

Crossing Cultures

Using the LEARN Model

Imagine your next encounter with a patient whose language, culture or life experience is different from your own (not necessarily an immigrant or refugee patient). How could your interaction be shaped in order to incorporate each of the necessary steps of the LEARN Model?

LISTEN
EXPLAIN
ACKNOWLEDGE
RECOMMEND
NEGOTIATE

Recommended Resources

Want to learn more about LEARN, cross-cultural health and cultural competence? Try one or more of these resources:

Websites

Think Cultural Health: <http://www.thinkculturalhealth.org>

The Providers Guide to Quality and Culture:

<http://erc.msh.org/qualityandculture>

Book

Immigrant Medicine, Elsevier Press 2007

<http://www.elsevier.com>

Organizations

National Council on Interpreting in Health Care:

<http://www.ncihc.org>

Diversity Rx: <http://www.diversityrx.org>