Spanish Language and Diversity Training for Nurses and Other Health Care Professionals

Providing quality language training programs which focus on empowerment through education and compassion through cross-cultural understanding



# **Cross Cultural Encounters**

P.O. Box 1665 Lajas, Puerto Rico 00667

Contact: Susan Nadathur

(888) 251-4562 (toll free) (787) 550-7582 (mobile) susan.nadathur@gmail.com www.susannadathur.com

# **Cross Cultural Encounters Training Program**

*Cross Cultural Encounters* offers the following three-part training program to be brought directly to your work place or professional conference:

### 1) English for Nurses and Other Health Care Providers

This targeted training program is designed for nurses and other health care professionals whose first language is one other than English. It offers practical, job-specific English language instruction so that those hospital employees with some working knowledge of English can improve their communication skills and function at the optimal level of patient care while encouraging them to move towards a fuller understanding of the diversity of culture and the different ways to health and wellness. This workshop has become a national model in training health care professionals to acquire basic communication skills in English. It is intended for individuals with some prior training in English who wish to acquire terminology specific to one or more of the areas listed below:

- Obtaining Medical, Social & Family Histories
- Patient Assessment & the Physical Examination
- Patient Care Plans
- Patient Documentation/Nursing Notes
- Administering Medications
- Caring for Med/Surg Patients
- Caring for the Hypertensive Client
- Caring for the Diabetic Client
- Caring for the AIDS/Cancer Patient and His Family
- Caring for the Alzheimer Patient and His Family
- Communicating Causative Effects of Wounds
- Explaining Wound Assessments and Approaches
- Cardiac Assessment, Care and Education for the Patient and His Family
- Culture, Grief and Death
- Helping Clients Understand End of Life Decisions/Living Wills
- Any other topic of interest to the sponsoring institution

## 2) Spanish for Nurses and Other Health Care Providers

In order to offer optimal health care to the Spanish-speaking community in your area, it is preferable for health care providers to learn the language rather than to rely solely on interpreters. This training enables health care providers to improve communication between themselves and their Spanish-speaking clients while encouraging them to move towards a fuller understanding of the diversity of culture and the different ways to health and wellness. This workshop has become a national model in training health care professionals to acquire basic communication skills in Spanish. It is intended for individuals with little or no prior training in Spanish who wish to acquire terminology specific to one or more of the areas listed below:

- Spanish Language & Culture for Childbirth (Labor & Delivery)
- Spanish Language & Culture for Postpartum Mother/Infant Care
- Spanish Language & Culture for Neonatal Intensive Care
- Spanish Language & Culture for Breastfeeding and Infant Nutrition
- Spanish Language & Culture for Pediatric Care
- Spanish Language & Culture for Women's Health & Gynecology
- Spanish Language & Culture for A Healthy Heart
- Spanish Language & Culture for Preventing and Treating Diabetes
- Spanish Language & Culture for Cancer Intervention & Counseling
- Spanish Language & Culture for Mental Health
- Spanish Language & Culture for Emergency Services
- Spanish Language & Culture for Childbirth and Woman's Health
- Caring for the Hypertensive Client
- Caring for the AIDS/Cancer Patient and His Family
- Caring for the Alzheimer Patient and His Family
- Strategies for Taking Culturally-Appropriate Medical Histories in Spanish
- Strategies for Communicating Causative Effects of Wounds
- Strategies for Explaining Wound Assessments and Approaches
- Cardiac Assessment, Care and Education for the Spanish Speaking Community
- Sex, Culture and Women's Health
- Culture, Grief and Death
- Helping Clients Understand End of Life Decisions/Living Wills
- Conducting Physical Examinations in Spanish
- Family Health Care in a Cultural Context

## 3) On-line Education Leading to Certification for Competency

In recognition that language acquisition and cultural competency is a process that requires time and commitment, the *Cross Cultural Encounters* program provides a framework for on-going study and the transference of workshop competencies. After an initial on-site workshop of between six to twenty-four hours (as determined by the sponsoring institution depending on need and budget) training is continued on-line via a distance education program that provides structured practice, on-line tutoring, and a final evaluation of workshop competencies. Students will be guided through the online program by a CCE facilitator and will have on-going contact with the workshop leader. Successful completion of the program will lead to the awarding of the <u>Certificate of Competency in English for Health Care</u>, or the <u>Certificate of Competency in Spanish for Health Care</u>. College or continuing education credit for this course may be arranged in cooperation with the sponsoring institution.

# Why Is This Program Successful?

- 1. The Cross Cultural Encounters Program is a thoroughly-tested system of foreign language acquisition that is well-grounded in the theories of adult education and adult second language acquisition strategies.
- 2. Our training staff has established a national reputation for vocational language acquisition in health care and has documented success in motivating adult students to learn English/Spanish appropriate to their professions.
- 3. Music and song are integrated into traditional language training methodologies to enhance learning and improve learner retention.
- 4. Programs are specific rather than general, targeted toward areas of specialization not often reached by traditional Basic English/Spanish courses.
- 5. Program follow-up is a key to the success of the training provided.

# Who is the Principal Trainer?

**Susan Nadathur,** RN, MA, ICCE is the principal trainer for *Cross Cultural Encounters.* Susan is a nationally recognized vocational language trainer and author with an established reputation for excellence and innovation in English and Spanish training for health care professionals. She holds a master's degree in Spanish, and is a registered nurse and certified Childbirth Educator currently teaching in Lajas, Puerto Rico. She completed nursing school and became licensed to practice in the Commonwealth of Puerto Rico, where she currently resides with her family.

Susan has been an invited speaker at the national meetings of The Association of Women's Health, Obstetric and Neonatal Nurses, The American College of Nurse Midwives, The International Childbirth Education Association, Lamaze International, the National Perinatal Association, and the American Association of Physician's Assistants. She has developed institutional training programs throughout the country, including The Wake Forest University School of Medicine in Winston-Salem, North Carolina, Northwestern Memorial Hospital in Chicago, The Arkansas Department of Health in Little Rock and regional Area Health Education Centers (AHEC) throughout the state of North Carolina. She has extensive experience working with Mexican, Spanish and Puerto Rican communities and has gained a deep understanding of diverse perspectives on health care within these communities. Susan brings to her workshops a genuine enthusiasm for the subject, solid experience in foreign language instruction for adult learners, and a unique, motivational style.

### Why Is Our Principal Language Trainer Successful?

1. Because of her motivational, compassionate style, and sensitivity to the needs of adult learners, students gain confidence in Susan as a trainer and allow themselves to believe that they can learn.

2. Because of her genuine enthusiasm for the subject and wealth of experience with Hispanic culture and health, she validates the information delivered.

3. Because of her creative teaching techniques, students are never bored, are encouraged to participate, and are inspired to learn.

# What is the Cost of Training to the Institution?

Cross Cultural Encounters offers two options to interested program hosts: The Co-Sponsored Program and the In-House Workshop, described as follows:

### I. Co-Sponsored Program with a Public Fee Schedule:

Hosting a public workshop is a practical and cost-effective way to offer exceptional continuing education to the nursing/health care professionals in your community. With this option, <u>no hosting fees are incurred by you or your organization</u>. All registrations are considered public and Cross Cultural Encounters collects individual registration fees as determined at the time of scheduling. As a special consideration to the hosting institution, a reduced fee for employees of the sponsoring institution is offered and one complimentary registration is given to the local coordinator. With this program,

### **Cross Cultural Encounters Provides:**

- Speaker fees, travel arrangements, and travel expenses
- Comprehensive participant notebooks and handouts
- Shipment of program materials to workshop site.
- Workshop marketing and promotion via direct mail pieces and listing of the workshop on Cross Cultural Encounters' web site.
- Pre-registration of program attendees and collection of registration fees

### **Host Provides:**

- A local workshop coordinator responsible for coordinating all program details with Cross Cultural Encounters
- Workshop site large enough to accommodate 20-50 participants (more if registration is exceptionally high)
- AV equipment to include power point projector, lap top computer, screen, lavaliere microphone, CD player, easel, large newsprint pad/flip chart, assorted color markers, and laser pointer.
- Continuing Education certificates, contact hours, and sign-in sheets
- On-site registration and any set up or take down that is necessary
- Help with local promotion, both internally and externally, including the facilitating of mailing lists to Cross Cultural Encounters.

### **II. The In-House Program:**

A health care organization may want to offer the workshop as an in-service education program for staff. Hosting an In-House Workshop is a convenient way to provide superior continuing education to your institution's staff and allows the host to manage some of the workshop details to minimize costs. With this program,

#### **Cross Cultural Encounters provides:**

- Comprehensive language and culture training services in the location and at the time determined by the host
- Comprehensive participant notebooks and handouts
- Shipment of program materials to workshop site.
- Reproducible promotional brochure/s for local distribution
- Listing of workshop on Cross Cultural Encounters web site

### **Host Provides:**

- Continuing education certificates, contact hours, and sign-in sheets
- A local workshop coordinator responsible for coordinating all program details with Cross Cultural Encounters
- Printing and mailing of workshop brochures for promotional purposes
- Workshop site large enough to accommodate 20-50 participants (more if registration is exceptionally high)
- AV equipment to include a power point projector and lap top computer, CD player, easel, large newsprint pad/flip chart, assorted colored markers, screen, and lavaliere microphone
- (Optional) continental breakfast, lunch, afternoon snack break each day.
- Airfare, ground transportation, lodging and meals for faculty presenting the workshop. Lodging and per diem will be provided one day prior to the commencement of the workshop up to the evening of the last presentation.
- Registration of participants and collection of registration fees

### Fees:

- The fee for each one-day program (6 hours) is \$1000
- The fee for each one-day program (4 hours) is \$700
- The fee for each one-day program (2 hours) is \$350
- There is a materials charge of \$25 per registrant.
- A minimum of 20 participants is required per program

#### **Host Revenue:**

In-house program hosts have the option of underwriting the full cost of the workshop, or setting a fee for participants to share in the cost. In case of the second option, the host sets the participant fee and collects all registration revenues. All profits are retained by the hosting institution after the terms of this in-house agreement have been met.

#### **Special Features of CCE Workshops:**

- We offer practical, focused language training specific to the focus area.
- Included in all workshops is sensitivity training in issues of cultural relevance within the Hispanic community.
- We provided innovative language learning and adult motivational strategies.
- Workshops are offered in a non-threatening, supportive learning environment.
- Home-study materials are provided to reinforce information presented at the workshop and continue language training after the seminar ends.

#### **Sample Abstracts:**

Sample abstracts have been provided for select workshops on the following pages. Other abstracts can be provided on request. Please note that the *English for Nurses* offering is different in scope and structure than the *Spanish for Healthcare* workshops. Given the urgency of need to train non-English speakers effective communicate skills for their employment in the healthcare field, this course is structured to insure optimal success for the participants in this program.

## **English for Nurses & Other Health Care Professionals**

English for Nurses is designed for nurses and other health care professionals whose first language is one other than English. It offers practical, job-specific English language instruction so that those hospital employees with some working knowledge of English can improve their communication skills and function at an optimal level of patient care. This workshop is intended for individuals with some prior training in English who wish to acquire terminology specific to one or more of the areas listed below. Training is structured to provide not only the terminology needed to communicate with English-speaking clients, but also strategies for understanding cultural issues that may affect patient care. Bv attending this workshop, participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their English while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through an on-line program following the workshop.

#### **Workshop Topics:**

**Obtaining Medical, Social & Family Histories** Patient Assessment & the Physical Examination Patient Care Plans Patient Documentation/Nursing Notes Administering Medications Caring for Med/Surg Patients Caring for the Hypertensive Client Caring for the Diabetic Client Caring for the AIDS/Cancer Patient and His Family Caring for the Alzheimer Patient and His Family **Communicating Causative Effects of Wounds Explaining Wound Assessments and Approaches** Cardiac Assessment, Care and Education for the Patient and His Family Culture, Grief and Death Helping Clients Understand End of Life Decisions/Living Wills Any other topic of interest to the sponsoring institution

### Workshop Structure:

This offering begins with an initial on-site training workshop of four hours a week over a period of four weeks to immerse the participant in an intensive, focused language training experience. The course may be offered once a week for four hours, or two times a week, two hours per day, for a total of four hours.

After the initial on-site training is complete, participants will work on-line with their instructor to complete a series of modules in a variety of clinical areas. Topics will be chosen by the sponsoring institution according to need.

The instructor will then return on-site at pre-determined time intervals as agreed upon by the sponsoring institution and the appropriate representative of Cross Cultural Encounters. In these scheduled meetings, the instructor will meet with enrolled students to reinforce competencies, work on accent reduction, direct guided oral practice exercises, and evaluate progress.

#### Workshop Fee Structure:

 Initial Series (four classes of four hours each over a period of four weeks): \$2,400 for the complete 16-hour series

Sponsoring institutions have the option of underwriting the full cost of the workshop, or setting a fee for participants to share in the cost. All profits are retained by the hosting institution after the terms of the contract have been met.

- 2. On-line instruction: \$30 per month per student (minimum 10 students)
- 3. Monthly follow-up classes: \$600 per class (four hours of instruction per class)

\*Changes or modifications to this schedule may be made to accommodate individual budget or time restraints as presented by the sponsoring institution.

# Culture and Care: Spanish Language and Cultural Competency Skills for Health Care Professionals

*Culture and Care* is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology in a broad range of health care areas. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for understanding cultural issues that may affect patient care. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: <u>Culture and Care: Spanish Language and Cultural Competency Skills for Health Care Professionals.</u> This workshop is structured to take place over one six-hour day and may be offered as an in-house program or as a co-sponsored program with a public fee (see previous pages for details).

**Workshop Topics:** (each workshop may include 6 of the following topics)

Cultural Sensitivity and Health Care in the Hispanic Community Strategies for Taking Culturally-Sensitive Medical Histories Assessment of Organ Systems in Spanish Conducting a Culturally and Linguistically Appropriate Physical Examination Diagnosis and Treatment of Illness in Spanish Family/Pediatric Health Care in a Cultural Context Sex, Culture and Women's Health Care Caring for the Human Heart Caring for the Human Heart Caring for the Hypertensive Client Caring for the Diabetic Client Caring for the Cancer/ AIDS Patient and his Family Caring for the Alzheimer Patient and his Family Helping Clients Understand End of Life Decisions/Living Wills Culture, Grief and Death Any other topic of interest to the sponsoring institution

## **Spanish for Cardiac Assessment, Care, and Client Education**

*Spanish for Cardiac Care* is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology specific to cardiac assessment, care, and education. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: <u>Caring for the Human Heart: Spanish for Cardiac Assessment, Care, and Education.</u> This workshop is structured to take place over one six-hour day and may be offered as an in-house program or as a cosponsored program with a public fee (see previous pages for details).

**Workshop Topics:** (Each workshop may include 6 of the following topics):

Cultural Sensitivity and Hospital Care in the Hispanic Community Assessment of Cardiac Conditions Heart Management Programs Explaining Cardiac Catheterization Explaining Cardiac/Open Heart Surgical Procedures Explaining Pacemaker Procedures Explaining TMR Procedures Phases of Cardiac Rehabilitation Explaining Common Medical Problems in the ICU Explaining ICU Equipment Discharge Instructions for the ICU Any other topic of interest to the Sponsoring Institution

## **Spanish for Wound Care & Management**

Spanish for Wound Care & Management is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology specific to wound healing and care. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: Spanish for Wound Care and Management. This workshop is structured to take place over one six-hour day and may be offered as an in-house program or as a co-sponsored program with a public fee (see previous pages for details).

Workshop Topics: (Each workshop may include 6 of the following topics):

Wound Treatment Approaches Causative Effects of Wounds Disease Processes Skin Care Pressure Ulcers Diabetic/Neuropathic Ulcers Arterial/Ischemic Wounds Surgical Wounds Traumatic Injuries Moisture Related Dermatitis Radiation Injuries Minor Burns Any other topic of interest to the sponsoring institution

# Spanish for Childbirth, Labor, and Delivery

*Spanish for Childbirth, Labor, and Delivery* is designed for obstetric residents, physicians, labor/delivery nurses, midwives, doulas and other childbirth professionals working with women in perinatal settings. No prior training in Spanish is required. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients during prenatal care, labor, and delivery, but also to provide strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: <u>Wondrous Woman: Spanish for Childbirth.</u> This workshop is structured to take place over one six-hour day and may be offered as an in-house program or as a cosponsored program with a public fee (see previous pages for details).

**Workshop Topics:** (Each workshop may include six of the following topics)

Cultural Sensitivity and Childbirth in the Hispanic Community Prenatal Clinical Care, Histories and Physical Examinations Childbirth Education & Nutrition Admissions to Labor/Delivery Initial Preparation and Orientation of the Laboring Mom Obstetric Histories Latin women in labor Guiding Hispanic women through labor and delivery Comfort measures appropriate for Hispanic women Reaching out to Hispanic fathers during labor Breathing and Relaxation Techniques for Hispanic women in labor Postpartum Recovery and Newborn Care/Hospital Discharge Breastfeeding and Infant Nutrition Any other topic of interest to the sponsoring institution

# **Spanish for Mother/Infant and Neonatal Intensive Care**

Spanish for Mother/Infant and Neonatal Care is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology specific to postpartum and neonatal care. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: Fragile Life: Spanish for Mother/Infant and Neonatal Care.

Workshop Topics: (Each workshop may include 6 of the following topics):

Cultural Sensitivity and Hospital Care in the Hispanic Community Initial Postpartum Care and Recovery/Hospital Discharge Breastfeeding and Infant Nutrition Communicating with the Parents Visiting Procedures at the NICU Nutrition and Nourishment of the Newborn in the NICU Nursing the Premature Baby Explaining Common Medical Problems in the NICU Explaining NICU Equipment Infant Care (first month of life) Discharge Instructions for the NICU Discharge Instructions for Mother and Baby

# **Spanish for Pediatric Care**

*Spanish for Pediatric Care* is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology specific to pediatric care. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: <u>Precious Child: Spanish for Pediatric Care.</u>

Workshop Topics: (Each workshop may include 6 of the following topics):

Cultural Sensitivity and Pediatric Care in the Hispanic Community The newborn nursery and initial infant care Nutrition and nourishment of the newborn Infant care (first year of life) Well baby visits Common medical / behavioral problems in the first months of life Infant Immunizations / Vaccines Pediatric emergency care Suspected child/sexual abuse intervention and care Understanding and caring for toddlers Understanding and caring for preschoolers Medical care for school age and beyond Any other topic of interest to your institution

# **Spanish for Well Woman Care**

Spanish for Well Woman Care is designed for those individuals with little or no prior training in Spanish who wish to acquire terminology specific to well woman and gynecological care. The workshop is structured to provide not only the terminology needed to communicate with Spanish-speaking clients, but also strategies for assimilation of the language. By attending this workshop participants will be introduced to practical methods for language assimilation and will be motivated to continue studying and perfecting their Spanish while they learn the terminology specific to their job. Strategies for the transfer of workshop competencies and on-going assimilation of the language are presented and supported through the workshop binder: Wondrous Woman: Spanish for Childbirth and Women's Health Care.

**Workshop Topics:** (Each workshop may include 6 of the following topics):

Cultural Sensitivity and Well Woman Care in the Hispanic Community Family Planning and Contraception Options in Birth Control The STD Interview Gynecological Cancer Screening Menopause Any other topic of interest to your institution

# **Student Testimonials**

Susan was a dynamic speaker and presented a very informative program. Students with little or no Spanish language background are able to communicate immediately.

#### Raleigh, North Carolina (Wake AHEC)

I learned much more about the cultural value of the Spanish population than at other classes targeted for this. The workshop was top quality. Can't fail teaching methodologies.

#### **ACNM Preconvention Participant**

This program gave me a better understanding of the Hispanic culture's view of medicine. Susan made a subject I thought I could not possibly learn to use in my profession possible. She has a very easy-going and friendly classroom style that facilitates learning.

#### Carolina Association of Neonatal Nurse Practitioners

Energetic, dynamic speaker! Group dynamics were utilized very well. Relates extremely well to nurses. Great attitude and management of a high-volume, high-demand crowd.

#### **AWHONN Preconvention Participant**

Very much worth my time and money. I knew no Spanish and feel much empowerment since I sat under Susan's teaching. Because of this class my Spanish patients will benefit greatly.

#### St. Francis Hospital & Medical Center, Topeka, Kansas

The speaker was outstanding. Her ability to teach was clearly demonstrated. Truly a class without a dull moment! Creative use of music and interaction made this presentation a great success. The cultural information really improved my understanding of the things I have noticed before but did not understand. I will be a much more patient nurse now that I understand.

#### Hickory, North Carolina (Northwest AHEC)

Susan was great. Teaching methods really held my interest. I learned more in these two days than I learned in a 12-week course at a community college for medical personnel.

#### Wilmington, North Carolina (Coastal AHEC)

Great help. I understood with no prior knowledge of Spanish. I did not expect to get as much in a one day workshop on a new language as I did. We have many things to use right away, and a good point of beginning. Ms. Nadathur's techniques to incorporate language & culture into one program are innovative. The music made it fun and set an appropriate tone. 5 stars!!!

#### ICEA National Convention Participant, Phoenix

This program was wonderful. Such a departure from traditional CE programs! Adults learn by doing and Susan seems to understand that. Wow! How much can you do in one day? We did it. Makes it possible to assimilate other resources available. Susan is great!

#### Lamaze International Preconvention Participant, Washington D.C.

# **Client List**

Regency Medical Center, Winter Haven, Florida American Association of Physician Assistants Annual Conventions 2004, 2005, 2006, 2007 University of Iowa Hospitals and Clinics Santa Barbara Cottage Hospital, Santa Barbara, California Goleta Valley Community Hospital, Goleta, California St. Francis Hospital, Santa Barbara, California Santa Barbara County Health Care Services, Santa Barbara, California Wake Forest University School of Medicine, Winston-Salem, North Carolina Northwestern Memorial Hospital, Chicago, Illinois The Arkansas Department of Health, Little Rock, Arkansas Northwest Area Health Education Center, Hickory, North Carolina Carandolet St. Joseph's Hospital, Tucson, Arizona Coastal Area Health Education Center, Wilmington, North Carolina Wake Area Health Education Center, Raleigh, North Carolina Shady Grove Adventist Hospital, Rockville, Maryland St. Francis Hospital and Medical Center, Topeka, Kansas Carolina Association of Neonatal Nurse Practitioners Annual Conference, 1997 National Perinatal Association Annual Clinical Conference, Savannah, Georgia, 2002 Hudson Valley Chapter of the American College of Nurse Midwives Association of Woman's Health. Obstetric and Neonatal Nurses 1994, 1995, 1998 & 2001 Annual Conference Pre-convention programs American College of Nurse Midwives 1995 & 1996 Annual Conference Pre-convention Programs International Childbirth Education Association 1995 & 2001 Annual Convention Pre-conference programs

Lamaze International 1995 & 1999 Annual Conference Pre-conference programs

Thank you for your interest in our programs.

If you would like to see a sample abstract for any of the other topics listed in this presentation packet, or care to schedule a workshop in your area, please contact:

> Susan Nadathur Cross Cultural Encounters P.O. Box 1665 Lajas, Puerto Rico 00667

(888) 251-4562 (toll free) (787) 550-7582 (mobile) susan.nadathur@gmail.com http://susannadathur.com