

**University of Iowa
Hospitals and Clinics**
Department of Nursing
Services and Patient Care
Nursing Clinical Education Center
4 West, General Hospital
319-356-1238 Tel

Dates/Location:

February 17, 2020
1200 – 1300
Zoom

Intended Audience:

Physicians, nurses, social workers, physician assistants, pharmacists, public health professionals, dentists and the dental team, health educators, health administrators, health science students, chaplains and all personnel who provide health care services to diverse populations.

Fees & Credits:

There is no registration fee for UIHC staff to attend this course or to receive optional CE credits.

1.0 contact hour will be granted by UIHC Department of Nursing (IBN Approved Provider #34). Participants must attend the entire program to receive full credit.

Pre-registration is not required.

Contact:

Rihana Al-Ghalayini, MSN, BA, RN-BC at 319-356-4399 for questions concerning the program.

The Trudy A. Laffoon Caring for Patients of Diversity Series: The Importance of a Name in Building Patient Trust and Rapport

Purpose/Description:

The Caring for Patient Diversity series honors Trudy A. Laffoon, DNP, RN, who founded the series in 2017. At the time of her passing in December 2020, she had been a UIHC nurse for over 40 years serving in many roles and service lines but her passion was striving for diversity, equity and inclusion. In addition to being named a 100 Iowa Great Nurse and receiving other awards during her career, perhaps one of the most meaningful to her was being named the 2019 recipient of the UIHC Culturally Responsive Health Care Award.

The Trudy A. Laffoon Caring for Patient Diversity Series is intended to assist with creating an environment of inclusion where individual differences are respected and all are welcome. Its programs are designed to ensure that staff members have a forum to share experiences surrounding diversity and mechanisms that lead to an exceptional patient care environment, and to provide a range of diversity education and cultural enrichment programs to address issues related to growing diversity, persistent disparities in care, and promoting health care equity. In remembrance of Trudy and her tireless efforts to serve patients of diverse populations, the series aims to foster a positive environment by nurturing a culture of respect, inclusion and equal opportunity for misunderstood or vulnerable populations.

Objectives:

- Explain methods for how to establish good rapport with patients from diverse populations
- Apply University of Iowa Universal Competencies of Diversity, Equity, and Inclusion

Speaker:

Rihana Al-Ghalayini, MSN, BA, RN-BC
Nurse Manager, Women’s Health Clinic
Department of Obstetrics and Gynecology

Individuals with disabilities are encouraged to attend all University of Iowa-sponsored events. If you are a person with a disability who requires an accommodation in order to participate in this program, please contact the Department of Nursing in advance at (319) 356-1238.

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