

Resources to Support your Diverse Patient Panel

As patient panels grow more diverse and needs become more complex, providers and office staff need more support to help address patients' needs.

Amerigroup Community Care offers tools and resources that support the common goal of expanding the way we think about health care to ensure more people have the opportunity to make the choices that lead to healthy, longer lives, regardless of their diverse backgrounds. Information and resources are located at www.mydiversepatients.com or by visiting <https://providers.amerigroup.com/TN> under Provider Resources & Documents > Training Programs > My Diverse Patients link.

The courses below are available for free continuing medical education (CME) credit through the American Academy of Family Physicians (AAFP) via the My Diverse Patients website.



Moving Toward Equity in Asthma Care

Course objectives:

- Provides understanding on issues often faced by diverse patients with asthma
- Developing strategies for communicating to enhance patient understanding
- Uses techniques to improve patients' asthma control and reduce exacerbation emergencies



Medication Adherence

Course objectives:

- Assist with recognizing potential barriers to medication adherence and what influences your patients' thoughts and emotions.
- Understand the importance of meeting your patients where they are.
- Learn how to navigate and break through barriers with C.A.R.E.



Creating an LGBT Friendly Practice

Course objectives:

- Understand the fears and anxieties LGBT patients often feel about seeking medical care.
- Learn key health concerns of LGBT patients.
- Develop strategies for providing effective health care to LGBT patients.
- Review ideas for creating a welcoming office environment.



Caring for Children with ADHD

Course objectives:

- Increase your understanding of your role in assessing young patients with a potential ADHD diagnosis, and how to apply the most effective and age appropriate multimodal treatment plan for children with ADHD.
- Incorporate best practices, address disparities and reduce ADHD stigma in diverse populations.



Reducing Health Care Stereotype Threat

Course objectives:

- Diverse patients may feel threatened of being personally reduced to group stereotypes. Their fear of being prejudged or stigmatized based on phenotype may be omnipresent throughout their life journeys and may be present during health care interactions with you or your team.



Improving the Patient Experience

Course objectives:

- Substantial evidence points to a positive association between the patient experience and health outcomes. Patients with chronic conditions, such as diabetes, demonstrate greater self-management skills and quality of life when they report positive interactions with their health care providers.