

CULTURAL COMPETENCY

Books

Andrews, J. D. *Cultural, Ethnic, and Religious Reference Manual for Health Care Providers*. 3rd ed. Winston-Salem, NC: JAMARDA Resources, 2005.

Cultural, ethnic, and religious information related to health beliefs, interpersonal relationships, and other information to assist health care workers in providing culturally-sensitive care.

Andrews, M. M., Boyle, J. S., and Carr, T. J. *Transcultural Concepts in Nursing Care*. 5th ed. Philadelphia: Lippincott Williams & Wilkins, 2007.

Focuses on the historical and theoretical aspects of transcultural nursing, explores transcultural concepts across the life span, discusses clinical topics that are relevant to the current health care delivery system, and illustrates the use of cultural concepts in various practice settings.

Constructing the Middle Ground: Cultural Competence in Medicaid. Seattle, WA: Cross Cultural Health Care Program, 2000.

Examines the relationships among best organizational, clinical, consumer service practices, and perceived outcomes as found among several community and migrant health centers. Recommendations of nursing theories, medical practice, and Medicaid management. http://www.xculture.org/catalog/product_info.php?cPath=21&products_id=60

NEW Dayer-Berenson, L. *Cultural Competencies for Nurses: Impact on Health and Illness*. Sudbury, MA: Jones and Bartlett, 2011. http://www.amazon.com/Cultural-Competencies-Nurses-Impact-Illness/dp/0763756504/ref=sr_1_1?s=books&ie=UTF8&qid=1316625354&sr=1-1

De Chesnay, M., and Anderson, B. A. *Caring for the Vulnerable: Perspectives in Nursing Theory, Practice, and Research*. 2nd ed. Sudbury, MA: Jones and Bartlett, 2008. Looks at a wide range of issues related to caring for the vulnerable; provides a theoretical perspective for doing so within a cultural context, with the ultimate goal of providing culturally competent care.

Death and Dying in Ethnic America. Seattle, WA: Cross Cultural Health Care Program, 2000. Research study describing beliefs, traditions, care preferences, and experience with western bio-medicine around end-of-life issues in Southwest Asian and East African communities. Recommendations from community members to health care providers are included. Contains two complete reports: Findings in Eritrean, Oromo, and Somali Communities and Findings in Lao Lum, Khmu, Hmong, Khmer, and Cham Communities. http://www.xculture.org/catalog/product_info.php?cPath=21&products_id=61

Delivering Health Care to Hispanics: A Manual for Providers. Washington, DC: Estrella Press, 2004. Describes characteristics of the Hispanic populations, overview of health status, and strategies for effective patient-provider interaction.

Galanti, G. *Caring for Patients from Different Cultures*. 4th ed. Philadelphia: University of Pennsylvania Press, 2008. Case studies that illustrate cross-cultural misunderstandings and ways to provide culturally competent health care.

Giger, J. N., and Davidhizar, R. E. *Transcultural Nursing: Assessment & Intervention*. 5th ed. St. Louis, MO: Mosby, 2007. Specific assessment and intervention strategies for the care of individuals in a variety of cultures.

Hays, P. *Addressing Cultural Complexities in Practice: Assessment, Diagnosis, and Therapy*. 2nd ed. Washington, DC: American Psychological Association, 2008. Resource for counselors, clinicians, and mental health professionals working with clients from a variety of cultural backgrounds.

King, T. E., and Wheeler, M. B. *Medical Management of Vulnerable and Underserved Patients: Principles, Practice, and Populations*. New York: McGraw-Hill, 2007. Offers the theoretical background and practical knowledge required to teach health care providers to care for vulnerable, underserved patients at both the individual and system levels.

Kirkwood, N. A. *A Hospital Handbook on Multiculturalism and Religion*. Harrisburg, PA: Morehouse Publishing, 2005. Quick guide to the religious and cultural beliefs that affects the health and health care delivery of various groups.

Kline, M. V., and Huff, R. M. *Health Promotion in Multicultural Populations: A Handbook for Practitioners and Students*. 2nd ed. Los Angeles: Sage, 2007. For each of five specific multicultural groups this book presents an overview devoted to understanding this special population from a variety of perspectives; explains how to assess, plan, implement, and evaluate health promotion programs; highlights a case study; and provides tips for working with the groups.

Kosoko-Lasaki, S., Cook, C. T., and O'Brien, R. L. *Cultural Proficiency in Addressing Health Disparities*. Sudbury, MA: Jones and Bartlett Publishers, 2009. Examines data and issues related to specific groups and offers guidelines on promoting cultural proficiency. <http://www.jbpub.com/catalog/9780763751746/>

Leavitt, R. L. *Cultural Competence: A Lifelong Journey to Cultural Proficiency*. Thorofare, NJ: SLACK Inc., 2010. <http://www.slackbooks.com/culturalcompetence>

Linnard-Palmer, L. *When Parents Say No: Religious and Cultural Influences on Pediatric Healthcare Treatment*. Indianapolis, IN: Sigma Theta Tau International, 2006. Explores cultural and religious factors that influence parental refusal of medical treatment.

Lipson, J. G., and Dibble, S. L., eds. *Culture and Clinical Care*. San Francisco: UCSF Nursing Press, 2005. Guide for clinicians in assessing patterns of specific cultural groups and acknowledging individual variations within a cultural group.

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The Medical Manual for Religio-Cultural Competence: Caring for Religiously Diverse Population. New York: Tanenbaum Center for Interreligious Understanding, 2009.

Details how religious traditions and practices affect medical decisions in ten major world religions: Judaism, Christianity, Islam, Buddhism, Hinduism, Sikhism, Shinto, Traditional Chinese, American Indian & Alaska Natives and Afro-Caribbean.

Perez, M. A., and Luquis, R. R. *Cultural Competence in Health Education and Health Promotion.* San Francisco, CA: Jossey-Bass, 2008.

Describes theories, models, and practices for working with race, ethnicity, gender, and social issues in health education and health promotion contexts.

Purnell, L. D., and Paulanka, B. J. *Transcultural Health Care: A Culturally Competent Approach.* 3rd ed. Philadelphia, PA: F. A. Davis Company, 2008.

Discusses the 12 domains of culturally competent care, examines the components of each domain, provides an overview of culturally competent care that applies to all ethnic groups; and reviews 27 ethnic groups.

Ring, J. M., Nyquist, J. G., and Mitchell, S. *Curriculum for Culturally Responsive Health Care: The Step-by-step Guide for Cultural Competence Training.* New York: Radcliffe Publishing, 2008.

A manual for residencies and medical schools looking to implement new, or enhance existing, curricula in culturally responsive care.

Ritter, L. A., and Hoffman, N. A. *Multicultural Health.* Sudbury, MA: Jones and Bartlett Publishers, 2010.

Explores effective ways to implement health promotion programs and program evaluation across cultures.

Ruiz, P., and Primm, A., eds. *Disparities in Psychiatric Care: Clinical and Cross-Cultural Perspectives.* Baltimore: Lippincott Williams & Wilkins, 2010.

Overview of disparities in access to and quality of general mental health care of vulnerable populations. Addresses variations in psychiatric care for persons from racial and ethnic minority groups.

http://www.amazon.com/Disparities-Psychiatric-Care-Cross-Cultural-Perspectives/dp/0781796393/ref=sr_1_1?ie=UTF8&s=books&qid=1285943945&sr=8-1#

Salimbene, S. *What Language Does Your Patient Hurt In? A Practical Guide to Culturally Competent Patient Care.* Amherst, MA: Diversity Resources, Inc., 2005.

Describes cultural communication habits, health care decision-making practices, and folk beliefs and remedies, as well as recommendations for improving caregiver/patient relationships.

Spector, R. E. *Cultural Diversity in Health & Illness.* 7th ed. Upper Saddle River, NJ: Pearson Prentice Hall, 2008.

Examines the dimensions and complexities involved in caring for people from diverse cultural backgrounds.

St. Hill, P. F., Lipson, J. G., and Meleis, A. I., eds. *Caring for Women Cross-Culturally.* Philadelphia: F.A. Davis, 2003.

Provides culturally relevant information for those providing services to immigrant and minority women.

Tinoco, L. *Providing Culturally and Linguistically Competent Health Care.* Oakbrook Terrace, IL: Joint Commission Resources, 2006

Explores issues of cultural and linguistic competence and their impact on the provision of effective care, treatment, and services for health care organizations.

Tseng, W., and Streltzer, J. *Cultural Competence in Health Care.* New York: Springer, 2008.

Addresses basic concepts related to cultural competence and applies these concepts to a variety of medical issues and settings.

Reports

Achieving Cultural Competence: A Guidebook for Providers of Services to Older Americans and their Families. Washington, DC: U. S. Department of Health and Human Services, Administration on Aging, 2001.

Guidebook designed for use by providers of services to racially and ethnically diverse older populations. Provides definition of culture and discusses the intervening factors that determine the impact of culture; provides a definition of cultural competence; outlines the barriers to accessing services experienced by minority elders; and gives an overview of research accomplished in this area.

<http://www.trwib.org/agingtoolkit/documents/Achieving%20Cultural%20Competence%20A%20Guidebook%20for%20Providers%20of%20S.ppt>

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals. Oakbrook Terrace, IL: The Joint Commission, 2010.

Suggestions for ways that healthcare providers can implement new standards to improve communication, cultural competence and patient- and family-centered care.

<http://www.jointcommission.org/NR/rdoonlyres/87C00B33-FCD0-4D37-A4EB-21791FB3969C/0/ARoadmapforHospitalsfinalversion727.pdf>

Addressing Cultural and Linguistic Competence in the HCH [Health Care for the Homeless] Setting: a Brief Guide. Nashville, TN: National Health Care for the Homeless Council, n.d.

Provides background data on racial/ethnic characteristics of homeless persons and guidance for delivering culturally competent and linguistically appropriate services to this population.

<http://www.nhchc.org/cultural.html>

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals. Oakbrook Terrace, IL: The Joint Commission, 2010.

Designed to help hospitals improve performance, train staff, help inform policy, and evaluate legal and regulatory compliance as they relate to the communication and cultural needs of patients from admission through discharge.

<http://www.jointcommission.org/NR/rdoonlyres/87C00B33-FCD0-4D37-A4EB-21791FB3969C/0/ARoadmapforHospitalsfinalversion727.pdf>

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And the Journey Continues...Achieving Cultural and Linguistic Competence in Systems Serving Children and Youth with Special Health Care Needs and their Families. Washington, DC: National Center for Cultural Competence, 2007.

State and territorial programs share their experiences in implementing culturally and linguistically competent policies, structures, and practices.

<http://www.gucchd.georgetown.net/NCCC/journey/>

Andrace, S. and Wolf, J. A. *The Role of Cultural Competence in Delivering Positive Patient Experiences.* Washington, DC: The Beryl Institute, 2011.

Explores the impact of cultural competence and cultural sensitivity on the experience of patients, their families and support groups.

<http://www.digitaljournal.com/pr/381859#ixzz1U4mruHF0>

[https://theberylinstitute.site-](https://theberylinstitute.site-ym.com/store/view_product.asp?id=820269)

[ym.com/store/view_product.asp?id=820269](https://theberylinstitute.site-ym.com/store/view_product.asp?id=820269)

Beach, M. C., Saha, S., and Cooper, L. A. *The Role and Relationship of Cultural Competence and Patient-Centeredness in Health Care Quality.* New York: The Commonwealth Fund, 2006.

Explores the evolution of two related but different concepts in health care--patient-centeredness and cultural competence--and examines the potential of each approach for improving quality of care.

http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=413721

Betancourt, J. R., Green, A. R., and Carrillo, J. E. *Cultural Competence In Health Care: Emerging Frameworks And Practical Approaches.* New York: The Commonwealth Fund, 2002.

Evaluates current definitions of cultural competence, identifies models of culturally competent care, and presents recommendations that implement culturally competent interventions and improve the quality of care.

http://www.cmwf.org/usr_doc/betancourt_culturalcompetence_576.pdf

Beyond Translation and Tolerance: Cultural Competence in Health Care Organizations. Atlanta: Healthcare Georgia Foundation, March 2009.

Provides information, examples, and resources related to the practice of cultural competency.

http://www.google.com/url?q=http://www.healthcaregeorgia.org/uploads/publications/Beyond_Translation_and_Tolerance.pdf&sa=U&ei=0NNKTujQNMqisQLbz7nOCA&ved=0CBYQFjAA&usg=AFQjCNHBocGtXvvmzobZfu7RTyzeNbg8iQ

Bridging Cultures and Enhancing Care: Approaches to Cultural and Linguistic Competency in Managed Care. Rockville, MD: Health Resources and Services Administration, 2002.

Highlights presentations of a national conference sponsored by the Health Resources and Services Administration and American Public Human Services Association. Includes recommendations and successful practices related to building cultural competence in organizations.

<ftp://ftp.hrsa.gov/financeMC/bridging-cultures.pdf>

Bronheim, S. *Cultural Competence: It All Starts at the Front Desk.* Washington, DC: National Center for Cultural Competence, n.d.

Guidelines for health care organizations in developing policies, providing training, and directing resources to address the need for cultural and linguistic competence by staff at the initial point of contact.

<http://www11.georgetown.edu/research/gucchd/nccc/documents/FrontDeskArticle.pdf>

Building a Culturally Competent Organization: The Quest for Equity in Health Care. Chicago: Health Research & Educational Trust and Institute for Diversity, June 2011.

Explores how hospitals and health systems can increase their cultural competency to provide care that is respectful of patients' diverse values, beliefs and behaviors. Includes case studies and self-assessment checklists as well as a list of additional resources.

<http://www.hret.org/quality/projects/cultural-competency.shtml>

Cultural Communication Guide. Silver Spring, MD: Cook Ross, 2007.

Explores differences in communication tendencies among many cultural groups as a resource for fostering positive cross-cultural interactions.

<http://www.cookross.com/products/guide.asp>

Cultural Competence Education for Medical Students: Assessing and Revising Curriculum. Washington, DC: Association of American Medical Colleges, 2005.

Provides background and context for the Tool for Assessing Cultural Competence Training (TACCT) initiative.

<http://www.aamc.org/meded/tacct/culturalcomped.pdf>

Cultural Competence in Health Care: Is It Important for People with Chronic Conditions? Washington, DC: Georgetown University, Center on an Aging Society, 2004.

Issue brief on the importance of cultural competence in meeting the health care need of racial and ethnic minorities with chronic illnesses.

<http://ihcrp.georgetown.edu/agingsociety/pdfs/cultural.pdf>

Cultural Competency in Baccalaureate Nursing Education.

Washington, DC: American Association of Colleges of Nursing, n.d.

This document provides a framework to facilitate the attainment of cultural competence by baccalaureate nursing graduates.

<http://www.aacn.nche.edu/Education/pdf/competency.pdf>

Cultural Competency in Health Services and Care. A Guide for Health Care Providers. Washington State Department of Health, June 2010.

<http://www.doh.wa.gov/hsqa/Professions/Publications/documents/CulturalComp.pdf>

EthnoMed Culture Specific Pages. Seattle, WA: Harborview Medical Center, n.d.

Information on cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to the U.S.

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

Fink, L., ed. *Culture, Language, and Equitable Care: Clinician Perspectives on Caring for Diverse Patient Populations.* Waltham, MA: QuantiaMD, July 27, 2011.

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Results of a study of physicians and other providers explores clinicians' thoughts on language and cultural barriers and their effects on patient care.

http://www.quantiamd.com/q-qcp/QuantiaMD_Culture_Language__Care_study.pdf

Ihara, E. *Bridging the Cultural Divide in Health Care Settings: The Essential Role of Cultural Broker Programs*. Washington, DC: National Center for Cultural Competence, 2004.

A guide to assist health care organizations in planning, implementing, and sustaining cultural broker programs in order to enhance access to and the delivery of culturally competent care.

http://www.culturalbroker.info/Cultural_Broker_EN.pdf

Improving Cultural Competency in Children's Health Care: Expanding Perspectives. Cambridge, MA: National Initiative for Children's Healthcare Quality, 2005.

Examines steps to address disparities in children's health care and to advance the ability of organizations to provide culturally competent care.

http://www.hablamosjuntos.org/resources/pdf/NICHQ_Improving_Cultural_Competency_in_Childrens_Health_Care.pdf

Innovative Practices in Multicultural Health Care. Washington, DC: National Committee for Quality Assurance, 2006.

Description of award-winning practices in NCQA's Recognizing Innovation in Multicultural Health Care Awards program for health plans.

http://www.ncqa.org/Portals/0/HEDISQM/CLAS/CLAS_InnovativePrac06.pdf

Jones, A. *Cultural Competence: Solutions and Strategies for Emergency Medical Services*. Rockville, MD: U.S. Department of Health and Human Services, Office of Minority Health, Office of Public Health and Sciences, 2007.

Addresses the needs and suggests solutions for achieving cultural competence among emergency medical services personnel.

<http://thinkculturalhealth.org/ccdpcr/documents/EmergencyMedicalServices.pdf>

The Lewin Group. *Study on Measuring Cultural Competence in Health Care Delivery Settings*. Washington, DC: U.S. Department of Health & Human Services, Health Resources and Services Administration, Sep. 2001.

Presents and applies a measurement framework for specific performance indicators and measures of cultural competence, identifies key challenges in measuring cultural competence, and suggests potential areas for further analysis.

<http://www.hrsa.gov/culturalcompetence/measures/default.htm>

Linkins, S., and others. *Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile*. Rockville, MD: Health Resources and Services Administration and The Lewin Group, 2002.

Provides a framework and set of specific indicators to be used as a tool for examining, demonstrating, and documenting cultural competence in health care organizations.

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

Lonner, T. D. *Encouraging More Culturally & Linguistically Competent Practices in Mainstream Health Care Organizations: A Survival Guide for Change Agents*. San Francisco, CA: CompassPoint Nonprofit Services, 2007.

Provides guidance for individuals who wish to advance the cultural and linguistic practices of their organizations.

http://www.compasspoint.org/assets/494_lonnerfull.pdf

Mayeno, L. Y. *Multicultural Organizational Development: A Resource for Health Equity*. San Francisco, CA: CompassPoint Nonprofit Services, 2007.

Discusses the organizational development necessary in order for health care organizations to work effectively with people from diverse cultural, linguistic, and social backgrounds.

http://www.compasspoint.org/assets/495_mayenofull.pdf

Mitigating Health Disparities through Cultural Competence.

Washington, DC: Department of Health & Human Services, Health Resources and Services Administration, HIV/AIDS Bureau, Aug. 2002.

Explores cultural competence within the context of services to the HIV-positive population.

<ftp://ftp.hrsa.gov/hab/august2002.pdf>

National Alliance for Hispanic Health. *Quality Health Services for Hispanics: The Cultural Competency Component*. Washington, DC: Department of Health & Human Services, 2001.

Information for health care providers to assure effective delivery care to Hispanic patients in a variety of clinical, prevention, and social service settings.

<ftp://ftp.hrsa.gov/hrsa/QualityHealthServicesforHispanics.pdf>

Reducing Health Disparities in Asian American and Pacific Islander Populations. Cambridge, MA: Management Sciences for Health, n.d.

Examines causes of health disparities for these populations, provides general information on population characteristics, and discusses approaches to health and health care.

<http://erc.msh.org/aapi/index.html>

Reschovsky, J. D., and Bourkus, E. *Modest and Uneven: Physician Efforts to Reduce Racial and Ethnic Disparities*. Issue Brief No. 130. Washington, DC: Center for Studying Health System Change, Feb. 2010.

Examines physician adoption of practices to overcome communication barriers.

<http://www.hschange.com/CONTENT/1113/>

Satterwhite, F. J. O., and Teng, S. *Culturally-Based Capacity Building: An Approach to Working in Communities of Color for Social Change*. San Francisco, CA: CompassPoint Nonprofit Services, 2007.

Describes an approach to working within the racial and cultural dynamics of communities to bring about social change.

http://www.compasspoint.org/assets/496_satterwhitefull.pdf

Scott, J. *Importance of Cultural Competency in Disaster Management*. Rockville, MD: U.S. Department of Health & Human Services, Office of Minority Health, 2007.

Addresses the special needs of minority communities before, during, and in the aftermath of a disaster event.

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<http://thinkculturalhealth.org/ccdpcr/documents/ImportanceInDisasterManagement.pdf>

Strategies for Leadership: Does Your Hospital Reflect the Community It Serves? A Diversity and Cultural Proficiency Tool for Leaders. Chicago: American Hospital Association, 2004.

Includes an assessment checklist, suggested action steps, case examples of successful hospital programs, and a list of resources.

VA Health Care Facilities Have Taken Action to Provide Language Access Services and Culturally Appropriate Care to a Diverse Population. Report GAO-08-535. Washington, DC: U. S. Government Accountability Office, May 2008.

Review conducted by the Government Accountability Office of the actions the Department of Veterans Affairs has taken to meet the needs of persons with limited English proficiency, the status of veterans' utilization of language access services, and efforts VA has made to provide culturally appropriate health care services.

<http://www.gao.gov/new.items/d08535.pdf>

Wu, E., and Martinez, M. *Taking Cultural Competency from Theory to Action.* New York: The Commonwealth Fund, 2006.

Based on interviews with leaders in the field of cultural competency, this paper provides principles and recommendations for implementing cultural competency in the field.

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

Other Key Resources

24-Hour, Bilingual Nurse Line Improves Access to Advice and Interpreter Services for Low-Income, Spanish-Speaking Plan Members, Leading to Wiser Decisions and Cost Savings. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Sept. 2, 2009.

<http://www.innovations.ahrq.gov/content.aspx?id=2270>

American Indian Nation–Owned Skilled Nursing Facility Provides Culturally Responsive Services, Leading to High Patient Satisfaction and Low Staff Turnover. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. July 20, 2011.

<http://www.innovations.ahrq.gov/content.aspx?id=3175>

Andrulis, D., and others. *Conducting a Cultural Competence Self-Assessment.* Brooklyn, NY: SUNY/Downstate Medical Center, n.d. Guidelines for developing and implementing an assessment of cultural competency in a health care organization.

<http://erc.msh.org/provider/andrulis.pdf>

Better Communication, Better Care: Provider Tools to Care for Diverse Populations. Newport Beach, CA: Health Industry Collaboration Effort, Inc., July 2010.

Resources and tools to assist communication with a diverse patient population base; communicate across language barriers; increase awareness of cultural background and its impact on health care

delivery; and provide eference resources for cultural and linguistic services.

http://www.innovations.ahrq.gov/disclaimer.aspx?redirect=http%3a%2f%2fwww.iceforhealth.org%2flibrary%2fdocuments%2fICE_C%26L_Provider_Toolkit_7.10.pdf

<http://www.innovations.ahrq.gov/content.aspx?id=2784>

Bicultural, Family-Centered Youth Development Program for At-Risk Latino Youth Provides Primary Care, Coaching, and Referrals, Leading to Increased Birth Control Use, Better Health for Youth, and Improved Communication Skills and Confidence. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Apr. 28, 2010.

Bilingual, Culturally Competent Community Health Workers Increase Insurance Enrollment, Access to Care, and Self-Efficacy Among Low-Income Latinos. Rockville, MD: Agency for Healthcare Research and Quality, Sep. 2, 2009.

<http://www.innovations.ahrq.gov/content.aspx?id=2564>

Bilingual, Culturally Competent Managers Enhance Access to Prenatal Care for Migrant Women, Leading to Potential for Improved Birth Outcomes. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Mar. 3, 2010.

<http://www.innovations.ahrq.gov/content.aspx?id=1685>

Building Our Understanding: Culture Insights Communicating with Hispanic/Latinos . Atlanta: Centers for Disease Control and Prevention, n.d.

http://www.cdc.gov/healthycommunitiesprogram/tools/pdf/hispanic_latinos_insight.pdf

Capitated Health Center Uses Health Coaches to Manage Chronic Illnesses, Leading to Improved Clinical Outcomes. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. July 20, 2011.

<http://www.innovations.ahrq.gov/content.aspx?id=2839>

Compendium of Cultural Competency Initiatives in Health Care.

Menlo Park, CA: The Henry J. Kaiser Family Foundation, 2003. Resource list describing public and private sector initiatives that seek to reduce cultural and communication barriers to health care. Also includes brief definitions for major terms and a list of experts in the field.

<http://www.kff.org/uninsured/6067-index.cfm>

Countywide Partnership Promotes Culturally Appropriate Outreach and Education, Leading to Increased Breast Cancer Screening and Earlier Detection in Underserved Minorities. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Feb. 9, 2011.

<http://www.innovations.ahrq.gov/content.aspx?id=2352>

Creating and Sustaining a Culturally Responsive Health Care Organization: Reflections and Recommendations from the Field. DiversityRx “Your Voice” Webinar Series: Webinar #8. May 24, 2010.

Representatives from four health care organizations around the country share approaches that have been used in their organizations

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to create this an environment that naturally fosters cultural sensitivity and responsiveness.

<http://www.diversityrxconference.org/Your-Voice/Webinars/Webinar-8-Culturally-Responsive-Organizations/188/>

Crosswalk. Oak Brook Terrace, IL: Joint Commission, 2007.

Cross-references the Office of Minority Health National Culturally and Linguistically Appropriate Services (CLAS) Standards to the Joint Commission 2006 Standards for Hospitals, Ambulatory, Behavioral Health, Long Term Care, and Home Care.

http://www.jointcommission.org/NR/rdonlyres/5EABBE08-F5E2-4810-A16F-E2F148AB5170/0/hlc_omh_walk.pdf

Cultural and Linguistic Competence Policy Assessment and A Guide for Using the Cultural and Linguistic Competence Policy Assessment. Washington, DC: National Center for Cultural Competence, 2006.

Tools to assist community health centers in assessing their cultural and linguistic competence in four dimensions: values, policy, structure, and practice.

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

Cultural Competence Health Practitioner Assessment. Washington, DC: National Center for Cultural Competence, n.d.

Self-assessment tool for health care practitioners that identifies individual levels of awareness, knowledge, or skill level in six subscales: values and belief systems, cultural aspects of epidemiology, clinical decision-making, life cycle events, cross-cultural communication, and empowerment/health management.

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

Cultural Competence Practice and Training. DiversityRx.

Web-based information on strategies and practices that can enhance cultural competency for the individual health care professional.

<http://www.diversityrx.org/HTML/MOCPT1.htm>

Cultural Competence Works: Using Cultural Competence To Improve the Quality of Health Care for Diverse Populations and Add Value to Managed Care Arrangements. Rockville, MD: Health Resources and Services Administration, 2001.

Descriptions of outstanding HRSA-funded programs providing culturally competent care for diverse populations.

<ftp://ftp.hrsa.gov/financeMC/cultural-competence.pdf>

Cultural Competency Curriculum for Disaster Preparedness and Crisis Response. Rockville, MD: U. S. Department of Health and Human Services, Office of Minority Health, n.d.

Free online educational program designed for first responders of disaster preparedness and crisis response including emergency medical technicians, psychologists, psychiatrists and social workers.

<https://cccdpcr.thinkculturalhealth.org/>

Cultural Competency Legislation. Rockville, MD: U.S. Department of Health & Human Services, Office of Minority Health, n.d.

Information on state and federal legislation related to cultural competency training.

http://thinkculturalhealth.org/cc_legislation.asp

A Cultural Competency Toolkit: Ten Grant Sites Share Lessons Learned. Alexandria, VA: National Mental Health Association, National Consumer Supporter Technical Assistance Center, Jan. 2007.

http://ncstac.org/index.php?option=com_content&view=article&id=56&Itemid=59

Cultural Sensitivity: A Pocket Guide for Health Care Professionals. Oak Brook Terrace, IL: Joint Commission, 2008.

Quick guide to the health care needs, expectations, and perceptions of a variety of racial/ethnic groups.

Culturally Appropriate Education and Social Support Helps Chinese Immigrants With Diabetes Improve Knowledge, Self-Management Confidence, and Blood Glucose Control. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Mar. 11, 2011.

<http://www.innovations.ahrq.gov/content.aspx?id=2883>

Culturally Competent Community Health Workers Improve Outcomes and Reduce Inpatient Utilization among Inner-City HIV/AIDS Patients. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Feb. 2, 2011.

<http://www.innovations.ahrq.gov/content.aspx?id=2291>

Culturally Competent Nursing Care: A Cornerstone of Caring. Rockville, MD: U.S. Department of Health & Human Services, Office of Minority Health, n.d.

Free online educational program designed to help nurses develop the behaviors, attitudes, and skills that enable them to work effectively in cross-cultural situations.

<http://www.thinkculturalhealth.org/ccnm/>

Culturally Competent Outreach Programs Increase Cervical Cancer Screening among Chinese Women. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Oct. 14, 2009.

<http://www.innovations.ahrq.gov/content.aspx?id=2130>

Culturally Competent Outreach, Services, and Education Improve Access to Insurance, Primary Care, and Immunizations for Hispanic and Portuguese Children. Rockville, MD: Agency for Healthcare Research and Quality Healthcare Innovations Exchange. Innovation Profile. Dec. 8, 2010.

<http://www.innovations.ahrq.gov/content.aspx?id=2213>

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CULTURAL COMPETENCY