

# CULTURAL TRAINING INSTRUCTION GUIDE

## For Providers

Cigna is committed to building a trusted network of providers so we may connect our customers, your patients, with truly personal health care. Cigna has created the following cultural competency training courses specifically for providers and office staff participating in our network.

Course Title	Course Description (course ID #)
<b>Developing Cultural Agility</b>	<p><b>Primer Course</b> (EN0AL0076w)</p> <p>Develop cultural agility by examining assumptions and cultural competency best practices. This 40 minute course serves as a primer for the Delivering Culturally Responsive Care curriculum and the Diabetes Among South Asians curriculum.</p>
<b>Delivering Culturally Responsive Care: Hispanic Community</b>	<p><b>Course 1 of 3</b> (EN0AL0077w)</p> <p>Discover Hispanic community characteristics and health care patterns in just 35 minutes.</p>
	<p><b>Course 2 of 3</b> (EN0AL0078w)</p> <p>Explore Hispanic cultural values, beliefs, and behaviors in 30 minutes.</p>
	<p><b>Course 3 of 3</b> (EN0AL0079w)</p> <p>Leverage Hispanic cultural values, beliefs and practices to increase patient engagement after completing this 40 minute course.</p>
<b>Diabetes Among South Asians: Overview</b>	<p><b>Overview</b> module 1 of 3 (EN0AL0913d)</p> <p>Address key health disparities found within the South Asian population including a deeper exploration of Asian Indian, Pakistani and Nepali, Bangladeshi, and Sir Lankan sub-populations. Gain foundational knowledge regarding specific cultural traits, beliefs, and practices enabling you to provide culturally responsive care.</p> <p>In addition, you will see and hear from two of Cigna's South Asian clinicians. In the <a href="#">first video</a>, doctor Anil Sipahimalani, shares his expertise on addressing the health disparities, which include an increased incidence of diabetes and coronary artery disease, as well as the fact that patients can be at risk despite having a normal BMI. In the <a href="#">second video</a>, doctor Sheila Sudhakar, demonstrates a discussion with a South Asian patient. You will observe examples of how to address the elements of lifestyle modification in a culturally-responsive manner.</p>

<p><b>Diabetes Among South Asians in the U.S.</b></p>	<p><b>Three Case Studies</b> module 2 of 3 (EN0AL0914d)</p> <p>Gain appreciation for expanding clinical awareness related to culturally driven disparities as you explore three unique case studies highlighting the diversity found within the South Asian sub populations of Nepali, Indian, and Pakistani. Leverage insights into how beliefs, practices and values related to dietary, social, environmental, and spiritual domains influence diabetes self-management. Assess factors that affect patient motivation to engage in healthy lifestyle changes or follow treatment protocols.</p>
	<p><b>Patient Card</b> module 3 of 3 (EN0AL0915d)</p> <p>Clinicians are encouraged to share this tri-fold brochure with their South Asian patients to increase diabetes self- management adherence. As a clinician, you will gain; culturally relevant insights on how to suggest dietary modifications, as well as insights on potential barriers in accessing and navigating the health care system.</p> <p>The MyPlate concept is introduced along with dietary modifications specific to a typical South Asian diet. Patients will be encouraged that healthy modifications are possible, while still honoring their traditional diet. Patients will gain concrete tips on how to: prepare for their medical appointment; collaborate and build a relationship with their entire health care team; and gain tips on navigating the U.S. healthcare system.</p>

These courses are provided at no charge. Visit the [Cigna Learning Site](#) and register as a new user. When creating your new user profile, you will need to use one of the following registration codes (case-sensitive).

- > If in a Cigna Collaborative Care (CCC) arrangement please use code: **CCC-1001**
- > If you are a Cigna-HealthSpring provider use code: **HealthSpring-2017**
- > If you work at a Cigna network hospital or facility use code: **Hospital-01**
- > All other providers use this code: **GeneralProviderNetwork-2017**

Follow directions on the main page to locate the courses of interest.

**Note** – the links to this document and course information are also available at Cigna's [Cultural Competency Training and Resources web page](#), your one-stop-shop for everything cultural competency in health care.

**Together, all the way.™**



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