



THINK CULTURAL HEALTH TRAINING JOB AID

Step 1

Select 'Begin Program'.

The screenshot shows the Think Cultural Health website. At the top, there is a navigation bar with the HHS.gov logo, U.S. Department of Health & Human Services, and Explore HHS. Below this is a secondary navigation bar with links for About Us, National CLAS Standards, Education, Resources, and Contact. The main content area features a large image of a dental professional examining a child's teeth. To the right of the image, the text reads "Cultural Competency Program for Oral Health Providers" and "A free, online educational program accredited for oral health professionals." A blue button labeled "Begin Program" is highlighted with a red rectangular box. Below the main content, there are two columns: "PROGRAM DETAILS" and "NATIONAL CLAS STANDARDS".

Select LOGIN.GOV link.

The screenshot shows the Think Cultural Health website's login page. At the top left is the "THINK CULTURAL HEALTH" logo, and at the top right is a "Switch to Spanish" link. The main content area has a light blue background with the text "Click below to be redirected to Login.gov. You will be redirected back after being successfully authenticated." Below this text is a red rectangular box containing the "LOGIN.GOV" logo. Underneath the login box is a "Quick Tips" section with the heading "Below are some common questions, please View FAQ for more questions and answers." There are six question-and-answer pairs, each with a question in a light blue box and an answer in a white box with a light blue border. The questions are: "What is Login.gov?", "Why is Think Cultural Health using Login.gov?", "How do I create a Login.gov account?", "How do I sign in to Think Cultural Health after I create my Login.gov account?", "Can I use my existing Think Cultural Health username and password to sign in?", and "What if I already have a Login.gov account?"

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Step 2

Select 'Create an account'.

An official website of the United States government [Here's how you know](#) ▾

LOGIN.GOV | HHS.gov

XMS Production is using Login.gov to allow you to sign in to your account safely and securely.

Sign in **Create an account**

Sign in for existing users

Email address

Password

Show password

Sign in



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Step 3

- 1 Enter your email address
- 2 Checkmark the highlighted box to indicate you have reviewed and accept the Rules of Use.

Create an account for new users

Enter your email address

1

Select your email language preference
You will receive emails from Login.gov in the language you choose.

English (default)

Español

Français

中文 (简体)

2 read and accept the Login.gov [Rules of Use](#)

Step 4

You will be instructed to 'Check your email'.

An official website of the United States government [Here's how you know](#)

LOGIN.GOV

Check your email

We sent an email to aburrie@libertydentalplan.com with a link to confirm your email address. Follow the link to continue creating your account.

You can close this window if you're done.

Having trouble? Here's what you can do:

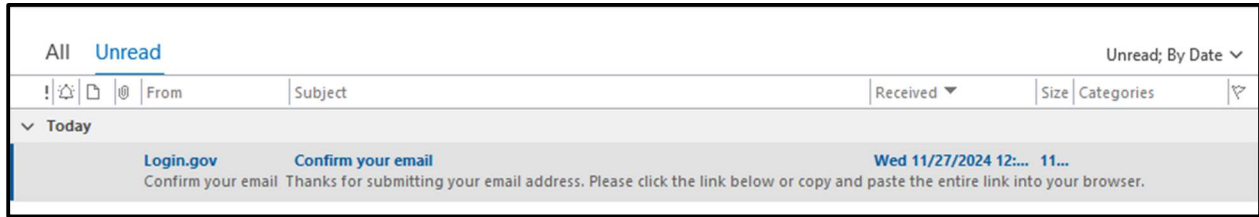
- [Resend the confirmation email](#) >
- [Use a different email address](#) >

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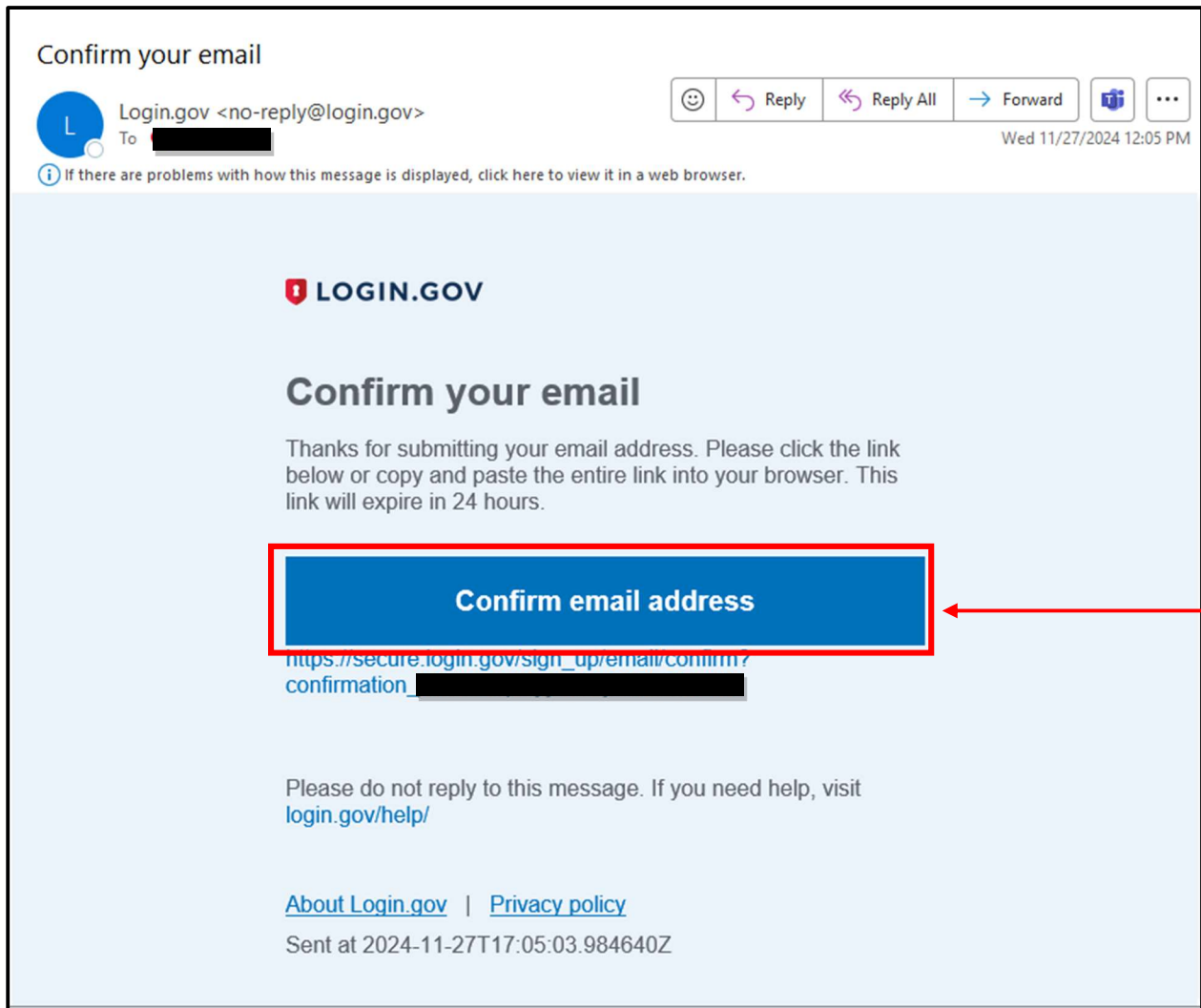


Step 5

You will receive an email from Login.gov. Access the email from your Outlook email account.



Confirm your email address by selecting the link provided.

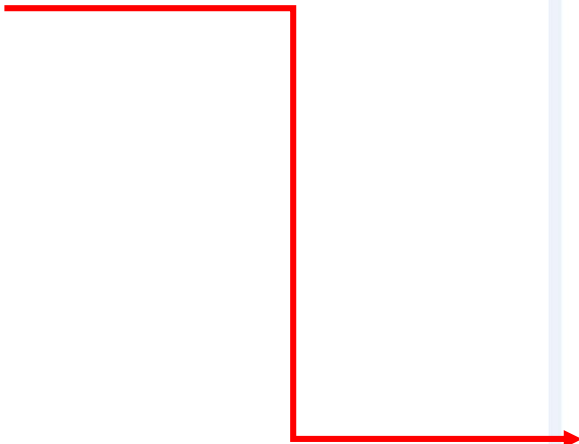


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Step 6

Once you have confirmed your email, please create a password and establish an authentication method when prompted.

You may skip establishing a second authentication method.





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Step 7

Complete all the fields, setting up your profile: *All fields are required.*

2. Program Selection

Which program(s) are you registering for?

- Administrators and Providers – Guide to Providing Effective Communication and Language Assistance Services
(Note: No credits or certificate of completion offered.)
- Behavioral Health Professionals – Improving Cultural Competency for Behavioral Health Professionals
- Disaster Professionals – Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
- Public Health Service officers - Cultural Competency Deployment Refresher
- Maternal Health Care Providers - Culturally and Linguistically Appropriate Services (CLAS) in Maternal Health Care
- Nurses – Culturally Competent Nursing Care: A Cornerstone of Caring
- Oral Health Professionals – Cultural Competency Program for Oral Health Professionals

7. Feedback Information

Have you heard of the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health and Health Care?

No

Yes

How did you hear about this educational program?

My educational institution (school, university, professor)

My workplace

Please specify

Check here if your workplace is requiring you to take this education program

A professional association

A conference (booth, presentation)

Email from OMH or TCH

Online search

Social media

Other

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Once Complete, you should be routed to the training page. If not, you will need to navigate back to the Think Cultural Health training page and Login using your new password credentials.

Link: <https://thinkculturalhealth.hhs.gov/registration/Login?id=6>

From the screen below, select Cultural Competency Program for Oral Health Providers.

The screenshot shows the Think Cultural Health user interface. At the top, there is a navigation bar with 'HHS.gov', 'U.S. Department of Health & Human Services', and 'Explore HHS'. Below this, the 'THINK CULTURAL HEALTH' logo is on the left, and user information 'Welcome Amber Burris' with 'Sign Out' and 'Switch to Spanish' links is on the right. A blue banner contains an 'Attention: Upcoming Website Maintenance' message in both English and Spanish. The main content area is divided into two columns. The left column, 'Your Registered Programs', contains a card for 'Cultural Competency Program for Oral Health Providers' which is highlighted with a red box. The right column, 'Programs You Can Register For', contains two cards: 'A Physician's Practical Guide to Culturally Competent Care' and 'Culturally and Linguistically Appropriate Services (CLAS) in Nursing'.

TAKING THE TRAINING

STEP 1: Select 'my progress'

The screenshot shows the training page header. It includes the 'U.S. Department of Health & Human Services' logo and 'www.hhs.gov' on the left, and 'minorityhealth.hhs.gov' on the right. Below this is the 'Office of Minority Health' branding and the 'THINK CULTURAL HEALTH' logo. The page title is 'Cultural Competency Program for Oral Health Professionals'. A user menu is visible on the right with options: 'Welcome, [Name]', 'My Progress' (highlighted with a red box), 'Log out', and 'Update Profile'.

ATTENTION: PLEASE READ

This course is under review for updates. The content is available to you to complete training requirements while we continue working to post an updated version of the course.

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STEP 3: Complete the training.

Navigation is available at the left margin and at the end of each page.

The screenshot shows the 'Introduction to the Cultural Competency Program for Oral Health Professionals E-learning Program' page. On the left, a navigation menu is highlighted with a red box and an arrow pointing to it. The menu includes: Curriculum Introduction (highlighted), Introduction to Oral Health Professional E-learning Program, Course 1, Course 2, Course 3, and Toolkit. The main content area contains the following text:

Home » Curriculum Introduction

Introduction to the Cultural Competency Program for Oral Health Professionals E-learning Program

Welcome to the *Cultural Competency Program for Oral Health Professionals!* The Office of Minority Health of the Department of Health and Human Services (HHS) is pleased to welcome you to this e-learning program designed exclusively for oral health professionals.

In 2000, the release of the seminal report *Oral Health in America: A Report of the Surgeon General*¹ began a national conversation about the importance of oral health care to general health and well-being. The report also highlighted the inequities and disparities that continue to affect millions of Americans over a decade later. The conversation around oral health was reinvigorated with the launch of the HHS Oral Health Initiative in 2010, which emphasizes access to oral health care and the effective delivery of services to underserved populations, under the theme "Oral Health is Integral to Overall Health."²

The *Cultural Competency Program for Oral Health Professionals* e-learning program represents the Office of Minority Health's participation in the HHS Oral Health Initiative. This program aims to provide all members of the dental team with the basic knowledge and skills related to cultural and linguistic competency to provide higher quality care to all.

This program is built upon the *National Standards on Culturally and Linguistically Appropriate Services in Health and Health Care* (the *National CLAS Standards*)³ from the HHS Office of Minority Health. The *National CLAS Standards* offer a framework for individuals working in health and health care on which to build policy, programs and services.

The three courses introduce you to the fundamentals of cultural and linguistic competency and its relevance to oral health care. The courses were designed to be taken sequentially. To receive continuing dental education credit for a specific course, you will need to complete it in its entirety and obtain a minimum passing score 70% on the posttest included at the end of the course. When you have completed and passed the posttest for all three courses, you will have the option of printing a printer-friendly version of the course content from the Resources section under the Toolkit.

This program introduces cultural and linguistic competency skills you can use in your day-to-day practice. These skills and concepts are reinforced through features such as:

- The "Filling in the Gaps" boxes designed to provide you with additional information, resources and applications of the course material;
- "Think About It" questions to encourage your reflection on the information;
- "Cultural Connections" boxes designed to provide you with additional, culturally specific information about issues related to oral health; and
- Video vignettes that show you how to adopt the skills and concepts into your own environment.

Other features of the website include an index of Resources, and well as a Glossary, that includes the definitions for all bolded terms throughout each of the three courses.

We hope you find the program useful in your everyday work. Thank you for taking this important step in the cultural and linguistic competency journey.

¹ While the "Cultural Connections" boxes include information about specific cultural groups, it is important to note that oral health care should be individualized and based on your patient's unique preferences and experiences.² Thus, the "Cultural Connections" boxes are meant to provide basic, broad information that should not be generalized to all members of a cultural group.

Next Step: A Little About You →

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STEP 4: Retrieve and Save your Certificate.

Curriculum Introduction

Course 1

Course 2

Course 3

Course 3 Introduction

Course 3 Pretest

Module 3.1: Role of Communication in CLAS

Module 3.2: Barriers to Effective Communication

Module 3.3: Communication Differences

Module 3.4: Key Communication Tools and Techniques

Course 3 Video Case Study

Course 3 Conclusion

Course 3 Posttest

Toolkit

Home » Course 3 » Posttest

COURSE 3 - POSTTEST

YOUR SCORE **90%**

AVERAGE SCORE **88%**

Thank you for completing this test.

Congratulations! You Passed with 90%. The passing grade is 70%.
Following are the questions you missed with the correct answers:
You missed question 2 (E).

- Return to page viewed before the test
- View "My Progress"
- Review all questions/answers
- Review missed questions

Next Step: View your certificate. (PDF - 124 KB) →

My Progress

Curriculum Certificate:

A Course must be completed for certification

[View/Print PDF Certificate \(PDF - 125 KB\)](#)

[View/Print HTML Certificate](#)

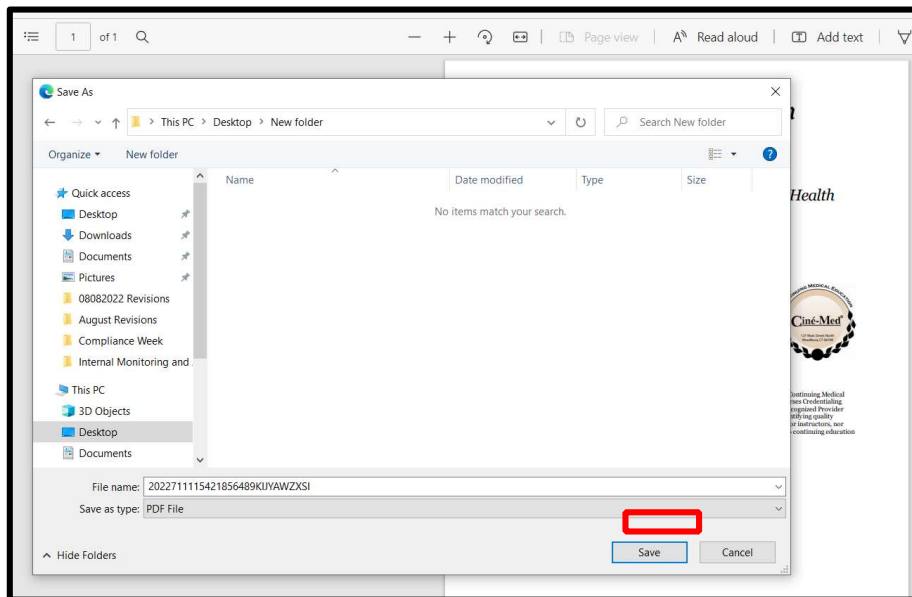
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STEP 5: Save the Certificate by selecting the **'Save'** icon in the upper right-hand corner of the screen.



STEP 2: Next, select the location and **File Name** for the Certificate and select **'Save'**.



Submission Requirements: Submit your certificate through Liberty's LMS system (if applicable) or submit directly to your Liberty representative. person.