

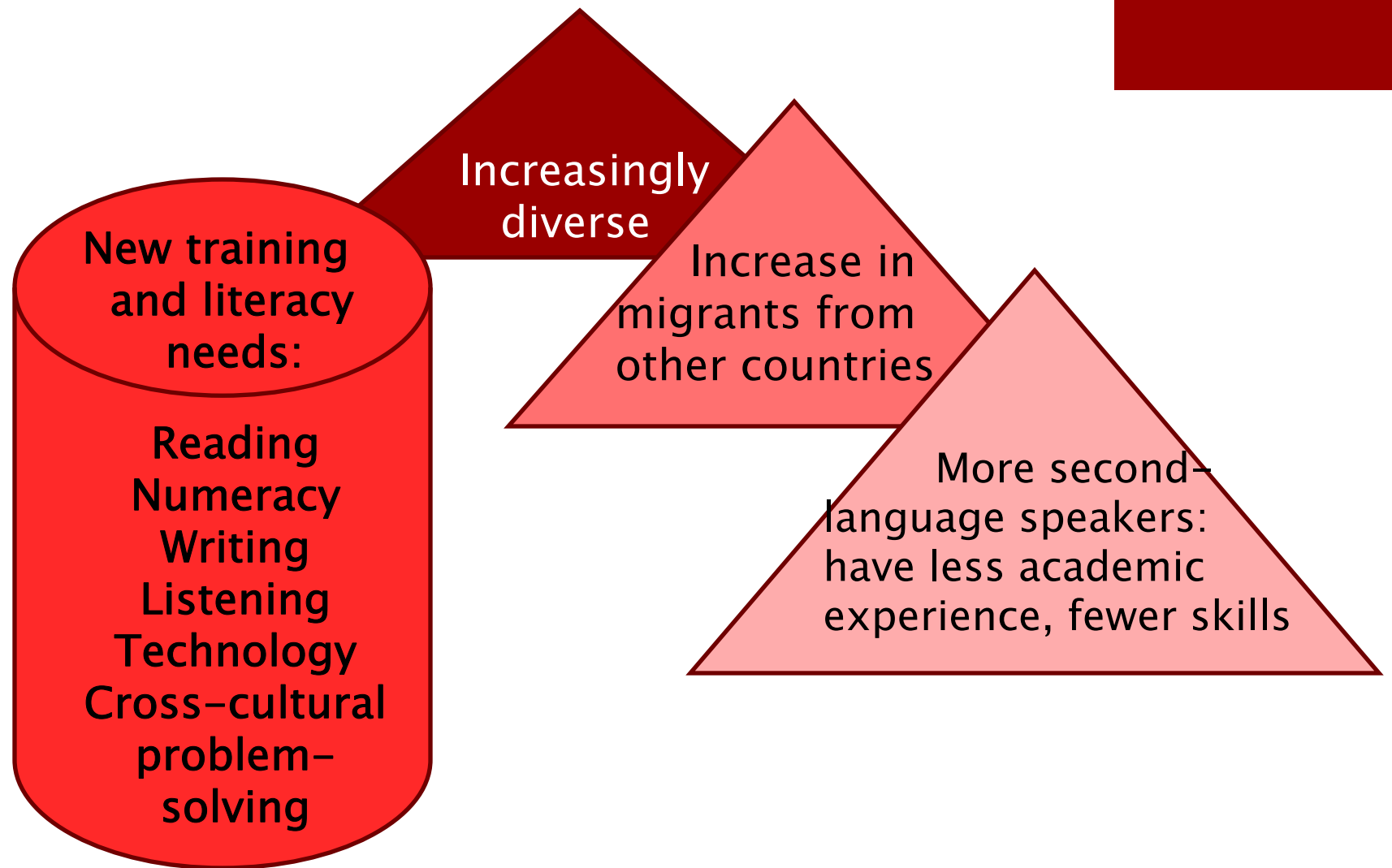
Vignettes and photonovellas to enhance training for workers with limited English



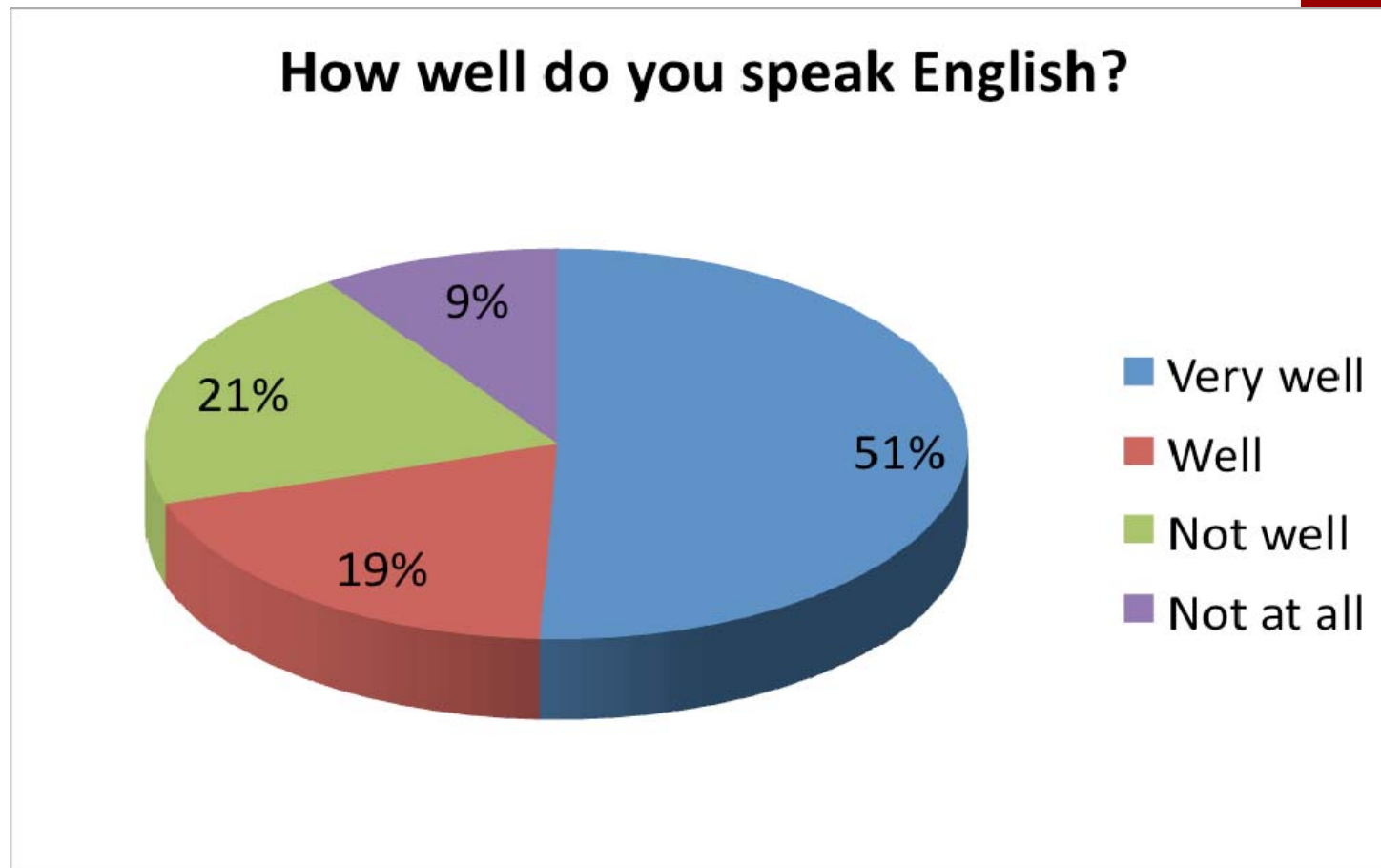
Boyd H. Davis, UNCC

Mary K. Smith, CPCC

Direct-care workforce has new characteristics

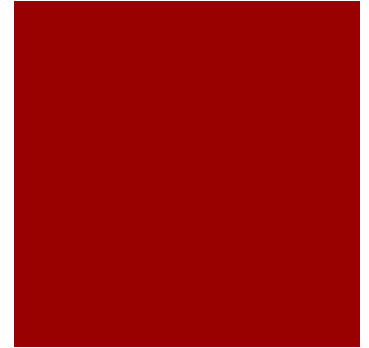


Range of fluencies in US newcomers



www.census.gov: NC newcomers disclose fluency

Online modules in blended course target learners with limited English proficiency (LEP)



COURSE: m_NUR100_H_SMK9451E

Get There.
CENTRAL PIEDMONT COMMUNITY COLLEGE

m_NUR100_H_SMK9451E

You are logged in as Mary Smith

People
Participants

Activities
Books
Choices
Forums
Glossaries
Quizzes
Resources

Administration
Turn editing on
Settings
Assign roles
Grades
Outcomes
Groups
Backup
Restore
Import
Reset
Reports
Questions
Files
Unenroll me from
Profile

Topic outline

Welcome to the Comm

This is t

Development supported by
alzheimer's association

Messages
No messages waiting
Messages...

People
Participants

Activities
Assignments
Books
Choices
Forums
Glossaries
Quizzes
Resources

Calendar
September 2009

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

Events Key

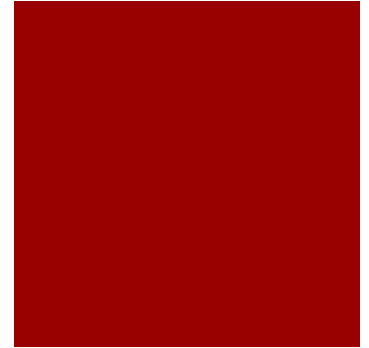
Topic outline

Welcome to Nurse Aide I



culturally competent materials/©hls

Need a team to create materials for LEP learners




- Media specialists for design and delivery of online materials
- Advisors about adult learners, LEP learners and cultural contexts for health materials
- Advice for healthcare technical terms
- Literacy/language advisors for **Reading, Numeracy, Writing, Listening, Technology, & Cross-cultural problem-solving**
- Advisors for language analysis and assessment


Slide 5

BD1

Boyd Davis, 9/7/2009



Materials emphasize cultural literacy and cross-cultural problem solving

 **Get There.**
CENTRAL PIEDMONT COMMUNITY COLLEGE




Moodle ► m_NUR100_H_SMK9451E ► Books ► Culturally competent communication [Update this Book](#) [Turn editing on](#)

[Jump to...](#)

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- 3 Expectations from others
 - 3.1 Personal space
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- 5 Barriers to effective communication
 - 5.1 Conflicts and disagreements
 - 5.2 Uncomfortable situations
 - 5.3 Non Verbal Communication
- 6 Observation and reporting
- 7 Documenting

1 Interpersonal behaviors



Multimedia vignettes are interactive and multilingual

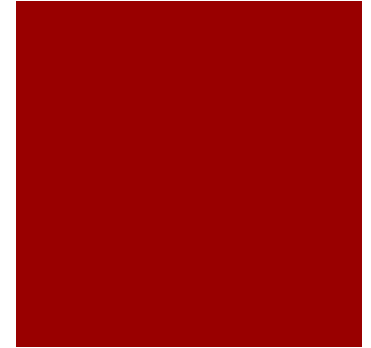
What we report can
Change Worries to Smiles



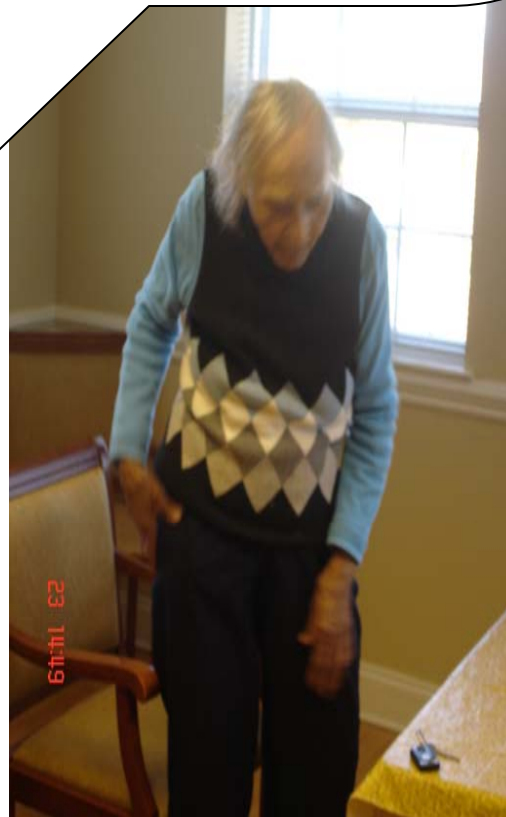
Español **English** **中文**

We are talkers, listeners, helpers - and glue

Photonovellas increase engagement

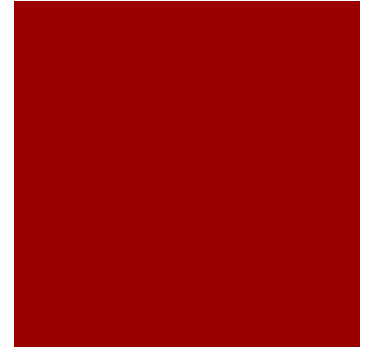


Grams: Has anyone seen my keys? I know they're around here somewhere



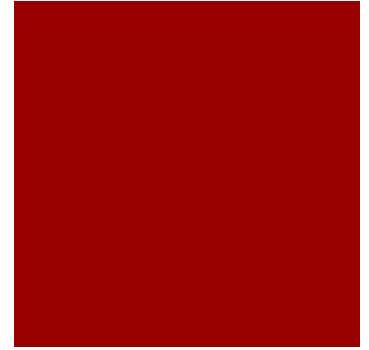
Mom: She seems to be losing more things lately

Strong Initial Outcomes



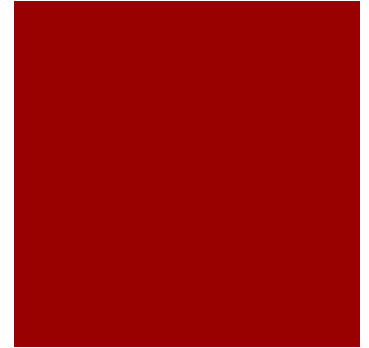
- At entrance, first-language English students tested at 10th grade for language
- LEP newcomers tested on average at 4th grade
- By end of each 8-weeks course (n=15), LEP test scores matched non-LEP, with rise of 2+ years on language tests
- Lexical density, vocabulary and cross-cultural problem solving increased for all students, measured by new software tools & techniques

Initial Findings



- Pass rates for nurse aide certification increased to 90% on average across 15 classes; their previous pass rate had been 80%.
- Instructors report a greater retention of LEP learners due to accessibility of materials and ability to repeat
- LEP learners using the materials advance in language skills by an average rise of two years
- Photonovellas have become source of cross-cultural collaborations, role-playing, new materials
- Next steps include dissemination with control group

Implications



- Health literacy training for LEP healthcare workers must include skills in oral and written communication, technology use, and cross-cultural communication.
- Vignettes and photo novellas can weave cross-cultural skills and contexts throughout curriculum and increase learner engagement
- Assuming 110 hours on average to gain a year's language proficiency, designing online interaction to augment face-to-face and clinical instruction can increase basic literacies and health literacy.