



Genetic Counseling Cultural and Linguistic Competence Toolkit Annotated Bibliography, November 2009

Cultural Competence Toolkits

American Medical Student Association

<http://www.amsa.org>

Case studies, diversity power shuffle, with good follow up activities and patient/professional assessment questions which may be useful in genetic counseling.

Cross-Cultural Issues in Primary Care Module, National Health Service Corps Educational Program for Clinical and Community Issues in Primary Care. Trotter, Robert T. (1994); revised by National Center for Cultural Healing (1999). American Medical Student Association/Foundation, Reston, VA.

Excellent model for curriculum development using learning objectives, icebreakers, cases, and probing questions.

Cultural and Linguistic Competence (CLC) Toolkit

<http://www.promoteprevent.org/Resources/clc/>

Provides information and benchmark tools for the implementation of cultural and linguistic competence to support the positive development of children and families through services, activities, and interventions based on a model of community collaboration.

Cultural Brokering Web Portal

<http://www11.georgetown.edu/research/gucchd/nccc/resources/brokering.html>

Extensive resource on the topic of cultural brokering.

Cultural Competency Toolkit: Ten Grant Sites Share Lessons Learned

<http://www.ncstac.org/content/culturalcompetency/index.htm>

Each chapter in this toolkit provides an overview of one of ten model programs focusing on mental health outreach to and advocacy for culturally diverse communities, as well as increasing cultural competence of all project participants.

Diversity Central Toolkit

http://www.diversitycentral.com/leaders_toolkit/toolkit/

Tips for improving “emotional intelligence” cultural competence in the workplace. Section on legal settlements of recent workplace diversity cases. Diversity “quizzes” available on different general diversity topics each month.

Diversity Rx

<http://www.diversityrx.org>

Promotes language and cultural competence to improve the quality of health care for minority, immigrant, and ethnically diverse communities.

Enhancing Culturally Sensitive Practices, ISCOPEs: Interdisciplinary Student Community Oriented Prevention Enhancement Service Curriculum

<http://www.gwumc.edu/iscope/index.html>

Curriculum, case studies and assessment tools, resource list. Curriculum covers cultural competence, social justice and community asset mapping.

Industry Collaboration Effort

Linguistic and Cultural Competency Toolkit. Family PACT (Planning, Access, Care, Treatment). California Family Health Council for California Department of Health Office of Family Planning, 2007.

<http://www.familypact.org/en/Providers/CulturalCompetency.aspx>

Good self-assessment survey. Overall focus of the document is on organizational cultural competence and development of a strategic plan.

Making the Business Case for Culturally and Linguistically Appropriate Services in Health Care. Case Studies from the Field. (2007). Alliance of Community Health Plans Foundation.

<http://omhrc.gov/Assets/pdf/Checked/CLAS.pdf>

The Alliance of Community Health Plans Foundation identified business benefits received by health care organizations that applied the National Standards for Culturally and Linguistically Appropriate Services (CLAS) released in 2000. This article outlines some of the benefits that occur in businesses in areas such as quality, efficiency, equity and reduction of medical errors.

Medicare Quality Improvement Community (MedQIC)

<http://medqic.org>

Offers a compilation of resources for quality improvement interventions and associated tools, toolkits, presentations, and links to other resources.

Multicultural Toolkit-Toolkit for Cross-Cultural Collaboration. (1999). Elliot, Candia, Adams, R. Jerry and Suganya Sockalingam Office of Multicultural Health, Department of Human Resources, Oregon.

<http://www.awesomelibrary.org/multiculturaltoolkit.html>

Excellent source for definitions, discussion of non-verbal issues, and exploration of Anglo-Americanism. A detailed study of African, Asian, Native, Hispanic and Anglo-American cultural groups and communication patterns.

NCCC-National Center for Cultural Competence Curricula Enhancement Module Series. Georgetown University Center for Child and Human Development, Washington, DC.

<http://www.nccc-curricula.info/modules.html>

Modules on cultural and linguistic competence, cultural awareness, cultural self-assessment, the process of inquiry, communication in a multicultural environment and public health in a multicultural environment.

Physician's Practical Guide to Culturally Competent Care

<https://cccm.thinkculturalhealth.org>

CME-approved nine hour training module. Interactive web and DVD format using video based case studies, fast facts and self evaluation.

Physician Toolkit and Curriculum. (2004). University of Massachusetts Medical School, Office of Community Programs. Resources to Implement Cross-Cultural Clinical Practice Guidelines for Medicaid Practitioners.

<http://www.omhrc.gov/assets/pdf/checked/toolkit.pdf>

Includes many clinical and self-assessment tools and short case vignettes.

Provider's Guide to Quality and Culture, Management Sciences for Health, MSH Electronic Resource Center. The Manager's Electronic Resource Center.

<http://erc.msh.org>

An excellent resource. Includes basic information on cultural competency, self-quiz, provider perspective and responsibilities, health disparities, cultural groups (includes Common Health Problems in Selected Ethnic and Cultural Groups; common beliefs and practices; and an expanded look at specific cultural groups), culturally competent organizations and additional resources.

Tool for Assessing Cultural Competence Training (TACCT). (2005). AAMC-Association of American Medical Colleges, Washington, DC.

<http://www.aamc.org/meded/tacct/start.htm>

Cultural competence education module for medical students. Curriculum assessment tools evaluate cultural knowledge, skills and attitudes and where these are included in overall curriculum design of the training programs. Includes resources and bibliography.

Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies. (2004). Center for the Health Professions, University of San Francisco, CA.

<http://futurehealth.ucsf.edu/cnetwork/resources/curricula/diversity.html>

Available for purchase: CD with extensive tools, activities, lesson plans.

The Center for the Health Professions website (<http://futurehealth.ucsf.edu/index.htm>) lists recent publications intended to improve cultural competence in health professionals.

Transforming the Face of Health Professions through Cultural and Linguistic Competence Education: The Role of HRSA Centers of Excellence. (2005). U.S. Department of Health and Human Services, Health Resources and Services Administration.

<http://www.hrsa.gov/culturalcompetence/>

Many ideas for building cultural awareness that are applicable to genetic counseling, including cultural genogram, community mapping, patient assessment tools, pointers for using an interpreter, working with special populations (ie: geriatric patients, homeless patients, GLBT, etc), educational training tools, and tools for measuring health literacy.

Two year evaluation report of the Cultural Competency Curriculum Modules (CCCMs), February 9, 2007.

www.thinkculturalhealth.org

Summarizes effectiveness of these training modules in promoting cultural knowledge, skills and attitudes of physicians. Multiple choice questions in the areas of culturally competent care, language access services, and organizational supports.

University of Michigan Health System Program for Multicultural Health. (2007).

<http://www.med.umich.edu/multicultural/ccp/commun.htm>

Basic concepts and definitions, clinical assessment tools, demographics, clinical tips and case studies. Tools and resources for improving interactions with multi-cultural clients. Excellent compilation of resources on general health beliefs for a variety of cultural and religious groups.

Cultural and Spiritual Assessment Tools

Cross Cultural Health Care Program

<http://www.xculture.org/index.php>

This organization serves as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate. It provides a combination of cultural competency trainings, interpreter trainings, research projects, and community coalition building.

Cultural and Linguistic Competence Policy Assessment (CLCPA)

<http://www.clcpa.info/document.html>

A self-assessment instrument designed to examine cultural and linguistic competence in four dimensions: values, policy, structure, and practice.

Cultural Competence Health Practitioner Assessment (CCHPA). (2004). National Center for Cultural Competence, Georgetown University Center for Child and Human Development, Center for Excellence in Developmental Disabilities.

<http://www11.georgetown.edu/research/gucchd/nccc/features/CCHPA.html>

The CCHPA has six subscales: values and belief systems, cultural aspects of epidemiology, clinical decision-making, life cycle events, cross-cultural communication, and empowerment/health management. Upon completion of the CCHPA, you will receive response fields that identify you at an awareness, knowledge, or skill level for each of the six subscales. Depending on your response pattern, you will be provided with a listing of resources such as web-based journals, textbooks, multimedia materials, and suggested learning experiences intended to support your individual growth.

Cultural Competence in a Multicultural Society: A Checklist. Jean Lau Chin, EdD

<http://www.naaee.org/programs-and-initiatives/diversity/cultural-diversity-eetap/fall-2006/assessing-cultural-competency-fall-2006>

A simple, probing list of questions “to do a cultural audit of yourself, your neighborhood, your workplace, your environment.”

Intercultural Development Inventory (IDI) Individual Profile. (2002). Milton J. Bennett and Mitchell R. Hammer.

<http://www.intercultural.org/idi.php>

50 item tool that measures intercultural sensitivity using a worldview framework. The IDI measures an individual's fundamental worldview orientation to cultural difference, and thus the individual's capacity for intercultural competence. The more ethnorelative the worldview, the more likely the individual's attitudes, knowledge and behaviors constitute intercultural competence. There is a \$60 charge for the first IDI test and an additional \$10 for each test thereafter.

Inventory of Assessing the Process of Cultural Competence among Healthcare Professionals-Revised (IAPCC-R). (2002). Josepha Campinha-Bacote. Transcultural C.A.R.E. Associates.

<http://www.transculturalcare.net/iapcc-r.htm>

The tool contains 25 items, 5 questions each measuring the five cultural constructs of desire, awareness, knowledge, skill and encounters. Each question is rated on a 4 point Likert scale with higher scores depicting a high level of cultural competence. There is an \$8 fee for each test.

Books and Other Teaching Resources

Bronstein, Phyllis and Kathryn Quina, Eds. (2003). Teaching Gender and Multicultural Awareness; Resources for the Psychology Classroom. American Psychological Association, Washington, D.C.

Bucher, Richard D. (2004). Diversity Consciousness: Opening Our Minds to People, Cultures & Opportunities. Pearson Education, New Jersey.
Resources for classroom activities.

Bucher, Richard D. (2008). Building Cultural Intelligence: Nine Megaskills. Pearson Education, Inc, New Jersey.

This book is themed around defining cultural intelligence as CQ, similar to IQ, divided into 9 core skill areas, with an emphasis on self-awareness. Many exercises suitable for classroom use.

Catlett, Camille, Pamela J. Winton and Sarah E. Hamel. (2004). Walking the Walk. A Guide to Diversity Resources for Trainers. Chapel Hill: University of North Carolina, FPG Child Development Institute.

Extensive annotated bibliography.

Campinha-Bacote, J. (2007). The Process of Cultural Competence in the Delivery of Healthcare Services. Transcultural C.A.R.E. Associates.

Crandall, SJ, George, G, Marion, GS and Davis, S. (2003). Applying Theory to the Design of Cultural Competency Training for Medical Students: A Case Study. Academic Medicine, 78: 588-594.

Resource for evaluation material.

Doka, Kenneth J, and Amy S. Tucci, Eds. (2009). *Living with Grief; Diversity and End-of-Life Care*. Hospice Foundation of America, Washington, DC.

Fadiman, Anne. (1997). *The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors and the Collision of Two Cultures*. Farrar, Straus and Giroux, NY.
A valuable study of cross cultural medicine; required reading for everyone involved in providing health care services.

Galanti, Geri-Ann. (2008). *Caring for Patients from Different Cultures*, 4th Edition. University of Pennsylvania Press, Philadelphia, PA.

Gropper, RC. (1996). *Culture and the clinical encounter: an intercultural sensitizer for the health professions*.

This book poses scenarios based in health care and then gives 4 responses. The reader chooses a response and then receives feedback about whether that is the “best” response and why. Many of the scenarios could be used to accentuate a topic in class, as icebreakers or self-evaluation tools.

Hickson, Mark, Stacks, D. and Moore, N.J. (2004). *Nonverbal Communication. Studies and Applications*, 4th Ed. Roxbury Publishing Company, Los Angeles, CA.

Jarvis, V.T., & Rodriguez, P. (1998). *Diversity training module: Fostering awareness, implementation, commitment, and advocacy*. Raleigh, NC: NC Department of Health and Human Services.

This is a training manual with four submodules containing cases for pre-professionals and practicing professionals in early childhood education who work with diverse groups of young children. This book is available for free from the NC Department of Health and Human Services.

Kleinman, Arthur. (1980). *Patients and Healers in the Context of Culture*. University of California Press, Berkeley, CA.

McAuliffe, Garrett and Associates. (2008). *Culturally Alert Counseling. A Comprehensive Introduction*. Sage Publications, Thousand Oaks, CA.

McGoldrick, Monica, Giordano, J., and Pearce, J.K., Eds. (1996). *Ethnicity and Family Therapy*. The Guilford Press, New York.

Multicultural Pavilion: From Paul C. Gorski and EdChange

<http://www.edchange.org/multicultural/index.html>

Teaching models, classroom activities, and other resources for multicultural education.

National Center for Health Statistics

<http://www.cdc.gov/nchs/>

The National Center for Health Statistics has an abundance of resources describing information on the health of Americans. It offers statistics by topics ranging from diseases to health care to lifestyle. They provide links to recent publications as well as excellent resources about health.

National Coalition for Health Professional Education in Genetics (NCHPEG)

<http://www.nchpeg.org>

- Race, Genetics and Health Care: What We Know and What it Means for Your Patients. April 20, 2006. 90 minute videocast intended to teach primary care providers and others through a free CME-approved online program.
- <http://www.nchpeg.org/raceandgenetics>
Web-based content on race, genetics and health care, organized around 14 frequently asked questions.

Office of Minority Health, U.S. Department of Health and Human Services, 1-800-444-6472

<http://www.omhrc.gov>

Links and information: Funding/Data/Statistics, Cultural Competency, Health Topics, Minority Populations, and a Resource Center.

Pargament, Kenneth I. (2007). Spiritually Integrated Psychotherapy. Understanding and Addressing the Sacred. Guilford Press, New York, N.Y.

Pedersen, Paul B. (2004). 110 Experiences for Multicultural Learning. American Psychological Association, Washington, D.C.

Pedersen, Paul B., Draguns, J.G., Lonner, W.J. and Trimble, J.E., Eds. (2002). Counseling Across Cultures, 5th Edition. Sage Publications, Thousand Oaks, CA.

Pena-Dolhun, E., Munoz, C. and Grumbach, K. (2003). Cross-Cultural Education in US Medical Schools: Development of an Assessment Tool. Academic Medicine, 78 (6): 615-622.
Resource for evaluation material.

Race, Ethnicity and Health Care. (2007). Tutorial lecture by Cara James, Senior Policy Analyst, sponsored by the Kaiser Family Foundation.

<http://www.kaiseredu.org/tutorials/REHealthcare/player.html>

Excellent presentation on health disparities among different racial groups.

Robert Wood Johnson Foundation

<http://www.rwjf.org/pr/topic.jsp?topicid=1180>

This is a database of articles that are searchable by topic. The topics include genetic disorders, health care information, disparities, populations and more.

Seelye, H Ned. (1996). Experiential activities for Intercultural Learning. Intercultural Press, Inc., Boston, MA.

Lesson plans for creative experiential activities to promote intercultural learning.

The Commonwealth Fund

<http://www.commonwealthfund.org>

The Commonwealth Fund offers access to publications on topics such as health disparities, the elderly, state health policies, patient-centered care and more.

Wehrly, Bea, Kenney, K.R., and Kenney, M.E. (1999). Counseling Multiracial Families. Sage Publications, Thousand Oaks, CA.

Wu, Ellen and Martin Martinez (2006). Taking Cultural Competency from Theory to Action. California Pan-Ethnic Network, the Commonwealth Fund.

www.cmf.org or

http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=414097

Recommendations for organizational cultural competence include essential nature of community representation and feedback, integrating cultural competence into all agency systems and importance of proposing manageable, measurable and sustainable changes.

Health Disparities

Centers for Disease Control and Prevention website on Health Disparities

<http://www.cdc.gov/omhd/Topic/HealthDisparities.html>

Provides news releases on topics in health disparities as well as information about health disparities by population groups.

Center for Research on Ethnicity, Culture and Health

http://www.crech-test.org/index.php?option=com_frontpage&Itemid=1

The Center for Research on Ethnicity, Culture and Health (CRECH) at the University of Michigan School of Public Health (UMSPH). CRECH develops new approaches to research and research training relevant to the description and understanding of racial and ethnic health disparities.

CHERP (Center for Health Equity Research and Promotions Collaborations)

<http://www.cherp.org/index.php>

Database of articles related to health disparities.

Office of Minority Health, US Department of Health and Human Services, 1-800-444-6472

The Office of Minority Health

<http://www.omhrc.gov>

Links and Information: Funding, Data/Statistics, Cultural Competency, Health Topics, Minority Populations, and a Resource Center. The OMH offers funding to support community organizations and science-based efforts to eliminate health disparities. Health data and statistics for the major ethnic groups. Online training tools to support the development of cultural competency in health professionals. Articles and fact sheets for a variety of health topics.

HRET Health Disparities Toolkit

<http://www.hretdisparities.org/index.php>

The toolkit provides information for a variety of groups of people, but the set most helpful is those for clinicians. The two modules for clinicians are Obtaining Data on Patient Race, Ethnicity, and Primary Language in Health Care Organizations: Current Challenges and Proposed Solutions A System for Rapidly and Accurately Collecting Patients' Race and Ethnicity.

Measuring Health Disparities Course, University of Michigan, School of Public Health

https://practice.sph.umich.edu/mphtc/site.php?module=courses_one_online_course&id=247

A free course aimed at all health providers, divided into four parts. The first two parts define health disparities and how they may be measured. The second two parts review the benefits and limitations of several health disparity measures, and discuss how to use them effectively.

Racial and Ethnic Disparities in Health Knowledge Path

http://www.mchlibrary.info/KnowledgePaths/kp_race.html

This knowledge path offers a selection of current, high-quality resources about preventing, identifying, and eliminating racial and ethnic disparities in health. Separate sections present resources for professionals (health professionals, program administrators, policymakers, researchers) and consumers. A special topics area lists resources about cultural and linguistic competence to remove barriers to care and narrow health disparities.

Why the Difference Initiative

<http://www.kff.org/whythedifference/index.htm>

Designed to increase provider awareness about disparities in health care, especially cardiac care. The website also provides a Speaker's Kit to help physicians talk to patients about cardiovascular care.

National Standards (CLAS) and Legislation

Civil Rights Division's Coordination and Review Section

<http://www.usdoj.gov/crt/cor/index.php>

Information on the consistent and effective implementation of laws prohibiting discriminatory practices on the basis of race, color, national origin, sex, disability, or religion in programs and activities receiving federal financial assistance. Operated by The Civil Rights Division's Coordination and Review Section of the US Department of Justice.

CLAS Implementation Tips

<http://www.qsource.org/uqiosc/CLAS%20Standards%20Strategies%5B7AUG-2005%5D.pdf>

This document provides strategies for addressing provider adherence to the Office of Minority Health's National Standards for Culturally and Linguistically Appropriate Services (CLAS) in health care.

Complaint Form for the USDOJ, Civil Rights Div., Coordination and Review Section

<http://www.usdoj.gov/crt/cor/complaint.php>

Several formats of the complaint form used to file complaints with the Department of Justice and Civil Rights Division concerning discrimination against persons with limited English proficiency.

Culturally and Linguistically Appropriate Services (CLAS) Technical Report #3: Moving Towards Cross-Cultural Competence in Lifelong Personnel Development: A Review of the Literature. (2000). Hains, Ann H., Lynch, Eleanor, W. & Winton, Pamela J.

Early Childhood Education Resource Institute.

<http://www.clas.uiuc.edu/techreport/tech3.html>

Focuses on early childhood education. Helpful annotated resource list. Includes an analysis of models and strategies for assessing cultural competence on an individual level.

Diversity Rx Legal Issues

<http://www.diversityrx.org/HTML/LEGAL.htm>

Section on legal issues is a good overview. Section on legal issues explains what the law says about the rights of consumers and the obligations of health care providers with respect to linguistic and cultural competence. Provides original text, summaries, and commentaries on federal and state laws governing the role of language and culture in health care delivery.

National Standards for Culturally and Linguistically Appropriate Services in Health Care

<http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf>

This PDF file lists the fourteen National Standards for CLAS in Health Care.

Specific Cultural/Minority Groups

African Americans

Wayne State University's compilation of websites that address health disparities related to African Americans

<http://www.lib.wayne.edu/shiffman/aah/disparities.html>

This website provides links to websites that deal with African American healthcare, and provides another set of links to special populations within the African American community.

Asian Americans

AAPCHO (Association of Asian Pacific Community Health Organizations)

<http://www.aapcho.org/site/aapcho/>

Translated health education materials for patients, maps detailing areas with medically underserved AAPIs, and listservs that electronically link individuals from across the country. There are also many fact sheets on specific diseases or populations in this group.

Asian Health Services

<http://www.asianhealthservices.org/>

An example of a health-related practice directed at an Asian American population. Features a healthy recipe of the month.

APAIHF (Asian and Pacific Islander American Health Forum)

<http://www.apiahf.org/>

A very large database of links that relate to health issues facing Asian Americans. Would be useful for clinicians as well as patients.

NAWHO (Health Partnerships for Asian Women and Families)

<http://www.nawho.org/>

Information on specific conditions related to Asian American women's health care. Submit questions for an expert through the website.

Hispanic

National Alliance for Hispanic Health

<http://www.hispanichealth.org/>

The government website for Hispanic health issues has a huge wealth of current health topic fact sheets in Spanish and family and prenatal help lines.

The National Association of Hispanic Nurses

<http://www.thehispanicnurses.org/>

Provides scholarship and fellowship to promote Hispanic nurses' entry into and continued success in the nursing field.

Redes en Accion: The National Latino Cancer Research Network

<http://redesenaccion.org/>

A National Cancer Institute-funded initiative to combat cancer among Latinos. The website includes newsletters, links and general information on health disparities in this population.

USA-Mexico Border Health

<http://borderhealth.raonline.org/>

Assists individuals with locating and competing for funding opportunities in order to address health care needs in the U.S.-Mexico Border region. Lists funding opportunities and information resources on topics relevant to border health.

Native Americans

National Indian Health Board

<http://www.nihb.org/>

Advocates on behalf of all Tribal governments and American Indians/Native Alaskans in their efforts to provide quality health care. Provides fact sheets on health issues in this population.

Native American Cancer Research

<http://natamcancer.org/>

This organization seeks to help reduce cancer incidence and mortality in Native Americans. However, it has many general handouts on health issues facing the Native American population in general.

Indian Health Service

<http://www.ihs.gov/>

Federal health program for Native Americans. Provides information about federally funded projects and initiatives relating to this topic.

Older Patients

Achieving Cultural Competence: A Guidebook for Providers of Services to Older Americans and Their Families. (2001).

<http://www.aoa.gov/prof/adddiv/cultural/CC-guidebook.pdf>

Explicit recommendations for cultural sensitivity when working with older patients. Includes accompanying resources intended as instructional aids for providers when training other professionals

Health Literacy

ACHI Toolkit

<http://www.assesstoolkit.org/>

The ACHI Community Health Assessment Toolkit is a guide for planning, leading, and using community health assessments to better understand--and ultimately improve--the health of communities. This website provides clear cut information on how to create and use a community health assessment step by step.

Ask Me 3

<http://www.npsf.org/askme3/>

Promotes three simple but essential questions that patients should ask their providers in every health care interaction. Focuses on the importance of health literacy in improving health care and outcome. Provides information optimized for health care providers, patients, employers, and the media, with brochures in English, Spanish, French, Chinese, Russian, Arabic.

Health & Literacy Special Collection

<http://healthliteracy.worlded.org/>

Contains health curricula for literacy classes, resources to provide basic health information in simple language, resources in languages other than English, information about the link between literacy & health status, and links to organizations dedicated to health and literacy education.

Health Literacy and Cultural Competency: Research Findings

<http://www.ahrq.gov/browse/hlitra.htm>

Provides links to research activities regarding health literacy and cultural competency from the years 2002-2005.

Language/Interpreter/Translation Resources

Centers for Disease Control and Prevention available in Spanish

<http://www.cdc.gov/spanish/>

A comprehensive website with credible health information. Data and statistics; covers an immense variety of health and safety topics; tools and resources for kids, educators and health professionals; recent publications.

Consumer Health Brochures in Multiple Languages

<http://library.med.utah.edu/24languages/>

Electronic access to over 200 health education brochures in 24 different languages. Currently being updated. But, website contains links to other sites with similar content.

Culturally Specific Patient Health Information for non-English speakers

<http://library.kaleidahealth.org/resources/nonEnglish.asp>

Librarian recommended reference sites for culturally specific patient health information.

Dictionary of Health Related Terms, 3rd Edition (English - Spanish)

<http://www.cdph.ca.gov/programs/cobbh/Pages/default.aspx>

An instrument for health care personnel and other professionals working with the Latino population in the United States. Purpose is to strengthen communication between Spanish-speaking populations and the health workers serving them, and facilitate dialogue by reducing cultural and linguistic barriers.

English Language Learner Resources

<http://www.ed.gov/about/offices/list/ocr/ellresources.html>

A variety of Limited-English Proficient (LEP) resources that include assessment tools, documents, brochures, case decisions, and FAQs.

EthnoMed

<http://www.ethnomed.org>

Cultural competence resources and patient education materials about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants and refugees to the U.S.

Hablamos Juntos: Language policy and practice in health care.

<http://www.hablamosjuntos.org>

Resources for enhancing communications with Spanish-speaking clients for individual clinicians and institutions.

National Council on Interpreting in Health Care

<http://www.ncihc.org>

Promotes culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

Limited English Proficiency

<http://www.lep.gov/>

Promotes a positive and cooperative understanding of the importance of language access to federal programs and federally assisted programs. Also acts as a clearinghouse, providing information, tools, and technical assistance regarding Limited English Proficiency (LEP) and language services for federal agencies, recipients of federal funds, users of federal programs and federally assisted programs, and other stakeholders at the community level.

Spanish Language Portal

<http://www.omhrc.gov/espanol/>

Office of Minority Health, U.S. Department of Health and Human Services

Information on minority populations, information on common health concerns, data and statistics on health care access by minority populations.

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