

## Quality Interactions® - A new round of valuable training courses for ALL lines of business

Due to overwhelmingly positive responses from our provider network, BlueCross BlueShield of Tennessee is offering an additional opportunity to experience Quality Interactions, a program designed to help health care providers treat an increasingly diverse member population. Developed by the Manhattan Cross Cultural Group, Quality Interactions programs are available for physicians, nurses, and non-clinical staff.

Quality Interactions is based on the conceptual framework that personal accounts are the most effective source in obtaining information for true cultural perspectives. Rather than deploying pre-conceived assumptions about various cultural groups, Quality Interactions teaches a set of concepts and skills that assist in working successfully in cross-cultural situations.

Participants will improve their ability to:

- Respect and value cultural diversity
- Communicate clearly in cross-cultural interactions
- Understand and explore cultural differences
- Effectively engage an individual in a cross-cultural interaction

The training program uses a case-based format supported by evidence-based medicine and peer-reviewed literature. It is accredited for up to 2.5 hours of CME, CEU, or CCM credits.

There is **no cost** to BlueCross BlueShield of Tennessee providers. A limited number of licenses are available for these courses, so please register quickly to take advantage of this valuable learning opportunity. The deadline is **Dec. 31, 2014**.

To register, please visit the Provider page of the company website, [bcbst.com](http://bcbst.com) and click on the "Quality Interactions Cross Cultural Training" link. It will give you the instructions for registering for the class. The BlueCross organizational code is **88750**.

The training course offers a great way to get valuable professional credits, at no cost, and to gain useful knowledge to work with the culturally diverse population of Tennessee.

Quality Interactions Registration <https://lms.qualityinteractions.org/>  
Please use organizational code, **88750** when registering.

If you have questions about the course please contact [help@qualityinteractions.org](mailto:help@qualityinteractions.org)