies for use throughout the sessions and tips for facilitating group discussions about the cases.
- Materials to deliver a marketing presentation to members of your organization about the value of cultural and linguistic competency training and the components of *Culturally Competent Nursing Care*.

As a facilitator, you are able to do the following:

- Register colleagues to participate in a small group session of *Culturally Competent Nursing Care: A Cornerstone of Caring*



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- Guide session participants through the program and lead discussions about course content
- Give session participants the opportunity to complete a pretest and posttest for each course, allowing them to earn continuing education credits if desired



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Setting Up Your Small Group Facilitated Session

To get started with setting up a session and registering participants, please go to <http://ccnm.thinkculturalhealth.hhs.gov/idvdusers/facilitator> and enter the username and password you have used to complete the online version of *Culturally Competent Nursing Care: A Cornerstone of Caring*. This will give you access to the Facilitator Administration Page.

Creating Your Facilitated Session Online

At the Facilitator Administration Page, you will create the “class” for your small group session by selecting the Add New Class link at the top of the page. You may add a class name, description, and the start and end dates. (Please note: The start and end dates will not affect the session participants’ progress; it is just a way for you to differentiate between sessions.) After you have completed this page, select the save button at the bottom of the page. You may add a new class for additional small group sessions at any time.

Adding Session Participants to Your Registered Session

After you have created your session, you may enter session participants. Click on the class you would like to add new participants to and select the Add New Participant button. For each participant, you must enter the following information: first name, last name, email address, and certificate type (CNE Nursing, CEU Social Worker, or Statement of Participation).

You must also assign a username and password for each user. Usernames and passwords must be unique; you may not assign multiple users with the same username or password. If you are attempting to register a user using a username or password that already exists in our database, you will receive a message prompting you to select another username or password. Please note: Users may change their passwords upon logging in, but they will not be able to change their usernames. We suggest using a format such as last name, first initial (i.e. Bob Smith’s username could be bsmith or smithb) so participants are able to remember it.

Once you have registered a new user and selected the add button at the bottom of the page,



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an email will be sent to the participant with instructions to log into the course iDVD site at <http://ccnm.thinkculturalhealth.hhs.gov/idvdusers> to complete their registration form. You must inform participants of the date, time, and location of your facilitated session.

Giving Session Participants Access to the Course Pretest

Each session participant will complete the course pretest before coming to your facilitated session. In order for the participants to take the pretest, you will need to unlock the course pretests for your participants after you have completed entering session participants. Unlocking the pretest for your participants means that you will make it available for them to take via the course iDVD site and it will show up as available on their learning pages. To unlock a course, please complete the following steps:

At the Facilitator Administration Page, choose the class you would like to update by clicking on that class in the class table. The list of class participants will show.

- Select each class member and using the dropdown menu, unlock the pretests you would like them to complete. Please note: Your participants may only complete the pretests you have unlocked. Please only unlock pretests for the courses you will be covering during the facilitated session. For example, if you will not be covering Course II: Using Language Access Services, you should not unlock this pretest for your participants.

Giving Session Participants Access to the Course Posttest

Each session participant will complete the course posttest following your facilitated session. After you have conducted the small group, you must log back into the Facilitator Administration Page and unlock the posttests for your participants. To do this, please complete the following steps:

- Select the class you have completed by clicking on the class in the class table. The list of class participants will show.



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- Select each class member and using the dropdown menu, unlock the posttests you would like them to complete. (Please note: Your participants may only complete the posttests you have unlocked. Please only unlock pretests for the courses you will be covering during the facilitated session. If a participant has not completed a course pretest, you will not be able to unlock the corresponding posttest; therefore, please make sure all participants have completed the pretests you have unlocked.)

We would like to thank you for becoming a facilitator for *Culturally Competent Nursing Care: A Cornerstone of Caring!*

Good luck and enjoy your session!



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