

Diversity Science is nationally recognized for setting the standard in top-tier training tailored for healthcare and the health sciences. Our courses, firmly rooted in science, present fully evaluated and proven effective strategies.

Looking to level-up your training program? These courses can be licensed and integrated into your existing training curriculum, complete with optional supplementary training materials.

Many of our eLearning courses meet state implicit bias training requirements and are ACCME, ACPE, and ANCC CE Accredited.







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DEI IN HEALTHCARE

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Embark on an unparalleled learning journey with our cutting-edge and scientifically driven Diversity, Equity, & Inclusion (DEI) and implicit bias eLearning courses. They are engaging, relevant, and reflect your working world.

Diversity Science is nationally recognized for setting the standard in top-tier training tailored for healthcare and the health sciences. Our courses, firmly rooted in science, present fully evaluated and proven effective strategies. Make this training an essential requirement for your team's professional growth.

Many of our learning experiences meet state legal implicit bias training requirements and are ACCME, ACPE, and ANCC CE Accredited.

Available Courses

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Understand & Prevent Unintended and Implicit Bias in Patient Care

Page 4

Course Description

As healthcare providers, we aim to provide the highest quality care to our patients and remain fair in our practices. Unfortunately, research studies show that even though we have the best of intentions, our unconscious and unintended biases can get in the way of achieving this goal. Just being aware of our biases is not enough. That is why this course is so important - it provides evidence-based and proven strategies for recognizing and interrupting our biases and upholding our commitment to high-quality and equitable care.

Learning Objectives

- >> Understand the nature and cause of unintended and unconscious biases
- >> Understand how and why unintended and unconscious biases can affect patient care
- >>> Learn evidence-based and proven bias-prevention strategies that can be put to work right away











New Perspectives on Understanding & Preventing Weight Bias

Page 5

Course Description

As healthcare providers, we want to provide the best possible care to our patients at any body size. Unfortunately, many individuals with larger bodies report a lack of understanding and empathy from their healthcare providers. They feel they are being blamed, judged, and treated as someone who is undeserving of their time and care because of weight bias. These patients may also experience anxiety, self-consciousness, and embarrassment during healthcare encounters. Some even report that their providers may use shame or scare tactics when addressing obesity. Patients may delay seeking the care they need, fearing judgment or difficulty finding a healthcare provider with whom they feel comfortable.

This course will equip you with the understanding and strategies you need to increase patient trust and comfort and prevent weight bias and stigma from affecting you or your patients.

Learning Objectives

- >> Understand how weight bias impacts healthcare providers and patients
- >>> Prevent weight stigma and bias from undermining patient treatment and quality of care
- Weight and body size
 Use evidence-based strategies to protect themselves and others from implicit biases connected to weight and body size
- » Apply practical strategies to provide high-quality, patient-centered care for people of all body sizes











Why Stress and Crises Exacerbate Bias & What To Do About It

Page 6

Course Description

High demands on the healthcare system and on us makes it even harder than usual to live our values and commitment to providing equitable, high-quality care to all of our patients. This is because, despite our best intentions, stress amplifies our unconscious biases and makes it more difficult for us to prevent unintended biases from affecting the way we care for patients who are members of minoritized groups. This is one reason significant racial healthcare inequities were uncovered and highlighted during crises like the COVID-19 pandemic. This course uses the stories of two patients, Rosa and John, to illustrate the way bias and patients' experiences can result in poor patient outcomes. This course will give you the knowledge and skills that you need to make sure your care aligns with your values and to be part of the solution in addressing racial and ethnic inequities in healthcare.

Learning Objectives

Learners will be able to:

- Describe the causes of inequitable experiences for Black and Latinx patients in the U.S. healthcare system
- >> Learn proven and practical strategies for interrupting racial and ethnic biases
- >>> Protect patients from biases during times of demand and stress on you and the healthcare system



Continuing Education Credits

0.5 contact hours ACCME (Physicians), ANCC (Nurses)



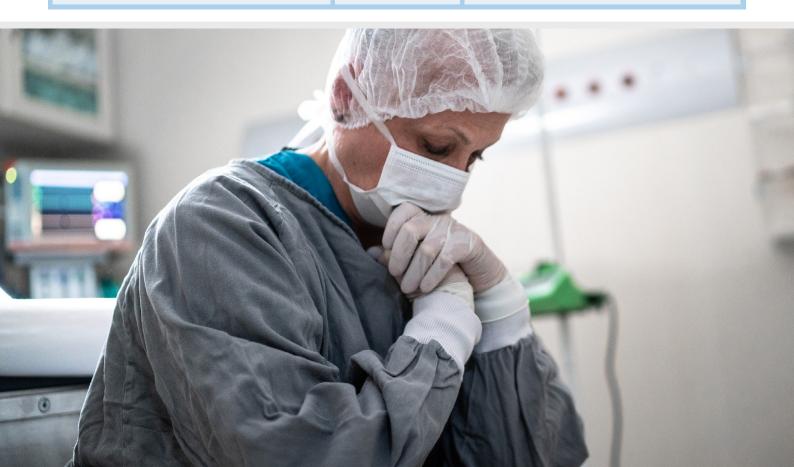
Duration

30 minutes



Course Versions

All Providers • Physicians • Nurses • Admin, Reception, & Clerical Staff





Best Practices for Working with Medical Interpreters

Page 7

Course Description

Whether experienced at working with Medical Interpreters or a novice, this 30-minute eLearning experience will help support your practice in providing high-quality patient care. It can be stressful when you cannot communicate directly with patients because of language barriers. This course offers crucial information and engages learners in a real-life patient story to illustrate the importance of following best practices.

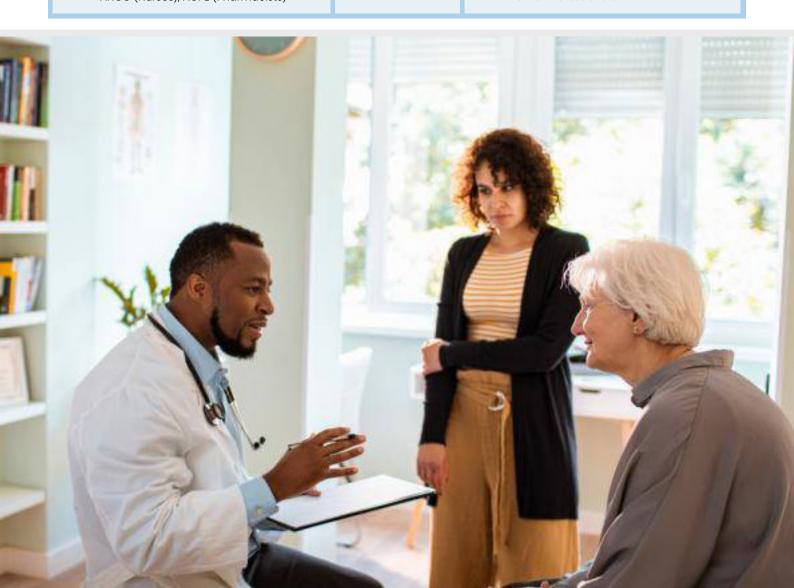
Learning Objectives

- >> Describe when, why, and how to work with qualified Medical Interpreters
- Apply best practices, tips, and tricks for working with Medical Interpreters











Combating Behavioral Health Stigma in Primary Care

Page 8

Course Description

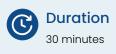
About forty-five million, or one in five adults, suffer from various behavioral health disorders in the United States. People who experience mental health issues also have a higher risk of eating and sleeping disorders, weakened or fatigued immune systems, and suicidal thoughts or behaviors. Those conditions can deteriorate a person's family, social, and work life. With numerous costs to families and society, we need more efforts to curb the prevalence and severity of mental and behavioral health issues.

This course helps us offer the highest quality of care for all patients, using vivid examples to bring key factors and solutions to light. In addition, reducing implicit bias and identity threats caused by mental health stigma will help patients receive the treatment they need and deserve.

Learning Objectives

- >> Explain how implicit bias impacts our interactions with patients seeking behavioral healthcare
- >> Describe and apply strategies to protect themselves and others from implicit bias
- >> Explain what identity threat is and how to recognize it in patients
- Describe and apply evidence-based, patient-centered communication techniques to improve patient care











Dignity in Pregnancy & Childbirth: Preventing Racial Bias in Perinatal Care



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Provides compliance with California State Law SB-464, Minnesota State Law 144.1461, as well as other state-mandated implicit bias training for perinatal care providers.

Course Description

Studies show that perinatal care clinicians and providers are generally committed to providing highquality and equitable care. Unfortunately, a large body of research shows a significant gap between healthcare clinicians' and providers' value of equitable care and Black patients' experiences and outcomes. A massive body of evidence shows that Black women, on average, receive poorer quality of care and have higher rates of suffering, complications, morbidity, and death than their White counterparts.

This course is organized into three distinct sections providing specific, concrete, evidence-based strategies for interrupting racial bias. Each section includes examples of real-life, composite stories to illustrate how racial bias can undermine care, however unintended.

Learning Objectives

Learners will be able to:

- >> Describe the research evidence on racial inequalities in care and the resulting unnecessary suffering, illness, disability, and death
- >> Explain the visible and invisible ways that both conscious and unconscious (implicit) racial stereotypes affect the care process
- >> Understand the connection between the historical enslavement of people from West Africa and current-day racism and stereotypes
- » Apply concrete and evidence-based actions to interrupt racial bias, help buffer patients from racial bias, and provide equitable care for all of your patients



Continuing Education Credits

1.0 contact hours ACCME (Physicians), ANCC (Nurses)



Duration



Course Versions

All Healthcare Providers of Perinatal





Dignity in Pregnancy & Childbirth for Indigenous Women and Birthing People



Page 10

Provides compliance with Minnesota State Law 144.1461, as well as other state-mandated implicit bias training for perinatal care providers.

Course Description

Through video learning and case studies, this course aims to deepen participants' understanding of the barriers faced by Indigenous women and birthing people in accessing high-quality care. Participants will examine how biases and stereotypes can undermine the quality of care, even when well-intentioned, and explore strategies to prevent these biases from affecting their care practices.

The course will delve into the historical, intergenerational, and current-day trauma experienced by Indigenous communities and its specific impact on pregnancy and childbirth. Participants will gain insights into the unique challenges faced by Indigenous women and birthing people and their families, fostering empathy and cultural awareness.

Join us in this transformative course to enhance your capacity to provide dignified and respectful care to Indigenous women and birthing people, contributing to the broader goal of improving maternal and child health outcomes in Indigenous communities.

Learning Objectives

Learners will be able to:

- >>> Understand the impact of stereotypes and biases on the quality of care provided to Indigenous women and birthing people
- >>> Learn practical strategies to prevent biases and stereotypes from undermining the care they provide
- >> Understand the effects of historical, intergenerational, and current-day trauma on Indigenous women and birthing people, enabling them to deliver culturally sensitive, culturally safe, and trauma-informed perinatal care



Continuing Education Credits

1.0 contact hours ACCME (Physicians), ANCC (Nurses)



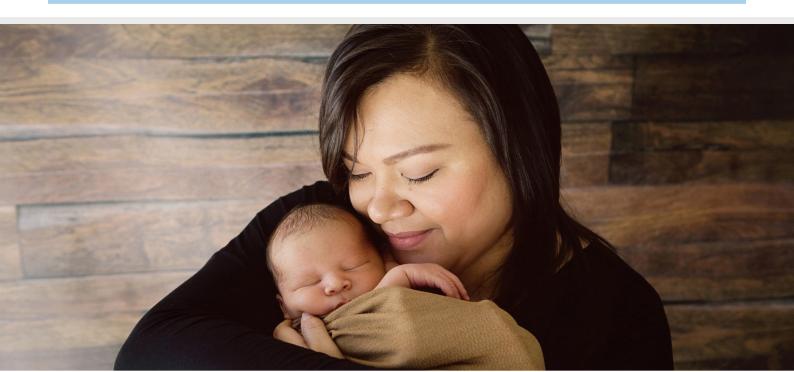
Duration

60 minutes



Course Versions

All Healthcare Providers of Perinatal





Dignity in Pregnancy & Childbirth: Refresher Course



Page 11

Provides compliance with California State Law SB-464, Minnesota State Law 144.1461, as well as other state-mandated implicit bias training for perinatal care providers.

Course Description

This refresher course is designed for perinatal care providers committed to bridging the gap between their aspiration for equitable care and the real experiences and outcomes of Black women and birthing people. It will reinforce and refresh the knowledge from the original Dignity in Pregnancy & Childbirth course learners completed 2-3 years ago when legislation on this topic was first passed into law.

The course reinforces the content from the original course by providing a series of new interactive activities such as applying their knowledge in interpersonal conversations with simulated coworkers. Learners will be further prepared to interrupt racial biases and live their values in the care they provide to Black women and birthing people.

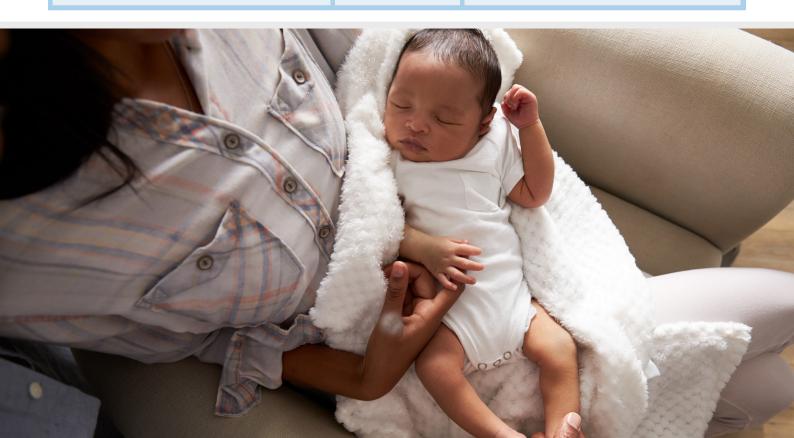
Learning Objectives

- >>> Describe the research evidence on racial inequalities in perinatal care and outcomes
- >> Understand why well-intentioned providers who are consciously and genuinely committed to fairness and high-quality care can still behave in racially biased ways
- >> Use evidence-based strategies for interrupting racial biases and protecting patients from racism
- >> Live their values and take pride in ensuring high quality, respectful, and safe care for all patients











Understand & Prevent Stereotype Threat in Patient Care

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Course Description

We strive to provide the best possible experiences for our patients. Part of that is understanding the way our patients' past experiences both inside and outside of healthcare can affect their healthcare encounters. One factor that can affect our patients, especially those of minoritized groups, is Stereotype Threat. Stereotype Threat is triggered by awareness or concern (conscious or unconscious) that a stereotype about a group we belong to might affect how others see us. Hundreds of studies have shown that stereotype threat can have a profound effect on behavior and emotions. Research shows that stereotype threat is prevalent, can affect anyone, and has surprisingly powerful adverse effects.

You may have experienced stereotype threat, even if you did not realize it at the time. This learning experience will give you insight and skills to increase your confidence, improve your performance, lower stress, and improve your quality of life.

Patient groups with a higher risk of stereotype threat are members of racial and ethnic minorities and sexual minorities, those with nontraditional gender identities, those with disabilities, and those with obesity. This learning experience will give you the essential understanding and skills to reduce patient stereotype threat, improve your interactions with patients (for them and for you), and ensure high-quality care and outcomes for all of your patients.

Learning Objectives

Learners will be able to:

- >> Describe stereotype threat, including triggers and impacts on patients
- » Apply evidence-based strategies to protect themselves and patients from stereotype threats



Continuing Education Credits

0.5 contact hours ACCME (Physicians), ANCC (Nurses)

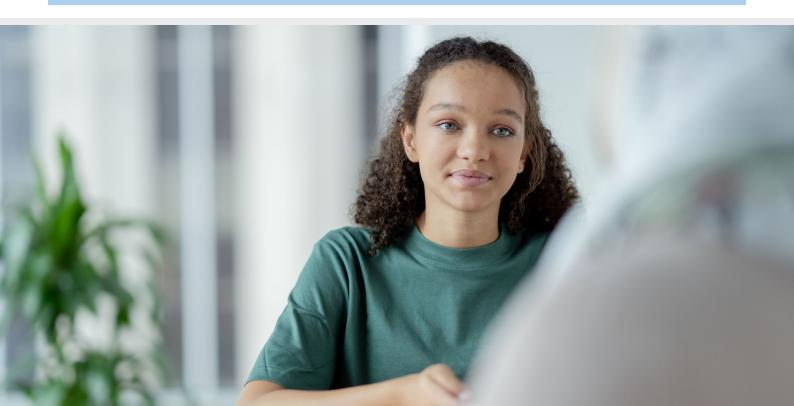


Duration30 minutes



Course Versions

Physicians • Nurses • Allied Health & Other Professionals





Implicit Bias Education for New Nurses & Nursing Students



Page 13

Provides compliance with California State Law AB 1407 and other state-mandated implicit bias training for nursing students and new nurses.

Course Description

Completing this learning experience will bring nursing students and new nurses into compliance with California Law AB 1407.

Learning Objectives

Part 1 - Protecting Yourself and Your Patients from Implicit Bias

Part 1 corresponds to Section 2786 ela, elb, elc, and eld of CA law AB 1407 and provides learners with foundational knowledge and essential insights into the nature of unintended, implicit biases.

Learners will be able to:

- >>> Describe the source and nature of implicit biases
- >>> Provide examples of how implicit bias can affect care
- Describe five evidence-based, bias-prevention strategies

Part 2 - Understanding and Addressing Racial and Ethnic Bias During a Healthcare Crisis

Part 2 corresponds to Section 2786 e1a, e1b, e1c, e1d, e1f, e1g, e1h, e1j, e1l of CA law AB 1407. It builds on and reinforces the knowledge and insights gained from Part One and adds key structural competency topics.

Learners will be able to:

- >> Describe why and how stress exacerbates unintended biases
- Explain the benefits of understanding social structure to provide high-quality patient care
- >>> Provide examples of how they will apply evidence-based bias prevention to improve patient care

Part 3 - Dignity in Pregnancy & Childbirth: Preventing Racial Bias in Perinatal Care Foundations

Part 3 corresponds to Section 2786 ela, elb, elc, eld, elf, elg, elh, elj, ell of CA law AB 1407. It builds on and reinforces the knowledge and insights gained from preceding eLearning experiences and adds insights into the roots of racial bias in the US.

- Describe research findings on inequities in perinatal care
- >>> Provide specific examples of how nurses' implicit racial biases can undermine the quality of care
- Provide examples of strategies they will use to improve care for Black patients









Best Practices for Collecting Patient Sexual Orientation and Gender Identity Data



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Provides training in support of Washington State Senate House Bill 1272 and other state-required data collection of sexual orientation and gender identity data.

Course Description

In this course, you will gain a thorough understanding of why collecting Sexual Orientation and Gender Identity (SOGI) data is crucial in hospitals and health centers and how to create a welcoming and respectful environment for patients. You will learn about the different terms related to sexual orientation and gender identity, their intersectionality, and how to differentiate between them. Through interactive activities and real-world scenarios, you will develop practical skills to communicate effectively with patients while collecting their SOGI data.

By the end of this course, you will have gained the necessary knowledge and skills to interact with patients in an affirming way, using best practices to ensure their SOGI data is collected respectfully and inclusively. Whether you are a healthcare professional or administrator collecting SOGI data in healthcare settings, this course will empower you with the right tools to improve patient care outcomes through positive and inclusive interactions.

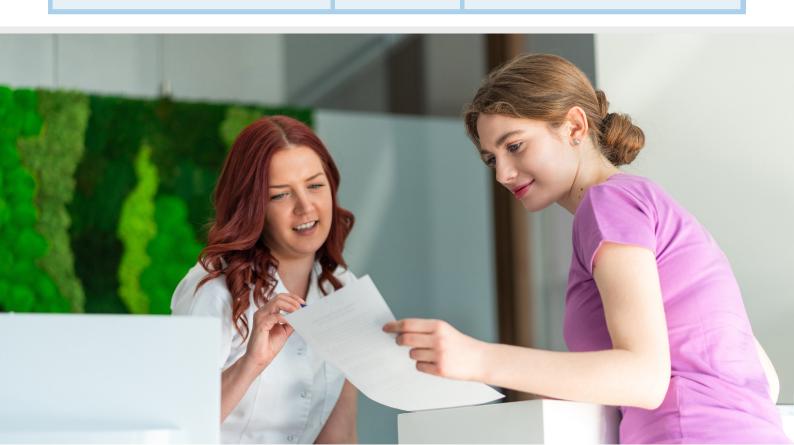
Learning Objectives

- Communicate to patients why hospitals and health centers collect sexual orientation and gender identity information
- >> Explain to patients and colleagues the definitions and differences among some sexual orientation and gender identity terms
- >> Apply best practices and strategies to interact with patients in an affirming way











Caring for Transgender and Gender Diverse Patients

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Course Description

This engaging and evidence-based course is designed for the real world of healthcare, giving medical professionals the knowledge and skills they need to provide inclusive, affirming, and culturally responsive care to their gender-diverse patients, including patients who are transgender, nonbinary, and intersex. Learners increase their knowledge through current research, personal stories, real-world examples, and best-practice demonstrations. Each episode is followed by engaging skill-building activities, exercises, and practice sessions designed to rapidly and effectively build provider competency for effective and culturally responsive care for gender-diverse patients. Understanding the unique healthcare experiences of gender-diverse individuals is crucial to ensuring their well-being and promoting equitable care.

You will cover key concepts, such as sex assigned at birth, gender identity, and gender expression, and explain why these concepts are essential in clinical care settings. You will also learn best practices for implementing these concepts to deliver high-quality and clinically appropriate care for transgender and gender-diverse patients.

Learning Objectives

Learners will be able to:

- >>> Demonstrate an understanding of concepts related to gender diversity in healthcare
- » Analyze the importance of incorporating gender diversity concepts in clinical care
- » Apply best practices for effective communication and terminology in healthcare settings by demonstrating the ability to navigate language issues and miscommunications that may arise during patient care



Continuing Education Credits

1.0 contact hours ACCME (Physicians), ANCC (Nurses)



Duration 60 minutes







Understanding & Preventing Bias in Pain Management

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Course Description

This course was co-sponsored & developed through our partnership with New York Presbyterian Hospital.

Black and other patients of color are systematically undertreated for pain, regardless of pain intensity and condition. For decades, Black patients and other patients of color have been calling attention to these racial inequities in pain management, a fact further supported by hundreds of scientific studies. Achieving health equity in this area requires immediate and systematic change. The purpose of this learning experience is to equip you with the essential knowledge and tools needed to ensure that every patient receives the quality of pain treatment we would all want for ourselves and our loved ones.

Learning Objectives

Learners will be able to:

- >> Identify the nature and extent of inequities in pain management
- >> Understand why inequities exist and persist, and how implicit biases can affect the pain care we give to patients despite our best and unbiased intentions
- >>> Learn evidence-based, practical skills and strategies for preventing biases from affecting the quality of our relationships and pain care with patients



Continuing Education Credits

0.5 contact hours ACCME (Physicians), ANCC (Nurses), ACPE (Pharmacists)



Duration

30 minutes



Course Versions

All Healthcare Providers





Understanding & Preventing Bias in Pain Management: A Closer Look at Sickle Cell Disease

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Course Description

This course was co-sponsored & developed through our partnership with New York Presbyterian Hospital.

"A Closer Look at Sickle Cell Disease" builds on the information learned in the "Understanding & Preventing Bias in Pain Management" course.

Sickle cell disease is an inherited blood disorder that is often seen among people of African ancestry. Severe chronic pain is one of the most common complications associated with this disease. In this learning experience, we build on what you learned in the previous course to focus on addressing the devastating impact of unintended racial biases on the adequacy of pain management for our Black patients with sickle cell disease. Learners will gain insights into the cultural and social aspects of the disease within the Black community and will better understand the importance of cultural competence in delivering effective pain management strategies, fostering trust, and improving patient outcomes.

Learning Objectives

- Identify the gaps in the quality of pain care for patients with sickle cell disease
- >> Understand why those gaps occur and how the unconscious thinking system plays a key role
- >> Develop ways to combat the negative effects of unintentional biases on the quality of pain care that patients with sickle cell disease receive









DEI IN THE WORKPLACE

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You deserve the highest quality diversity, equity & inclusion (DEI) and implicit bias eLearning that is engaging, practical, relevant, and reflects your working world.

Diversity Science was founded to meet the need for high-quality, nationally recognized training with evaluated and proven effective strategies.

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Available Courses

Overcoming Unconscious Bias in the Workplace	19
Creating Identity-Safe Teams by Understanding & Preventing Identity (Stereotype)	20
Threat	



Overcoming Unconscious Bias in the Workplace

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Course Description

Almost all of us value fairness and justice and strive to live those values every day. Unfortunately, thousands of studies have shown that even well-meaning people can be unintentionally, and often unconsciously, biased. Biases can influence how we perceive and treat individuals who are different from us. In workplace settings, these unintended biases can prevent us from connecting authentically and engaging inclusively with others.

This learning experience includes practical, evidence-based strategies to prevent unintended biases from affecting you, your coworkers/colleagues, and the people you serve. Most importantly, it will give you knowledge and strategies to help you live your values - treating people fairly and without bias.

Learning Objectives

- >> Describe where unintended and often unconscious implicit biases come from
- Understand how preferences can, without our awareness, negatively impact us and those around us
- » Apply practical, evidence-based strategies to prevent unintended biases from affecting themselves, their coworkers/colleagues, and the people they serve











Creating Identity-Safe Teams by Understanding & Preventing Identity (Stereotype) Threat

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Course Description

Hundreds of studies have shown that our performance and well-being can be strongly affected by being aware (consciously or unconsciously) that a stereotype about a group we belong to might affect the way others see us. Simply put, we fear that an unfair stereotype will be applied to us, even though we may not be consciously aware of that fear at the time. This experience is called identity threat or, more commonly, stereotype threat.

This course helps us understand that people live and work in different worlds next to us.

Research shows that stereotype threat is prevalent, can affect anyone, and has surprisingly powerful negative effects.

You may have experienced stereotype threat, even if you did not realize it at the time. This learning experience will give you insight and skills to increase your confidence, improve your performance, lower stress, and improve your quality of life.

Many of your co-workers experience stereotype threat, even though they may not be aware that it is happening. This learning experience will help you understand and empower your co-workers, bring out the best in them and others, and support a vibrant and inclusive workplace.

Learning Objectives

- Better understand and empower their coworkers, bring out the best in them and others, and support a vibrant and inclusive workplace
- Improve the quality of service provided to clients or customers, thus improving their experience and loyalty
- >> Apply evidence-based strategies to protect themselves and their co-workers from stereotype threats









COMING SOON!

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Understanding & Addressing Inequities in Care for Cardiovascular Diseases (CVDs)

Course Description

Hundreds of studies show that significant racial disparities in cardiovascular care exist. Black patients are more likely to receive cardiovascular care that is clinically inappropriate, less culturally competent, and of worse quality than other patients. These healthcare disparities persist even after accounting for differences in patients' clinical factors, comorbidities, health behaviors, and insurance status. These inequities are due to a complex and ongoing history of racial discrimination, marginalization, and exclusion, including bias and discrimination in healthcare. This learning experience will help you understand the inequities in CVD treatment and outcomes for Black patients and why they are at risk for lower-quality care, as well as teach you tools and strategies to help minimize healthcare disparities in CVD care.

Learning Objectives

- Learn the current evidence on inequities in interpersonal and technical quality of care and outcomes for CVD
- >> Understand the factors contributing to inequities in care and outcomes, with a special focus on unintentional biases, stereotypes, and factors that improve empathy for patients
- Identify evidence-based strategies and best practices for preventing inequities in interpersonal and technical quality of care for CVD

What Makes Our eLearning Courses Different?

What Makes Our DEI eLearning Programs Different?

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Our highly experienced and expert team of scientists, practitioners, and facilitators draws on 50+ years of academic research and real-world experience to design elearning programs that comprehensively support our clients' diversity, equity, and inclusion goals. We use robust evidence from the behavioral and cognitive science, organizational change theory, inter-group collaboration and conflict, and DEI best practices to drive real, sustainable change.

Our programs are designed to maximize the integration of new knowledge and skills by creating an optimal "growth and learning zone," connecting the content to learners' own values and priorities, and grounding concepts in real-world examples.

What Do We Mean By Evidence-Based Learning?

What to Teach: Evidence-based strategies for the real world. Our learning programs empower learners with scientifically-proven skills and strategies that they can apply immediately in their work and lives. Rather than focusing on what should work, we give learners concrete strategies that do work.

How to Teach: Creating a growth and learning mindset. Our learning programs are designed to maximize integration of new knowledge and skills by connecting the content to learners' own values and priorities and grounding it in real-world examples.

Our eLearning Courses Are:

Proven Effective

We have consistent evaluation results from thousands of learners.

- Increases learners' understanding and motivation to act
- Improves the DEI climate and the experiences of diverse team members
- Creates increased belonging and inclusion
- >>> Promotes common understanding & constructive DEI conversations

Engaging & Relevant

Participants gain practical, evidence-based strategies they can use right away.

- Versions tailored to role, maximally relevant to the daily lives of participants
- Evidence-based strategies that can be implemented immediately
- Case studies and patient examples to advance learning

Accessible & Scalable

Designed for the realities of busy organizations and learners.

- Can be completed at any time on almost any device
- >> Volume discounts, easy to roll out
- Organizations have three access options:
 - 1. Learners are given login information to our Learning Management System
 - 2. We'll set up a portal with your organization's branding for your learners
 - 3. You can license the courses to be offered on your organization's Learning Management System

Option 1:

Individual learners can purchase courses directly on the Diversity Science Learning Management System (LMS) at <u>learn.diversityscience.org.</u>

There you will find our entire eLearning library, including courses with Continuing Education (CE) credits, along with all supplemental materials.

Option 2:

Diversity Science will host eLearning courses for your Organization on our Learning Management System (LMS) at <u>learn.diversityscience.org.</u>

This includes not only the selected course(s) and supplemental materials, but also access to our amazing User Support Team. Details are below.

For Option 2, Diversity Science will provide:

- A dedicated link to the course
- A customized portal on our LMS with Diversity Science + Your Organization branding
- Both organizational and learner user support during the entire license period
- >>> Pre-enrollment of all learners for easy sign-in
- 2 admin reporting seats

Option 3:

You would like to access the elearning courses on your Organization's Learning Management System (LMS).

Please contact us! We can walk you through options that can meet your needs.

FAQs: How Do CE Credits Work?

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Testing for CE credits is only available on the Diversity Science LMS.

There you will find our entire eLearning library, including courses with Continuing Education (CE) credits, along with all supplemental materials.

- If you are an individual learner, simply select the CE version of the course(s) you wish to take. Upon successfully completing the test, you will be forwarded to the accreditation website to collect your CE credits.
-) If your organization is providing elearning courses through the Diversity Science LMS, no special condition is needed for CE credit. We will provide your organization with the correct version, including the CE test administration. Upon successfully completing the test, learners will be forwarded to the accreditation website to collect CE credits.