

California Healthcare Best Practices Education Webinar Series

Microaggressions, Cultural Humility, and Trauma-Informed Communication for Health Workforce Professionals

Friday, October 16, 2026 | 10:00am – 11:00am

Register here: <https://ihs-gov.zoomgov.com/meeting/register/wqRCw0RHR3qmnR9DNde4Ug>

Target Audience:

Physicians, nurse practitioners, nurses, behavioral health professionals, pharmacists, social workers, dietitians, health information management professionals, clinic support staff, GPRA coordinators, community outreach professionals, Tribal Leaders, healthcare program directors, other healthcare teams and interested community members

Presenter: Emily Tahy-Ceballos, EdD, MPH, Public Health Advisory (Indian Health Service)

Description

This session explores how microaggressions, assumptions, dismissive communication, and culturally insensitive interactions can affect patient/client trust, communication, health literacy, engagement in care, and health outcomes. Through case scenarios, examples, and interactive reflection, participants will examine the impact of bias, historical trauma, and communication practices on patient/client experiences and identify strategies to support respectful, culturally responsive, trauma-informed communication across health care teams.

Overall Series Learning Outcomes/Objectives:

1. Incorporate updated medical best practices related to specific GPRA performance measures and IHS initiatives to improve clinical outcomes.
2. Implement new tools and techniques to communicate and engage with patients.
3. Utilize health information technology tools to improve documentation of care.

Instructions for Obtaining Continuing Education (CE) Credit:

To receive a certificate of continuing education, you must register, participate in the entire live activity, and complete the online evaluation within one week. You will be able to print your certificate after completing the evaluation.

ACCREDITATION:



In support of improving patient care, IHS Clinical Support Center is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Interprofessional Teams



This activity was planned by and for the health care team, and learners will receive up to 1.0 Interprofessional Continuing Education (IPCE) credit for learning and change.

Physicians

The IHS Clinical Support Center designates this live activity for 1 hour of *AMA PRA Category 1 Credit™* for each hour of participation. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Pharmacists

This live activity provides 1.0 hour of knowledge-based pharmacy continuing education credit with the Universal Activity Number JA4008177-0000-26-069-L99-P.

Credit will be uploaded to the NABP CPE Monitor within 30 days after the activity completion. It is the responsibility of the pharmacist to provide the correct information (NABP ID and DOB (MMDD)) in order to receive credit.

Nurses

This activity is designated 1.0 contact hour for each hour of participation.

Social Workers



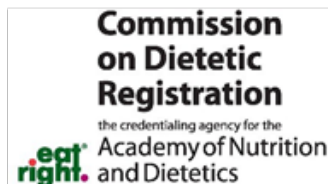
As a Jointly Accredited Organization, the IHS Clinical Support Center is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. Regulatory boards are the final authority on courses accepted for continuing education credit. Social workers completing this course receive up to 1.0 clinical continuing education credit.

Psychologists



Continuing Education (CE) credits for psychologists are provided through the co-sponsorship of the American Psychological Association (APA) Office of Continuing Education in Psychology (CEP) and the IHS Clinical Support Center. The IHS Clinical Support Center maintains responsibility for the content of the program. Psychologists completing this course receive 1.0 continuing education credit.

Dietitians



Completion of this RD/DTR profession-specific or IPCE activity awards CPEUs (1 IPCE credits = 1 CPEU).

If the activity is dietetics related but not targeted to RDs or DTRs, CPEUs may be claimed which are commensurate with participation in contact hours (1 hour/60 minutes = 1 CPEU).

RDs and DTRs are to select activity type 102 in their Activity Logs.

Disclosure Statement: As a jointly accredited provider of continuing education, the IHS Clinical Support Center must ensure balance, independence, objectivity, and scientific rigor in its educational activities. Course directors/coordinators, planning committee members, faculty, reviewers and all others who are in a position to control the content of this educational activity are required to disclose the existence of all financial relationships with ineligible companies within the prior 24 months. Safeguards against commercial bias have been put in place. Faculty will also disclose any off-label and/or investigational use of pharmaceuticals or instruments discussed in their presentation. All those who are in a position to control the content of this educational activity have completed the disclosure process and have indicated that they do not have any relevant financial relationships or affiliations with any manufacturers or commercial products to disclose.

There is no commercial interest support for this educational activity.

Zoom Requirements

This webinar series uses the Zoom platform. If you plan to join the webinar session, you must have a computer with broadband Internet access. For the best experience, please use Microsoft Edge or Google Chrome. If you have difficulty joining, please visit the Zoom help center at [Zoom Support](#).

Privacy Policies

Before you begin the training, you can review the IHS Privacy Policy (<https://www.ihs.gov/privacypolicy/>).

Additional Information/Technical Support

Email rachel.harvey@ihs.gov if you have questions or need assistance registering.