

**University of California (UCCME)
Cultural and Linguistic Competency Resources
November 2012**

A). Major Resources

1. University of California-Center for the Health Professions
<http://futurehealth.ucsf.edu/Public/Center-Home.aspx>
2. Kaiser Permanente National Diversity Department:
<http://kphci.org/resources/links.html>
3. The Office of Minority Health
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=11>
4. California Academy of Family Physicians:
<http://www.familydocs.org/practice-resources/cultural-proficiency.php>
5. Institute for Medical Quality:
www.imq.org
6. On-line dictionary providing translations into 25 different languages:
<http://www.ectaco.com/English-Multilanguage-Dictionary/>
7. Foreign Language Assessment Guide (F.L.A.G.), Produced by Medi-Flag Corporation
www.medi-flag.com

B). Hospital Care

1. National Association of Public Hospitals and Health Systems. "Serving Diverse Communities in Safety Net Hospitals and Health Systems," *The Safety Net* 2003; 17(3): Fall.
http://apha.confex.com/apha/132am/techprogram/paper_87055.htm
2. "Collecting Data on Patient Race, Ethnicity and Primary Language to Help Hospitals Improve Quality of Care":
<http://www.rwjf.org/pr/product.jsp?id=28821>
3. "Race, Ethnicity, and Language of Patients: Hospital Practices Regarding Collection of Information to Address Disparities in Health Care"
<http://www.rwjf.org/en/research-publications/find-rwjf-research/2011/07/can-collecting-data-on-patients--race--ethnicity-and-language-he.html>
4. "Self-Assessment Tool Helps Urban Hospitals Address Sociocultural Barriers to Health Care Access"
<http://www.rwjf.org/en/research-publications/find-rwjf-research/2001/06/self-assessment-tool-helps-urban-hospitals-address-sociocultural.html>
5. "In Any Language: Improving the Quality & Availability of Language Services in Hospitals"
<http://www.rwjf.org/en/research-publications/find-rwjf-research/2008/05/in-any-language.html>

C). Ambulatory Care

1. Center for the Health Care Professions- Towards Culturally Competent Care: Toolbox for Teaching Communication Strategies
<http://futurehealth.ucsf.edu/LinkClick.aspx?fileticket=d5X%2fOqyqeuY%3d&tabid=185>
2. National Center for Cultural Competence, Georgetown University. "Self-Assessment Checklist for Personnel Providing Primary Health Care Services"
<http://nccc.georgetown.edu/documents/Checklist%20PHC.pdf>
3. National Initiative for Children's Healthcare Quality (NICHQ), Improving Cultural Competency in Children's Health Care: Expanding Perspectives
http://www.nichq.org/pdf/NICHQ_CulturalCompetencyFINAL.pdf

D). Managed Care

1. "National Standards For Culturally And Linguistically Appropriate Services In Health Care Executive Summary"
<http://www.omhrc.gov/assets/pdf/checked/executive.pdf>
2. America's Health Insurance Plans (AHIP), Center for Policy and Research. "Innovations in Medicaid Managed Care," March, 2005.

<http://www.ahip.org/Innovations-in-Medicaid/>

E). Caring for Individuals with Limited English Proficiency

1. Better Communication, Better Care: Provider Tools to Care for Diverse Populations
http://www.iceforhealth.org/library/documents/ICE_C&L_Provider_Toolkit_7.10.pdf
2. National Council on Interpreting in Health Care
<http://www.ncihc.org>
3. Addressing Language Access in Your Practice Toolkit California Academy of Family Physicians
http://www.familydocs.org/assets/Multicultural_Health/Addressing%20Language%20AccessToolkkit.pdf
4. Hablamos Juntos: Improving Patient-Provider Communication for Latinos
<http://www.hablamosjuntos.org/default.about.asp>
5. Process of Inquiry: Communicating in a Multicultural Environment, Georgetown University National Center for Cultural Competence
<http://www.ncccurrricula.info/communication/acknowledgments.html>
6. Cross-Cultural Communication in Health Care: Building Organizational Capacity
<http://www.hrsa.gov/reimbursement/broadcast/default.htm>

F). Health Literacy

1. AMA/AMA Foundation's Health Literacy toolkits, videos, partnerships
<http://www.ama-assn.org/ama/pub/about-ama/ama-foundation/our-programs/public-health/health-literacy-program.shtml>
2. Weiss BD. Health Literacy: A Manual for Clinicians Chicago: American Medical Association Foundation, 2003
3. Schwartzberg, JG, VanGeest JB, Wang CC: Understanding Health Literacy: Implications for Medicine and Public Health. Chicago, IL: American Medical Association Pres., 2004

G). Movies, Videos, and CD-ROM Resources

1. Alexander M. Cinemeducation: An Innovative Approach to Teaching Multi-Cultural Diversity in Medicine. Annals of Behavioral Science and Medical Education 1995; 2(1):23-28.
2. Communicating Effectively Through an Interpreter (1998) (Available from the Cross Cultural Health Care Program, 270 South Hanford Street, Suite 100, Seattle, Washington 98134; Phone (206)-860-0329; Website www.xculture.org).
3. The Bilingual Medical Interview I (1987), and The Bilingual Medical Interview II: The Geriatric Interview , Section of General Internal Medicine, Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center (Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258).
4. The Kaiser Permanente/California Endowment Clinical Cultural Competency Video Series. In 2000, Kaiser Permanente, with funding from The California Endowment, embarked on a project to create "trigger" videos as teaching tools for training healthcare professionals in cultural competence.. These now completed videos comprise three sets, each with accompanying facilitator's guide and contextual materials. Each set costs \$35.00 or \$105 for all 20. The scenarios are from eight to fourteen minutes long.
5. Quality Care for Diverse Populations . Video/CD-ROM/Facilitator's Guide, Contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al.) This educational program includes five video vignettes depicting simulated physician-patient visits in an office setting as a means to explore ethnic and sociocultural issues found in today's diverse health care environment. Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075).
<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo/videos.html>

6. Community Voices: Exploring Cross-Cultural Care Through Cancer. Video and Facilitator's Guide by Jennie Greene, MS & Kim Newell, MD (Available from the Harvard Center for Cancer Prevention, Harvard School of Public Health, 665 Huntington Avenue, Bldg 2, Rm 105, Boston, MA 02115; Phone (617) 432-0038; Fax: (617)-432-1722; hccp@hsph.harvard.edu , or Fanlight Productions, www.fanlight.com).

7. Worlds Apart. A Four-Part Series on Cross-Cultural Healthcare. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics (available from Fanlight Productions, www.fanlight.com)

8. The Angry Heart: The Impact of Racism on Heart Disease Among African Americans, Jay Fedigan. (Available from Fanlight Productions, www.fanlight.com).

9. The Culture of Emotions: A Cultural Competence and Diversity Training Program . Harriet Koskoff, Producer/Co-Coordinator, 415 Noe Street, #5 , San Francisco , CA 94114 ; Phone 415-864-0927; Fax 415-621-8969 (Available from Fanlight Productions, www.fanlight.com).

10. Ohio Department of Health and Medical College of Ohio. Cultural Competence in Breast Cancer Care (CD-ROM), 2000.

H). **Continuing Education Programs**

1. Office of Minority Health A Family Physician's Guide to Culturally Competent Care

<http://cccm.thinkculturalhealth.org>

2. Quality Interactions: A Patient-Based Approach to Cross-Cultural Care Manhattan Cross Cultural Group and Critical Measures

http://www.criticalmeasures.net/cross_cultural/elearning.htm

3. Communicating Through Healthcare Interpreters-The Virtual Lecture Hall and Rush University Medical Center

http://www.vlh.com/shared/courses/course_info.cfm?courseno=155

4. Quality Care for Diverse Populations . Video/CD-ROM/Facilitator's Guide,

Contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al.) This educational program includes five video vignettes depicting simulated physician-patient visits in an office setting as a means to explore ethnic and sociocultural issues found in today's diverse health care environment. Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075).

<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo/videos.html>

5. Cultural Competency Challenge CD-ROM Educational Program (AAOS Product #02735). American Academy of Orthopaedic Surgeons, 6300 North River Road, Rosemont, IL 60018-4262)

www.aaos.org/challenge_cme/

6. Cultural Competency: A Collaborative Web Site of the MCH Training Network

http://leadership.mchtraining.net/?page_id=126

7. Measuring Health Disparities, Interactive CD-ROM. John Lynch, PhD, and Sam Harper, PhD, McGill University. Produced by the Michigan Public Health Training Center (MPHTC)

<http://measuringhealthdisparities.org>

I). **Recent Articles and References on Cultural and Linguistic Competency**

1. Brach C, Fraser I, and Paez K. "Crossing the Language Chasm," Health Affairs 2005 (March); 24(2):424-434.

2. Betancourt, J.R., Green, A.R., Carillo, J.E. et al. (2005). Cultural competency and health care disparities: Key perspectives and trends. Health Affairs, 24(2), 499-505.

3. Brach, C., Fraser, I., Paez, K. (2005). Crossing the language chasm: An in-depth analysis of what language-assistance programs look like in practice. Health Affairs, 24(2), 424-434.

4. Betancourt J.R., Green A.R., Carrillo J.E., et al. (2003). Defining cultural competence: A practical framework for addressing racial/ethnic disparities in health and healthcare. Public Health Reports, 118(4), 293-302.
5. AB 801 Assembly Bill – Chaptered. Official California Legislative Information website. http://www.leginfo.ca.gov/pub/11-12/bill/asm/ab_0801-0850/ab_801_bill_20120913_chaptered.html
6. AB 1195 Assembly Bill – Chaptered. Official California Legislative Information website. http://www.leginfo.ca.gov/pub/05-06/bill/asm/ab_1151-1200/ab_1195_bill_20051004_chaptered.html
7. Youdelman M, Perkins J. "Providing Language Interpretation Services in Health Care Setting: Examples from the Field," National Health Law Program, May 2002
8. Youdelman M, Perkins J. "Providing Language Services in Small Health Care Provider Settings" Examples from the Field," National Health Law Program, April 2005 [The latter two reports can be obtained at www.cmwf.org or www.healthlaw.org].

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Updated by:

UC Irvine CME Office on 7 September 2010;
UCSF Office of CME on 6 November 2012.