

Medicine			
Bachelor	TR-NQF-HE: Level 7	QF-EHEA: Second Cycle	EQF-LLL: Level 7

Course Introduction and Application Information

Course Code:	UNI368		
Course Name:	Health Services in Multicultural Societies		
Semester:	Spring Fall		
Course Credits:	<div>ECTS</div> <div>5</div>		
Language of instruction:	Turkish		
Course Condition:			
Does the Course Require Work Experience?:	No		
Type of course:	University Elective		
Course Level:	<div>Bachelor</div> <div>TR-NQF-HE:7. Master`s Degree</div> <div>QF-EHEA:Second Cycle</div> <div>EQF-LLL:7. Master`s Degree</div>		
Mode of Delivery:	E-Learning		
Course Coordinator:	Dr. Öğr. Üy. EMİNE NUR KAHRAMAN		
Course Lecturer(s):	Asst.Prof..Emine Nur Kahraman		
Course Assistants:			

Course Objective and Content

Course Objectives:	The aim of the course on healthcare services in multicultural societies is to educate healthcare professionals and service providers on effectively communicating with individuals from different cultures, understanding cultural diversity, and coping with this diversity.
Course	This course focuses on developing the skills of healthcare professionals to provide effective

Content:	healthcare services in multicultural societies. Its content covers cultural awareness, communication skills, coping strategies for cultural diversity, cultural competence, and interaction with patients. Students gain practical skills in establishing healthy communication with individuals from different cultures, respecting cultural norms, tailoring healthcare services to cultural needs, and collaborating in a cross-cultural team. Additionally, the course provides practical opportunities for students to apply these skills through real-life scenarios with the aim of reducing cultural errors in healthcare delivery and enhancing patient satisfaction.
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Learning Outcomes

The students who have succeeded in this course;

- 1) Cultural Awareness: Acquiring the ability to identify and understand the cultural characteristics of patients from different cultures.
- 2) Communication Skills: Developing the ability to understand different languages and communication styles, communicate effectively, and overcome language barriers.
- 3) Cross-Cultural Communication: Gaining the skill of cultural sensitivity and respect when interacting with individuals from different cultures.
- 4) Adaptation to Cultural Norms: Developing the ability to tailor healthcare services to the norms and expectations of different cultures.
- 5) Patient Safety: Acquiring the ability to recognize potential errors in cross-cultural interactions and reduce these errors to enhance patient safety.
- 6) Teamwork in Cultural Diversity: Improving collaboration skills with healthcare professionals and team members from different cultures.
- 7) Sensitivity to Health Disparities: Understanding the impact of cultural diversity on health inequalities and developing sensitivity to these disparities.
- 8) Cultural Adaptation Strategies: Developing the ability to manage cultural differences and implement strategies to enhance cultural adaptation.
- 9) Empathy Development: Enhancing the ability to understand the emotional and cultural context of individuals from different cultures and building empathy.
- 10) Knowledge of Various Cultures: Establishing a broad knowledge base about the health beliefs, practices, and illness perceptions of different cultures.

Course Flow Plan

Week	Subject	Related Preparation
1)	Introduction and Overview of the Program Introduction to the program's objectives and content. Impacts of multicultural communities on healthcare services.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
2)	Cultural Awareness and Health Concept of cultural awareness and its importance. Role of cultural awareness in healthcare services.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
3)	Communication Skills and Intercultural Communication Developing communication skills. Strategies for effective	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice.

	communication with individuals from different cultures.	Health Care Analysis, 11, 199-206.
4)	Language Barriers and Solutions Challenges of communication in different languages. Strategies for overcoming language barriers.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
5)	Cultural Diversity and Its Impact on Healthcare Impacts of different cultures on the healthcare system. Strategies for coping with cultural diversity.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
6)	Adapting to Cultural Norms in Healthcare Services Ability to provide healthcare services in accordance with cultural norms. Adapting healthcare services to cultural norms	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
7)	Patient Safety and Cultural Errors Impact of cultural interactions on patient safety. Identifying and reducing potential cultural errors.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
8)	Teamwork in Cultural Diversity Effective teamwork with healthcare professionals from different cultures. Communication skills in cross-cultural teamwork.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
9)	Conflict Management and Resolving Cultural Conflicts Identifying and resolving conflicts in a cross-cultural context. Conflict management in the context of healthcare services.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
10)	Health Inequalities and Cultural Sensitivity Impact of cultural differences on health inequalities. Importance of cultural sensitivity in healthcare services.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
11)	Sensitivity and Developing Empathy Developing sensitivity to cultural differences. Strengthening empathy-building skills.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
12)	Cultural Adaptation Strategies Adapting healthcare services to different cultures. Implementation of cultural adaptation strategies.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.
13)	Program Evaluation and Progress General evaluation of the program. Assessment of participants' achievements. Future developments and recommendations.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.

Sources

Course Notes / Textbooks:	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care Analysis, 11, 199-206.

Course - Learning Outcome Relationship

No Effect	1 Lowest	2 Average	3 Highest

	Program Outcomes	Level of Contribution
1)	When Istinye University Faculty of Medicine student is graduated who knows the historical development of medicine, medical practices, and the medical profession and their importance for society.	
2)	knows the normal structure and function of the human body at the level of molecules, cells, tissues, organs and systems.	
3)	is capable of systematically taking an accurate and effective social and medical history from their patients and make a comprehensive physical examination.	
4)	knows the laboratory procedures related to diseases; In primary care, the necessary material (blood, urine, etc.) can be obtained from the patient with appropriate methods and can perform the necessary laboratory procedures for diagnosis and follow-up or request laboratory tests.	
5)	can distinguish pathological changes in structure and functions during diseases from physiological changes and can Interpret the patient's history, physical examination, laboratory and imaging findings, and arrive at a pre-diagnosis and diagnosis of the patient's problem.	
6)	knows, plans and applies primary care and emergency medical treatment practices, rehabilitation stages.	
7)	can keep patient records accurately and efficiently, know the importance of confidentiality of patient information and records, and protects this privacy.	
8)	knows the clinical decision-making process, evidence-based medicine practices and current approaches.	
9)	knows and applies the basic principles of preventive health measures and the protection of individuals from diseases and improving health, and recognizes the individual and/or society at risk, undertakes the responsibility of the physician in public health problems such as epidemics and pandemics.	
10)	knows the biopsychosocial approach, evaluates the causes of diseases by considering the individual and his / her environment.	
11)	is capable of having effective oral and/or written communication with patients and their	

	relatives, society and colleagues.	
12)	knows the techniques, methods and rules of researching. It contributes to the creation, sharing, implementation and development of new professional knowledge and practices by using science and scientific method within the framework of ethical rules.	
13)	can collect health data, analyze them, present them in summary, and prepare forensic reports.	
14)	knows the place of physicians as an educator, administrator and researcher in delivery of health care. It takes responsibility for the professional and personal development of own and colleagues in all interdisciplinary teams established to increase the health level of the society.	
15)	knows employee health, environment and occupational safety issues and takes responsibility when necessary.	
16)	knows health policies and is able to evaluate their effects in the field of application.	
17)	keeps medical knowledge up-to-date within the framework of lifelong learning responsibility.	
18)	applies own profession by knowing about ethical obligations and legal responsibilities, prioritizing human values and with self-sacrifice throughout own medical life.	

Assessment & Grading

Semester Requirements	Number of Activities	Level of Contribution
Homework Assignments	1	% 40
Final	1	% 60
total		% 100
PERCENTAGE OF SEMESTER WORK		% 40
PERCENTAGE OF FINAL WORK		% 60
total		% 100

Workload and ECTS Credit Calculation

Activities	Number of Activities	Preparation for the Activity	Spent for the Activity Itself	Completing the Activity Requirements	Workload
Presentations / Seminar	1	0			0

Final	1	0			0
Total Workload					0