



Free Learning Opportunities from Delaware Physicians Care, an Aetna Medicaid Plan...Developed with You in Mind

Bridge cultures, build patient relationships and learn how to achieve better health outcomes for your patients.

To help you care more effectively for patients from various ethnic and minority groups, we're offering health care professionals free online training courses in cultural competency.

Developed by the Manhattan Cross Cultural Group, the *Quality Interactions*® courses allow clinicians to participate in realistic clinical encounters. Clinicians learn key concepts and skills for delivering effective cross-cultural care that takes into account a patient's cultural perspective and preferences.

Additional information about the courses

Choose from the following Quality Interactions® courses:

- ❖ Quality Interactions for Physicians plus Cross-Cultural Communication Model (3.5 CME credits)*
- ❖ Quality Interactions for Nurses & Case Managers (2.5 CEU credits)
- ❖ Quality Interactions for Healthcare Employees (non-accredited)

*This course has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint sponsorship of Tufts University School of Medicine (TUSM) and Manhattan Cross Cultural Group. TUSM is accredited by the ACCME to provide continuing medical education for physicians.

*TUSM designates this educational activity for a maximum of 3.5 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

How to register

Register today for your password to access the free *Quality Interactions*® courses. Select "Log In" in the upper left corner of the Providers page at www.DelawarePhysiciansCare.com.

Once logged in, select the link titled: Cultural Competency CME/Courses and review the "Instructions for access to Cultural Competency CMEs/Courses". **Note:** If you are not yet a registered user of our secure provider website, please follow registration instructions located in the lower portion of the Providers page.

The first time you access the Quality Interactions® site, you'll be asked to complete a one-time registration. Once your information is verified, select the "Course Catalog" on the left navigation bar to find courses.

Call your Provider Relations Representative at 1-800-287-9860 with questions or for assistance.

Take our free courses today to help improve patient outcomes