



Free Online Training Addressing Health Literacy, Cultural Competency, & Limited English Proficiency

What is this Training about?

The Unified Health Communication (UHC) course is a free, online interactive training course designed to help health care providers improve patient communication skills and increase their awareness and knowledge of health literacy, cultural competency and limited English proficiency.

The course includes five self-paced modules: Module 1 provides an introduction to health communication; Modules 2-4 address health literacy, cultural competency and limited English proficiency, and Module 5 enables users to apply what they have learned in the previous modules in a capstone activity. Self-paced instruction allows users to complete one or more modules at a time. The total time required to complete the course is five hours, and technical assistance is available.

What makes the UHC course unique?

While other available courses separate the concepts of language, culture and literacy, this interactive Web course uses a "unified health communication" approach that integrates health literacy with limited English proficiency and cultural competency. This helps improve communication between health care providers and their patients by teaching providers and their staff how to gauge and respond to their patients' health literacy, cultural background, and language skills. The modules' textual information is enhanced by colorful graphics, interactive elements and video vignettes.

The course received the 2008 Blue Pencil and Gold Screen Award (1st place for "Webinar" Category) from the National Association of Government Communicators.

Are Continuing Education Credits available?

Yes. A number of accrediting bodies, including the National Committee on Quality Assurance, the American Academy of Physician Assistants, the American Association for Health Education, and the American Pharmacists Association, award up to five free credits for completing this course. Additional accrediting organizations are being considered.

How do I register?

Just go to: www.hrsa.gov/healthliteracy/training.htm

