

Dentistry			
Bachelor	TR-NQF-HE: Level 6	QF-EHEA: First Cycle	EQF-LLL: Level 6

Course Introduction and Application Information

Course Code:	UNI368		
Course Name:	Health Services in Multicultural Societies		
Semester:	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> <div>Bachelor</div> <div>TR-NQF-HE:6. Master`s Degree</div> <div>QF-EHEA:First Cycle</div> <div>EQF-LLL:6. Master`s Degree</div> </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 Content:	This course focuses on developing the skills of healthcare professionals to provide effective 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.

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 communication with individuals from different cultures.	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. 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.
References:	Olthuis, G., & van Heteren, G. (2003). Multicultural health care in practice. Health Care

Course - Program Learning Outcome Relationship

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throughout the dentistry profession, follows current evidence-based dental knowledge and uses it during his professional practice.	1	2	3	4	5	6	7	8	9	10
Course Learning Outcomes										
10) During dental practice, in cases such as abuse and addiction, performs the treatment by exhibiting the behaviors required by social ethics and legal rules, and collects and records the relevant data.										
11) Uses basic and current knowledge in the field of dentistry during professional practice for the benefit of society within the framework of national values and country realities.										
12) In natural disasters and emergency cases, takes the protective measures required by the dentistry profession; performs professional practices that benefit patients and society										
13) Generates ideas regarding health policy in dentistry, prioritizes individual and public health, and carries out preventive and therapeutic medical practices within the framework of scientific, ethical, and quality processes.										
14) Differentiates the signs and symptoms commonly encountered in the dentistry profession, makes a treatment plan and refers when necessary, and manages diseases and clinical situations regarding their urgency and patient priority.										
15) Can assume the leadership responsibility of the team he/she works for, manage it following scientific criteria, and support the professional development of the team.										

Course - Learning Outcome Relationship

No Effect	1 Lowest	2 Average	3 Highest

	Program Outcomes	Level of Contribution
1)	Has basic and up-to-date knowledge in the field of dentistry, follows scientific publications,	

	and applies evidence-based data to his/her professional practice.	
2)	Knows well and effectively uses devices, tools, and materials specific to diagnosis and treatment in the field of dentistry.	
3)	Evaluates the knowledge in the field of dentistry critically, integrates it with the knowledge of disciplines in the field of health, uses it by analyzing and synthesizing it.	
4)	Produces projects related to the field of dentistry, can work with other health disciplines, takes part as a member of the research team and evaluates and reports the results obtained at a scientific level.	
5)	Uses information that will contribute to the dentistry profession during practice, takes responsibility, and produces solutions in unforeseen situations.	
6)	Shares, compares, and exchanges dental knowledge with professional colleagues in social and scientific environments in written, verbal, and visual forms.	
7)	Within the framework of social, scientific, and ethical values including patient privacy, communicates with patients and their relatives, knows all the characteristics of the patient, and recommends the most appropriate treatment with a patient-centered approach.	
8)	Follows technological developments, participates in national and international studies, and shares and presents own observations, experiences, and research to further advance dental practices.	
9)	By adopting the principle of lifelong learning throughout the dentistry profession, follows current evidence-based dental knowledge and uses it during his professional practice.	
10)	During dental practice, in cases such as abuse and addiction, performs the treatment by exhibiting the behaviors required by social ethics and legal rules, and collects and records the relevant data.	
11)	Uses basic and current knowledge in the field of dentistry during professional practice for the benefit of society within the framework of national values and country realities.	
12)	In natural disasters and emergency cases, takes the protective measures required by the dentistry profession; performs professional practices that benefit patients and society	
13)	Generates ideas regarding health policy in dentistry, prioritizes individual and public health, and carries out preventive and therapeutic medical practices within the framework of scientific, ethical, and quality processes.	
14)	Differentiates the signs and symptoms commonly encountered in the dentistry profession, makes a treatment plan and refers when necessary, and manages diseases and clinical situations regarding their urgency and patient priority.	
15)	Can assume the leadership responsibility of the team he/she works for, manage it	

following scientific criteria, and support the professional development of the team.

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