



Cultural Competency Resource Guide



SHEC Cultural Competency Committee Members

Alma Dixon

Lynette Gibson

Bettina Byrd-Giles

Marcy Hayden, Mentor of Emerging Scholar, summer 2014

Mary Mixon, Committee Co-Chair

Colleen Reinert

Alfred Yin – Committee Co-Chair

Judith Montenegro, Stakeholder

Elizabeth Lense, Stakeholder

Shepeara Hall, Stakeholder

Tanya Funchess, Stakeholder

Sara Mohamed, Emerging Scholar, summer 2014

Tahani Hamdan, Emerging Scholar, summer 2014



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Introduction

The Southeastern Health Equity Council (SHEC) is one of ten regional councils formed in 2011 as a part of the National Partnership for Action to End Health Disparities (NPA), a coalition of leaders who share the common goal of ending health disparities. Comprising Alabama, Florida, Georgia, Kentucky, Mississippi, North Carolina, South Carolina and Tennessee, the SHEC envisions a region free of disparities in health and healthcare, where all people attain the highest level of health.

The SHEC is a voluntary association of 40 voting members (five per state), made up of leaders from diverse backgrounds who serve as catalysts for health equity. The Council's priority areas are as follows:

- Increase funding for food financing initiatives in each state
- Incorporate Culturally and Linguistically Appropriate Services (CLAS) and best practice standards into healthcare professional certification/licensing requirements in each state
- Increase awareness about the SHEC and the Affordable Care Act

The SHEC's vision is a region free of disparities in the health and health care, where all people attain the highest level of health. Its members help the SHEC fulfill its mission to coordinate efforts in the Southeastern region to achieve health equity through policy changes, effective programs, and greater awareness. The SHEC's priority areas are health care access, healthy food access, and cultural competency.

The SHEC's Cultural Competency Committee primary goals are as follows:

- Provide communication and support of Enhanced CLAS Standards;
- Identify resources and contacts to increase SHEC member's knowledge regarding CLAS standards and cultural and linguistic competency;
- Assessing existing cultural competency standards, laws and policies in professional licensing requirements; and the
- Development policy recommendations and strategic implementation plan.



During the 2013-2014 planning session, the Cultural Competency Committee outlined several projects for SHEC Summer Interns to work on including the development of a list of national and regional contacts and resources to assist members, stakeholders and the public access cultural competency resources, training and organizations.

This resource guide was developed with the intention of providing easy access to resources on cultural competency for those who want to know more about it. It includes articles and websites, as well as points of contact that can provide more information on cultural competency, whether they are experts in their field or organizations working with cultural competency. This resource guide includes information from across the United States.

Note: This document has been prepared in good faith, on the basis of information available at the date of publication. The SHEC does not guarantee or warrant the accuracy, reliability, completeness or currency of the information in this publication.



Cultural Competency Training: Health Care Specific

American Association of Colleges of Pharmacy: Cultural Competency and Diversity



Website:

<http://www.aacp.org/resources/learningcommunities/Pages/CulturalCompetenceandDiversity.aspx>

Mission: “The mission of AACCP is to lead and partner with our members in advancing pharmacy education, research, scholarship, practice and service to improve societal health”.

Services: Provides a thorough list of resources that contain information on cultural competence

Contact Information:

- **Amber Ault, PH.D**
Director of Diversity at University of Wisconsin- Madison School of Pharmacy
Email: alault@pharmacy.wisc.edu
- **Mitra Assemi, Pharm. D.**
Director of UC at San Francisco Fresno Center Pharmacy Education Program
Email: assemim@pharmacy.ucsf.edu



ASSOCIATION OF AMERICAN MEDICAL COLLEGES: TOOL FOR ASSESSING CULTURAL COMPETENCY TRAINING (TACCT)



Website: <https://www.aamc.org/initiatives/tacct/>

Mission: TACCT assists medical schools in identifying educational gaps and redundancies in their curricula in respect to cultural competency, highlighting potential issues and providing adequate resources in return.

Services: TACCT is a self-administered assessment tool developed by the Liaison Committee on Medical Education to examine all components of the curriculum and best identify gaps.

Contact Information:

- Telephone: 202-862-6115

CDC: Health Literacy for Public Health Professionals



Website: <http://www.cdc.gov/healthliteracy/training/index.html>

Services:

- The purpose of this training is to educate public health professionals on the importance of health literacy and their role in providing health information and services and promoting public health literacy.
- At the conclusion of the session, the participant will be able to accomplish the following:
 - Define and describe public health literacy.
 - List factors that influence public health literacy.
 - Identify who is affected by public health literacy.
 - Recognize the consequences of limited public health literacy.



- Determine who the stakeholders in public literacy are.
- Recognize the role of public health literacy in meeting core public health services.
- Apply lessons learned to improve public health literacy.

Contact Information:

- **Cynthia Baur, Ph.D. -Office of the Associate Director of Communication**
Phone: 404-498-6411
- **Centers for Disease Control and Prevention**
1600 Clifton Road, Atlanta, GA 30329-4027
Phone: 800-232-4636

CDC: Health Literacy Training



Website: <http://www.cdc.gov/healthcommunication/>

Mission: N/A

Services: The health literacy section of the CDC Website offers links, resources and training materials for health professionals to find out more about the topic and earn CE credits in the process.

Contact Information:

- **Centers for Disease Control and Prevention**
1600 Clifton Road, Atlanta, GA 30329-4027
Phone: 800-232-4636



The Cross Cultural Health Care Program



THE CROSS CULTURAL HEALTH CARE PROGRAM

Website: <http://xculture.org/cultural-competency-programs/cultural-competency-training/>

Mission: The mission of the Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to advance access to quality health care that is culturally and linguistically appropriate. We provide resources and training for individuals and institutions with the goal of systems change.

Services:

- Offer training programs. Example: Closing the Gap: Introduction
- Also provide consulting services:
 - **Organizational assessments:** Utilizing the **NQF-endorsed** AMA Communication Climate Assessment Toolkit (C•CAT)
 - **Community assessments:** Using qualitative research methods such as focus groups and key informant interviews to identify trends and areas for improvement
 - **Initiatives:** Implementing cultural competency initiatives for staff, managers and executives following the National CLAS Standards
 - **Coalition Building:** Developing state and county wide health coalitions and partnerships

Contact Information:

- 4700 42nd Ave SW, Suite 580
Seattle, WA 98116
Phone: 206-860-0329
Email: administration@xculture.org

The Cross Cultural Health Care Program; Cultural Competence Resource Guide



THE CROSS CULTURAL HEALTH CARE PROGRAM

Website: <http://xculture.org/resources/general-resource-guides/cultural-competence-resources/>

Mission: The mission of the Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to advance access to quality health care that is culturally and



linguistically appropriate. We provide resources and training for individuals and institutions with the goal of systems change.

Services:

- Is a small resource guide of different organizations, non-profits, federal agencies, and other sources that provide information on cultural competence

Contact Information:-

- 4700 42nd Ave SW, Suite 580
Seattle, WA 98116
Phone: 206-860-0329
Email: administration@xculture.org

Culturally and Linguistically Appropriate Services Policy Assessment



Website: <http://nmhealth.org/publication/view/report/440/>

Services: Outlines CLAS standards and ways to implement them

Contact Information:

- **Dawn Hunter, Acting Director**
Division of Policy and Performance
New Mexico Department of Health
1190 St Francis Drive
Santa Fe, NM 87502
Phone: (505) 476-3656
Fax: (505) 827-2942
Email: dawn.hunter@state.nm.us
Website: <http://nmhealth.org/>



Culturally Competent Care Online Resources- Harvard Medical School



Website: <http://www.hms.harvard.edu/cccec/about/index.htm#04>

Mission: To foster the development of faculty and curriculum that prepare students with the knowledge, skills and attitudes to provide quality care for every patient and eliminate health disparities.

Services:

- General information about cultural competence (Ex: what it is, why it is necessary)
- Also lists members, which is a good resource for people to contact about cultural competency

Contact Information:

- Phone: (617) 432-0553
Email: cccec@hms.harvard.edu

Cultural Competence Online for Medical Practice (CCOMP); A Clinician's Guide to Reduce Cardiovascular Disparities



Knowledge that will change your world

Website: <http://www.uab.edu/medicine/mhrc/resources>

Service: Online training for cultural competence developed by UAB

Contact Information:

- Email: MHRCinfo@uabmc.edu
Telephone: 1.877.MHRCUAB (1.877.647.2822)



CulturedMed

Website: <http://www.sunyit.edu/culturedmed/contact/>

Services:

- Bibliographies by Ethnic Group
- Cross Cultural Training Resources
- Cultural Profiles
- Dictionaries & Glossaries
- Health & Culture Websites
- Multilingual Health Materials
- Organizations & Offices
- Pictorial Health Information
- Refugee & Immigrant Health Databases
- Refugee & Immigrant Health Policy
- Refugee & Immigrant Statistics
- Resettlement Agencies

Contact Info:

- **Jacquelyn Coughlan**
Librarian, SUNYIT Cayan Library
Email: jackie@sunyit.edu
Telephone: 315-792-7250
Fax: 315 792-7517

Diversity Rx



Website: <http://www.diversityrx.org/topic-areas/cultural-competence-training>

Mission: The purpose of DiversityRx is to improve the accessibility and quality of health care for minority, immigrant, and indigenous communities. We support those who develop and provide health services that are responsive to the cultural and linguistic differences presented by diverse populations.

Services:

- List resources and organizations on different topics within cultural competency.
- Have webinars and events on cultural competence

Contact Information:

- Contact form provided on website.



EthnoMed



Website: <https://ethnomed.org/>

Services:

- Focuses on the consideration of different cultures in a clinical setting
- Has resources for cross cultural health, patient education, clinical topics, and cultures listed

Contact Information:

- Contact form provided on website.

Hospitals in pursuit of excellence: Becoming a Culturally Competent Health Care Organization Print Source



Website: <http://www.hpoe.org/resources/hpoehretaha-guides/1395>

Services:

- Document that describes the benefits of cultural competence, steps to becoming culturally competent, and educational tools for hospital staff in regards to cultural competence.
- Provides case examples of hospitals trying to become culturally competent.

Contact Information:

- Telephone: 877-243-0027
Email: hpoe@aha.org



HRET: Building a Culturally Competent Organization: The Quest for Equity in Health Care



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

Services:

- Has a guide that explores the concept of cultural competency and builds the case for the enhancement of cultural competency in health care. It offers seven recommendations for improving cultural competency in health care organizations:
 - Collect race, ethnicity and language preference (REAL) data.
 - Identify and report disparities.
 - Provide culturally and linguistically competent care.
 - Develop culturally competent disease management programs.
 - Increase diversity and minority workforce pipelines.
 - Involve the community.
 - Make cultural competency an institutional priority.

Contact Information:

- **Chicago Office:**
155th Wacker, Suite 400, Chicago, IL 60606
Telephone: 312-422-2600
- **Washington Office**
325 7th Street, NW, Washington DC 20004
Telephone: 202-638-1100



Compendium of Cultural Competence Initiatives in Health Care

THE HENRY J.
KAISER
FAMILY
FOUNDATION

Website: <http://www.azdhs.gov/bhs/pdf/culturalComp/ccih.pdf>

Services: Provides a list of private and public agencies/organizations that are working on cultural competency in the health care industry

Contact Information:

- 2400 Sand Hill Road
Menlo Park, CA 94025
Telephone: 650-854-9400
Fax: 202-347-5274
- **Washington Office:**
1330 G Street, NW
Washington, DC 20005
Telephone: 202-347-5270
Fax: 202-347-5274

University of Louisville Hospital



KentuckyOne Health

Website: <http://www.kentuckyonehealth.org/diversity>

Services: Staff is given culturally competent training and they share resources and tools within their staff to become more culturally competent.

Contact Information:

- Telephone: 502-562-3000



Mississippi Office Of Health Disparity Elimination



MISSISSIPPI STATE DEPARTMENT OF HEALTH

Website: http://msdh.ms.gov/msdhsite/_static/44,0,236.html#Contact

Mission: The Mission of the Office of Health Disparity Elimination is to identify health inequities and their root causes and to promote evidence-based solutions to create a more equitable system.

Services:

- Cultural Competence training program called CRASH (Culture, demonstrate **R**espect, **A**ssess/Affirm differences, show **S**ensitivity and Self-awareness, and do it all with **H**umility)
- Medical Interpreter Training
- Eat Healthy, Be Active workshop for Latino Community

Contact Information:

- Telephone: 601-206-1540

A Physician's Practical Guide to Culturally Competent Care (OMH)



Website: <https://cccm.thinkculturalhealth.hhs.gov/default.asp>

Services: A course that can be taken by physicians to learn more about cultural competence

Contact Information:

- **Office of Minority Health**
Email Address: CCCM@ThinkCulturalHealth.hhs.gov
Telephone: (703) 810-8100 ext. 238



QuantiaMD; Overcoming Cultural and Language Barriers to Care



Website: https://secure.quantiamd.com/home/culturallanguagebarriers?partner=nhma&m=nhma_110926

Service: Online PowerPoint training for clinicians who want a better basis for dealing with multicultural patients

Contact Information:

- Telephone Numbers: 617-219-6100; 800-773-4162
Fax: 167-219-6196
Email: info@quantiamd.com

Rutgers Robert Wood Johnson Medical School: Center for Healthy Families and Cultural Diversity



Website: http://rwjms.rutgers.edu/departments_institutes/family_medicine/chfcd/index.html

Mission: "Our mission is to improve the delivery of culturally-responsive, patient-and family-centered care to diverse populations through:

- education and training;
- curricular innovations for health care professionals;
- technical assistance and consultation;
- research/evaluation that examines access utilization, effectiveness, and outcomes of culturally and linguistically competent health services delivery; and
- dissemination of diversity information.

Services:

- Do workshops on cultural competency
- Provide resources and links for information on cultural competency



Contact Info:

- Robert C. Like, MD, MS -Professor and Director
Center for Healthy Families and Cultural Diversity
Department of Family Medicine and Community Health
UMDNJ-Robert Wood Johnson Medical School
1 Robert Wood Johnson Place
New Brunswick, NJ 08903
Work: 732-235-7662
Fax: 732-235-8564
Email: Like@rwjms.rutgers.edu

**South Carolina Department of Mental Health:
Statewide Multicultural Council**

Website: http://www.state.sc.us/dmh/multi_culture/home.html

Mission: To support the Recovery Mission of the South Carolina Department of Mental Health (SCDMH) through the continual development of a culturally aware, culturally knowledgeable and culturally skilled workforce.

Services:

- Dedicated to developing a culturally competent department of mental health in SC and involving not only staff, but clients, and advocacy groups as well.
- Has training tools, such as PowerPoint presentations, and resources available

Contact Information:

- **South Carolina Department of Mental Health**
Administration Building
2414 Bull Street
Columbia, South Carolina 29202
Telephone: (803) 898-8581



Teaching Cultural Competence in Allied Health Professions in California

Website: <http://healthforce.ucsf.edu/publications/teaching-cultural-competence-allied-health-professions-california>

Missions: Allied health workers are a critical component of health care delivery. Studies suggest that a diverse workforce is more likely to provide culturally sensitive health care and ultimately reduce health disparities in the population. In recent years there has been increased attention on training the allied health workforce to be culturally competent. Several accrediting bodies require that cultural competence be included in the curriculum of health education programs. This issue brief assesses the extent of compliance by analyzing data collected on health professions training programs in California and by performing an in-depth review of course content for selected programs.

Contact Information:

- **Sunita Mutha**
Email: sunita.mutha@ucsf.edu

University of Michigan Health System: Program for Multicultural Health



Website: <http://www.med.umich.edu/multicultural/index.htm>

Mission: “The Program for Multicultural Health (PMCH), a unit of the University of Michigan Health System (UMHS), is committed to reducing health disparities among cultural populations. PMCH conducts culturally appropriate and sensitive health promotion, education and research programs for surrounding communities. PMCH acts to improve the health status of diverse populations by identifying both culturally specific health needs and addressing culturally targeted approaches”.

Services: Include both resources, including guides, websites and more for community members and healthcare professionals



Contact Information:

- 2025 Traverwood Dr., Suite A2
Ann Arbor, MI 48105
Telephone: 734-998-2156
Email: pmch@med.umich.edu

The University of Mississippi Medical Center; Multicultural Affairs

Website: <http://www.umc.edu/mca/>

Mission: The Division of Multicultural Affairs supports the Medical Center's efforts to train a diverse healthcare workforce for the state of Mississippi. The Division's overarching mission is to foster an environment that recognizes the benefits of diversity and inclusiveness through academic preparation, instruction, community outreach, and professional development. It also seeks to disseminate valuable resources and research on cultural competency, quality and equity in healthcare to the UMMC community.

Services: Cultural diversity training to students, faculty, professionals and staff

Contact Information:

- 2500 N. State St.
Jackson, MS 39216
Telephone: (601) 984-1339
Fax: (601) 984-1335



University of Wisconsin School of Medicine and Public Health Video Library; Cultural Competency



Website: <http://videos.med.wisc.edu/tags/208>

Services:

- Provides informational videos on different topics in cultural competency which often feature a speaker knowledgeable in the topic.
- Ex: Culturally Competent Approaches to Healthcare, Healthy Lifestyles in a Multicultural Community: Culturally Competent Approaches and Resources

Contact Information

- Contact form provided on website.

US Department of Health and Human Services; Health Resources and Services Administration; Culture Language and Health Literacy



Website: <http://www.hrsa.gov/culturalcompetence/index.html>

Services: Provides resources, such as articles and websites on different topics pertaining to cultural competence. These topics include; race/ethnicity, gender, general, special populations, age, research and education, and organ donation and transplantation.

Contact Information:

- Headquarters
5600 Fishers Lane
Rockville, MD 20857



Tennessee Department of Health



Website: <http://www.tn.gov/health/section/dmhde>

Services: *Website undergoing change, will have section on cultural competency once completed*

Contact Information

- **Tené Hamilton Franklin, Director**
Division of Minority Health and Disparity Elimination

Tennessee Department of Health
Andrew Johnson Building, 2nd Floor
710 James Robertson Parkway, Nashville, TN 37243
Telephone: 615-253-8347
Email: Tene.H.Franklin@tn.gov

TRAIN National: Effective Communication Tools for Health Care Professionals 101

Website:

<https://www.train.org/DesktopModules/eLearning/CourseDetails/CourseDetailsForm.aspx?tabid=62&CourseID=1010510>

Mission: “The U.S. Department of Health and Human Services, Health Resources and Services Administration (HRSA) developed this course to improve patient-provider communication skills by increasing participants’ awareness and knowledge of the three main factors contributing to Effective Health Communication: health literacy, cultural competency, and limited English proficiency.”

Services: This course is designed for health care providers including physicians, dentists and nurses to improve patient-provider communication skills by increasing participants’ awareness and knowledge of the three main factors contributing to Effective Health Communication: health literacy, cultural competency, and limited English proficiency.

Contact Information:

- Email: training@phf.org
gdaus@hrsa.gov
ECTHPHelp@HRSA.gov



Cultural Competency Training: General

Brown University: Research Ethics, Training Materials



Website: <http://brown.edu/research/research-ethics/northeast-ethics-education-partnership/training-materials/training-materials>

Services: Has PowerPoint presentations that can be accessed by request; some have to do with cultural competency. Can be used as training materials

Contact Information:

- Providence, Rhode Island 02912, USA
Telephone: 401-863-1000

Culture Connect



Website: <http://www.cultureconnectinc.org/index.html>

Mission: Culture Connect fosters cultural fluency between immigrants and the community at large through language services, mentoring, and education.

Services:

- Language Services (interpretation/translation)
- Education and Advocacy Program: Includes cultural competency training, interpreter training, and more

Contact Information:

- 4151 Memorial Drive Suite 207E
Decatur, GA 30032
Telephone: 404-292-8457
Fax: 404-292-8458
Email: info@cultureconnectinc.org



Center for Culturally Responsive Evaluation and Assessment



Website: <http://education.illinois.edu/crea>

Mission: The core mission of the Center for Culturally Responsive Evaluation and Assessment (CREA) is to generate evidence for policy making that is not only methodologically but also culturally and contextually defensible.

Services:

- Provide professional development in evaluation principles and methods, as well as data-driven and evidence-based decision making, to schools, school districts, and social service agencies.
- Provide professional development tools, training and education in culturally responsive evaluation and assessment to teachers and principals in diverse school settings.
- Provide an applied training ground for students seeking to develop expertise in the use of empirical methods in educational research, evaluation, and policy analysis.

Contact information:

- 1310 South Sixth Street
Champaign, IL 61820
Email: crea@education.illinois.edu
Telephone: 217-333-2981

Center For Effective Collaboration and Practice; Cultural Competence



Website: <http://cecp.air.org/cultural/default.htm>

Services:

- Provides information on the questions:
 - What is cultural competence?
 - Why is cultural competence important?
 - What does research say?
 - What are others doing?



- How is cultural competence integrated in education?
- How does cultural competence differ from cultural sensitivity/awareness?
- How does cultural competence benefit children?
- Where can I find more information?
- Who should be involved?

Contact Information:

- Center for Effective Collaboration and Practice (CECP)
1000 Thomas Jefferson Street NW, Suite 400
Washington, DC 20007
Phone: 202-944-5400 or 1-888-457-1551
Fax: 202-944-5454
E-mail: center@air.org

Community Tool Box; Building Culturally Competent Organizations



Website: <http://ctb.ku.edu/en/table-of-contents/culture/cultural-competence/culturally-competent-organizations/main>

Services:

- Covers the topics:
 - What is a culturally competent organization?
 - Why is it important to be culturally competent?
 - When does an organization need to become culturally competent?
 - How do you create a culturally competent organization?
 - Also provides a list of other online resources on cultural competence

Contact Information:

- Work Group for Community Health and Development
University of Kansas
4082 Dole Human Development Center
1000 Sunnyside Avenue; University of Kansas
Lawrence, KS 66045-7555 (U.S.A.)
- Telephone: (785) 864-0533
Fax: (785) 864-5281
Email: toolbox@ku.edu



Cultural Competency Leadership Initiative



THE UNIVERSITY
of NORTH CAROLINA
at CHAPEL HILL

Website: <http://ccli.unc.edu/>

Services: A Program for UNC Chapel Hill undergraduates to complete to have training in cultural competence and have leaders of cultural competence on campus

Contact Information:

- Diversity and Multicultural Affairs | Campus Box 9125 | South Building | Cameron Avenue | The University of North Carolina at Chapel Hill | Chapel Hill, NC 27599-9125
Email: ccli@unc.edu

Florida Diversity Council



Website: <http://floridadiversitycouncil.org/what-we-do/services/consulting-and-training/>

Mission: Enhance appreciation for and understanding of the value of diversity and inclusion. We will achieve success through the efforts and activities which:

- Advance corporate leadership education/awareness of the varied dimensions of diversity
- Commit leaders to discuss issues and challenge attitudes, and promote organizational changes that support diversity
- Promote outreach efforts to our youth that inspire mutual respect and understanding

Services: Provide Workshops and Seminars on Cultural Competence

Contact Information:

- Sofia Reed
Email: sofia.reed@floridadiversitycouncil.org
Contact Page: <http://floridadiversitycouncil.org/contact-us/>



Georgetown University: National Center for Cultural Competence



GEORGETOWN UNIVERSITY

Website: <http://www.ncccurricula.info/>

Mission: The center's primary goal is to increase the implementation of principles and practices of cultural and linguistic competence training into leadership programs.

Services: Provides an online curricula enhancement module series, focusing on four cultural competency themes: cultural awareness, cultural self-assessment, process of inquiry (communicating in multicultural environments), and public health within multicultural environments.

Contact Information:

- National Center for Cultural Competence
Georgetown University Center for Child & Human Development
3300 Whitehaven Street, NW, Suite 3300, Washington, DC 20007
Phone: 202-687-5387 or 800-788-2066
Fax: 202-687-8899
Email: cultural@georgetown.edu

NC Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; SOC Toolbox: Cultural Competence



Website: <https://www2.ncdhhs.gov/mhddsas/providers/childandfamilymhs/NCSOCToolbox/index.htm>

Services:

- APA Cultural Guidelines
- Reducing Disproportionately and Disparate Outcomes for Children and Families of Color in the Child Welfare System



- Conceptualizing Cultural Competence
- Cultural Competence Continuum
- Engaging Communities
- Indicators of Cultural Competence
- Measuring Cultural Competence
- Planning for Cultural and Linguistic Competence
- Twelve Steps to Cultural Competence

Contact Information:

- 2001 Mail Service Center
Raleigh, NC 27699-2001
Telephone: 919-855-4800

US Department of Veterans Affairs; Office of Diversity and Inclusion



Website: <http://www.diversity.va.gov/about/mission-vision.aspx>

Mission: “To build a diverse workforce and cultivate an inclusive workplace to deliver the best services to our Nation’s Veterans, their families, and beneficiaries”.

Services:

- Includes cultural competency resources and organizations as well as training materials
- Includes annual reports done by their office

Contact Information:

- Department of Veterans Affairs
Office of Diversity and Inclusion (06)
810 Vermont Avenue, NW
Washington, DC 20420
Phone: 202-461-4131
Fax: 202-501-2145



South Carolina Commission for Minority Affairs



Website: <http://cma.sc.gov/>

Mission: “The South Carolina Commission for Minority Affairs is the official government agency responsible for working with the State’s diverse communities of color. Its mission is to study the causes and effects of poverty and deprivation in the State and work to alleviate them. To that end, The Commission collaborations with both public and private agencies to ensure the holistic wellbeing of the State’s Minority populations.”

Services:

- Provide workshops and trainings on cultural competency, diversity, poverty, and cultural specific topics
- Provide resources and links for information on cultural competency and diverse populations
- Provide policy, procedures and organizational technical assistance
- Provide research/evaluation that examines access utilization, effectiveness, and outcomes of culturally and linguistically competent services delivery
- Provide dissemination of diversity information
- Serves as a point of contact for the African American, Hispanic and Native American Communities providing technical assistance, information and referral and state recognition of Native American Indian entities

Contact Information:

- SC Commission for Minority Affairs
2221 Devine Street, Suite 408
Columbia, SC 29205
Telephone: (803) 333-9621
Fax: (803) 333-9627



Medical Interpretation

Florida Center for Cultural Competence

Website: <http://culturalcompetence.center/>

Services:

- Develops in-person and on-line training programs for health and social service providers.
- Conducts patient interviews and focus groups to get their perspective on local medical and social service providers.
- Evaluates the impact of training on provider performance using indicators such as patient satisfaction, patient no-show rates, re-admissions, and patient error or disinterest in complying with medical advice.
- Also has some videos on the website that give more information on cultural competence

Contact Information:

- Gail Price-Wise, President
The Florida Center for Cultural Competence
Email: gprice-wise@post.harvard.edu
Email: gpricewise@bellsouth.net
Telephone: 954-649-7183

Hospitals, Language, and Culture: A Snapshot of the Nation

Website: http://www.jointcommission.org/assets/1/6/hlc_paper.pdf

Services: Article that summarizes how 60 hospitals across the country are providing health care to culturally diverse populations

Contact Information

- N/A



Mississippi Institute for Improvement of Geographic Minority Health



Website: <http://www.migmh.org/aboutmigmh.html>

Mission: The Mission of the MIGMH is to address the many and significant health disparities faced by rural disadvantaged and minority populations.

Services: Don't necessarily work directly with cultural competence, but they do provide services in a culturally competent fashion in working to reduce health disparities

Contact Information:

- Mississippi Institute for Improvement of Geographic Minority Health
University Mississippi Medical Center
2500 North State Street
Jackson, MS 39216
Telephone: 601-815-9000

Research Center on Health Disparities, Equity, and Exposome

Website: <http://communitymappingforhealthequity.org/sample-page/>

Mission: The *National Center for Research on Environmental Justice and Health Equity* is a transdisciplinary collaboration among academic partners working together and with community partners to promote healthy communities and eliminate disparities.

Services:

- Technical assistance in conducting community environmental assessments
- Technical assistance in conducting community health assessments
- Education on health outcomes associated with environmental exposures
- Analysis of complex data sets (including multi-level analysis, spatial analysis, and computational analysis)
- Mapping of environmental and health data
- Training of community groups to collect, map, and analyze environmental and health data at a local level
- Web development for sharing maps and information



Contact Information:

- Paul D. Juarez, PhD, Professor
Department of Preventive Medicine
Address: 600 Jefferson Avenue, Memphis, TN 38105
Email: pjuarez@uthsc.edu
- Patricia Matthews Juarez, PhD, Professor
Department of Preventive Medicine
Address: 600 Jefferson Avenue, Memphis, TN 38105
Tel: (901) 448-7226
Email: pmatte3@uthsc.edu

Roots of Health Inequity: Online Course

Website: <http://rootsofhealthinequity.org/>

Mission: “This course provides an online learning environment from which to explore root causes of inequity in the distribution of disease, illness, and death... to ground participants in the concepts and strategies that could lead to effective action.”

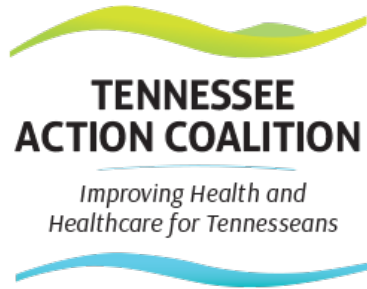
Services: The site offers a starting place for those who want to address systemic differences in health and wellness. Participants in the learning collaborative will have a chance to explore concepts and strategies by working through focused questions.

Contact Information:

- 1100 17th Street NW, 7th Floor
Washington, DC 20036
Phone: (202) 783-5550
Email: rootsofhealthinequity@naccho.org



Tennessee Action Coalition



Website: <http://campaignforaction.org/state/tennessee>

Mission: To promote implementation of recommendations in the Institute of Medicine report, The Future of Nursing: Leading Change, Advancing Health.

Vision: Everyone in America can live a healthier life, supported by a system in which nurses are essential partners in providing care and promoting health.

Services:

- Working to diversify their nursing work force
- Provide webinars on cultural competence in October and November of 2014 which will eventually be posted on their website.

Contact Information:

- Carole R. Myers
Email: cmyers9@utk.edu
- Mona Newsome Wicks, PhD, RN, FAAN
Professor | College of Nursing
Robert Wood Johnson Executive Nurse Fellow (2008-2011)
University of Tennessee Health Science Center
920 Madison Avenue, Suite 939 | Room 650 | Memphis, TN 38163
Telephone: 901-448-6250
Fax: 901-448-1762
Email: mwicks@uthsc.edu

Directory of Resources: <http://campaignforaction.org/directory-resources>



Working with Specific Populations

Acercamiento Hispano de Carolina Del Sur



Website: <http://www.schispanicoutreach.org/>

Services: Interpretation/Translation Services

Contact Information:

- 827 WildWood Ave Suite 200 Columbia SC 29203
Mailing Address: PO BOX 3820, Columbia, SC 29230
Telephone: 803-419-5112
Email: contact@schispanicoutreach.org

Consortium for Latino Immigration Studies

Website: <http://www.sph.sc.edu/cli/>

Mission: The Consortium for Latino Immigration Studies promotes and coordinates interdisciplinary and transnational research on the experiences of Latino/as in South Carolina and the Southeast. The Consortium also disseminates research findings and other information on Hispanic/Latino issues to academic and non-academic users through such venues as conferences, symposia, workshops and publications, and fosters application and translation of such findings into practice and policy. Further, the Consortium encourages and supports teaching related to Latinos, and collaborates with local communities as well as organizations and government agencies that are involved with the state's growing Latino population. Through its various activities the Consortium fulfills the University's mission to promote the wellbeing and improve the quality of life for all state residents.

Services:

- Cultural Competence Training

Contact Information:

- Myriam Torres, PhD, MSPH -Director
Consortium for Latino Immigration Studies
Clinical Assistant Professor
Arnold School of Public Health
Department of Epidemiology and Biostatistics
Phone: 803-777-2598
Email: torresme@mailbox.sc.edu



FRIENDS: National Resource Center for Community Based Child Abuse Prevention



Website: <http://friendsnrc.org/> or <http://friendsnrcelearning.org/>

Services:

- **FRIENDS Cultural Competence Workgroup**

The Cultural Competence Work Group is made up of a diverse group of FRIENDS staff and partners, parent partners, State Lead Agencies (SLAs), representatives of the FRIENDS National Advisory Committee, the Child Welfare Gateway, and representatives from other federally funded National Resource Centers that have a particular focus on building cultural competence capacity in states, agencies, and programs. This Work Group is guided by a work plan developed from input by the. The group has been meeting since 2006 and has focused on integrating the issue of cultural awareness, relevance and appropriateness into the daily practice of FRIENDS work and identifying resources and tools that might be of assistance to the SLAs.
- **FRIENDS Work in Parent Roles for CBCAP Programs**

A critical component for assuring cultural competence in services to families is the involvement of parents and communities in the design, implementation and evaluation of strategies and programs. In 2006 FRIENDS formed a Parent Advisory Committee (PAC) to infuse parent leadership in all levels and activities of the organization. The PAC members include parent leaders from diverse communities and backgrounds who are either currently or formerly connected to Circle of Parents, Parents Anonymous, CBCAP programs, and/or other family support programs. The PAC's goal is to ensure the parent voice is integrated into FRIENDS's policies, practices, and products.
- **FRIENDS Webinar and Teleconference Archive**

The archive has a number of relevant resources in the area of Cultural Competency. These are:

 - *Applying Evidence-Based Practices in Communities of Color*
 - *Evidence-Based Programs in American Indian Communities*
 - *Cultural Competence for CBCAP Lead Agencies*
 - *Culturally Competent Strategies for Strengthening Families*
- Introduction to Cultural Competence: A Training Tool



- Free Courses Offered: FRIENDS currently has courses in the areas of:
 - Implementation Science
 - Evidence-Based
 - Engaging Tribes
 - CBCAP 101 Parent Leadership
 - FRIENDS NRC Online Learning Logic Models
 - Continuous Quality Improvement
 - Protective Factors
 - Creating Effective Parent-Practitioner Partnerships: An Introduction to Parent Leadership

Contact Information:

- 800 Eastowne Dr., Ste. 105,
Chapel Hill, NC 27514
Gina Roberson, Training and Technical Assistance Coordinator
Chapel Hill Training Outreach Project
800 Eastowne Drive Suite 105, Chapel Hill NC 27514
Telephone: 916-824-2042
Email: groberson@friendsnrc.org

Kaiser Family Foundation: Race, Ethnicity, and Health Care Tutorial

THE HENRY J.
KAISER
FAMILY
FOUNDATION

Website: <http://kff.org/interactive/race-ethnicity-and-health-care-tutorial/>

Mission: To increase awareness of the potential impacts of the ACA coverage expansion on people of color.

Services: In this tutorial, Cara James, Ph.D., senior policy analyst at the Kaiser Family Foundation, provides an overview of health care disparities, with a focus on health status, insurance coverage, and access to health services. The tutorial also summarizes major national proposals to eliminate disparities.

Contact Information:

- Comment box provided on website.



Maternal & Child Health Pipeline Training Program (MCHPT) College of Health Sciences Alabama State University



Website: http://al.mchtraining.net/programs_pipeline.php

Service: To implement a training program that will promote the development of a culturally diverse and representative MCH public health care workforce by recruiting, training and retaining students from underrepresented minorities into careers in maternal and child health.

Contact Information:

- Catrina Waters
Telephone: 334-229-8818
Email: crwaters@alasu.edu

North Carolina AHEC: Spanish Language and Cultural Competency Training



Website: <http://www.med.unc.edu/ahec/community/spanish.htm>

Services: Spanish Language & Cultural Competency Training the North Carolina AHEC Spanish Language and Cultural Training Initiative is a statewide collaborative effort to promote increased Spanish fluency and related cultural competencies among North Carolina health professionals.

Community Resources:

- Specialty Clinics
- Quality Initiatives
- Health Careers / Workforce Diversity
- Health Professions Data System
- Spanish Language & Cultural competency Training



Contact Information:

- Warren Newton, MD, MPH, Vice Dean & Director
UNC-Chapel Hill School of Medicine
Phone: 919-966-8981
Fax: 919-966-5830
Email: warren_newton@med.unc.edu
Fax: 919-966-5830

PASOs

Website: <http://www.scpasos.org/>

Mission: PASOs helps the Latino community and service providers work together for strong and healthy families. We do this through education, support, and grassroots leadership development.

Services: Provide educational seminars and professional trainings on various different topics including cultural competency

Contact Information:

- Julie Smithwick, LMSW
Executive Director
803-777-5466 (office)
803-312-1723 (cell)
Email: julie@scpasos.org



South Carolina Commission for Minority Affairs



Website: <http://www.state.sc.us/cma/>

Mission: The South Carolina Commission for Minority Affairs was created in 1993 by the General Assembly to provide the citizens of the State with a single point of contact for information regarding the State's minority population and to work to alleviate poverty and socio-economic deprivation among minority groups.

Services:

- Provide educational seminars and professional trainings on various different topics including cultural competency
- Provides information and referral on a variety of areas
- Provides technical assistance and outreach
- Assists with research, evaluation and capacity building
- Provides organizational and business development including policy development
- Conducts the State Recognition process for Native American Indian Entities

Contact Information:

- SC Commission for Minority Affairs
2221 Devine Street, Suite 408
Columbia, South Carolina 29205
Telephone: 803-333-9621
Fax: 803-333-9627
Email: lbrock@cfma.sc.gov



Selected Readings in Cultural Competency

Berry, Nicole S. "Who's Judging the Quality of Care? Indigenous Maya and the Problem of "Not Being Attended"." *Medical Anthropology* 27.2 (2008): 164-89. Web. 12 June 2014.

- Summary: In this article, Berry describes the issues that can be created by not addressing cultural competency between patients and doctors. Here, she specifically addresses the health care differences between Mayans and Ladinos in Guatemala in terms of what they believe about health care. Considering that most of the doctors are Ladinos, Mayan patients are often left frustrated and confused from hospital visits and they feel as if they are not being taken care of. This can cause issues for both the hospital and the patients. This is a good source to analyze the real life effects of differences in culture on health care and serves as a concrete example for why focusing on cultural competence is necessary.

Betancourt, Joseph R., Alexander R. Green, and J. Emilio Carrillo. *Cultural Competence in Healthcare: Emerging Frameworks and Practical Approaches*. Rep. no. 576. The Commonwealth Fund, Oct. 2002. Web. 20 June 2014.

- Summary: This is a good all-encompassing report that talks about everything from the definition of cultural competence to models for implementation of cultural competence. It breaks cultural competence into three groups; organizational, systemic, and clinical cultural competence and how to address each area.

Betancourt, Joseph, Alexander Green, Emilio Carrillo, and Owusu Ananeh-Firempong, II. "Defining Cultural Competence: A Practical Framework for Addressing Racial/Ethnic Disparities in Health and Health Care." *Public Health Reports* 118 (2003): 293-302. Web. 11 June 2014.

- Summary: This article gives a good review of how a lack of cultural competence can negatively affect minority populations. It discusses different structural barriers to health that minority individuals face, such as organizational or clinical barriers that are partly there because of a lack of cultural competence. Based on this, interventions are then defined for those problem areas to make them more culturally competent. For example, an organization cultural competence intervention would assure that there is a sufficiently diverse and representative workforce. The advantage of this article is that it describes previous cultural competence interventions that can be implemented.



Campinha-Bacote, Josepha. "The Process of Cultural Competence in the Delivery of Healthcare Services: A Model of Care." *Journal of Transcultural Nursing* 13.3 (2002): 181-84. Web. 11 June 2014.

- Summary: This article mainly deals with a model that serves as a guide to implementing culturally appropriate health care services. One of the advantages of this article is that it describes the attainment of cultural competence as an ongoing process for health care services. The model is made up of five constructs which are; cultural awareness, cultural knowledge, cultural skill, cultural encounters, and cultural desire. The model holds that the point at which all the constructs intersect is where one can achieve cultural competence. The issue with this article would be that it gives no way to realistically implement the model.

"Conceptual Frameworks / Models, Guiding Values and Principles." *National Center for Cultural Competence. Georgetown University Center for Child and Human Development, n.d. Web. 11 June 2014.*

- Summary: The National Center for Cultural Competence at Georgetown University bases their definition of cultural competence on the definition provided by Cross et al., 1989. Cultural competence is defined by the ability to work cross-culturally with a defined set of values and principles that have the capacity to encompass diversity, self-assessment, differences, cultural knowledge, and the ability to adapt to the cultural components specific to the communities being served. Cultural competence develops with time and experience when all components are incorporated for policy making, administration, practice, service delivery, and they must involve the communities in question as well as the consumers and key stakeholders. The guiding values and principles of cultural competency involve: (1) organization, (2) practice and service design, (3) community engagement, and (4) family and consumers.

Cross, Terry L. "Cultural Competence Continuum." *New York State Citizens' Coalition for Children, Inc., 24 Aug. 2001. Web. 11 June 2014.*

- Summary: Cultural competency integrates an understanding of six components: (1) Cultural Destructiveness, (2) Cultural incapacity, (3) Cultural blindness, (4) Cultural pre-competence, and (4) Advanced cultural competence. Cultural destructiveness describes the policies, attitudes, and practices which are destructive to certain cultures and individuals of those cultures. Cultural incapacity creates an unintentional system of cultural dominance of one culture over another creating prejudice and/or segregation amongst different cultures. Cultural blindness is a system that believes in cultural neutrality and equality, which although may seem like a good system, the cultural assimilation disregards cultural strengths and tends create a system that blames the victim for their short-comings and creates an ethnocentric system that is unresponsive to the variations present amongst minorities. Cultural knowledge and competence should implement a



system with attitudes, policies, and practices that change with an ever evolving society composed of various different cultures.

"Cultural Competency." *National Institutes of Health*. US Department of Health and Human Services, 3 June 2014. Web. 11 June 2014. <http://www.nih.gov/clearcommunication/culturalcompetency.htm> .

- Summary: This is a good introductory source to understand what cultural competency is, why it is important, and what is being done to make it a reality. It gives a general understanding and lists other sources that can be referenced to further understand cultural competency.

Fernandez, Alicia, Dean Schillinger, Kevin Grumbach, Anne Rosenthal, Anita L. Stewart, Frances Wang, and Eliseo J. Pérez-Stable. "Physician Language Ability and Cultural Competence An Exploratory Study of Communication with Spanish-Speaking Patients." *Journal of General Internal Medicine* 19 (2004): 167-74. Web. 11 June 2014.

- Summary: This article gives evidence for the importance of language and cultural competence. The study was done on Spanish speaking patients and their doctors. The physicians rated their own levels of Spanish fluency and cultural competence, and patients rated their satisfaction through the interpersonal processes of care; a tool that measures patient physician interactions in regards to communication, decision making, and interpersonal style. They found that providers with higher levels of language fluency and cultural competence were correlated with higher reports of interpersonal processes of care, albeit in different areas. This article is beneficial in that it provides concrete evidence for the need for cultural competence among physicians.

Gibson, DeWan, and Mei Zhong. "Intercultural Communication Competence in the Healthcare Context." *International Journal of Intercultural Relations* 29 (2005): 621-34. Web. 17 June 2014.

- Summary: Providing quality healthcare requires optimal culturally competent medical providers who understand the increasingly diverse American population. The needs of patients are influenced by culture. This study examined the intercultural communication competence of medical providers and their ability to communicate and adapt to diverse populations. A positive relationship was found between medical providers and patients with empathy and intercultural competence if the medical providers were multilingual. Studies have shown that regardless of language fluency, patients appreciate the effort of healthcare providers to attempt to speak their language. Bilingualism did not show a significant relationship among the ability of medical professionals to communicate effectively with patients. Also, medical providers were deemed to be more culturally competent if they traveled internationally for more than three months. Patients have criticized healthcare as being Eurocentric in their focus. Patients reported that empathic medical providers were culturally competent healthcare providers. In order to effectively communicate with the patient, the medical provider must be motivated, knowledgeable, appropriate, and effective at communicating with different cultures. This study



shows that empathy, bilingualism, and intercultural experience are related to intercultural communication competence.

Harvey, T. S. "Where There Is No Patient: An Anthropological Treatment of a Biomedical Category." *Culture, Medicine, and Psychiatry* 32.4 (2008): 577-606. Web. 12 June 2014.

- Summary: This article challenges the position of the Western biomedical system and how the role of patients and doctors are conceptualized within that system. Harvey comments on how the biomedical patient/doctor system has been accepted as the basis for conceptualizing medicine without challenge but that for the sake of cultural competence it should be challenged. Harvey uses examples from Guatemala and Mexico to describe the different scripts of medicine available. An article such as this one is interesting when considering cultural competence because often the patient is seen as the issue rather than the biomedical system. It would be interesting to challenge the Western biomedical perspective when dealing with cultural competence. The issue with this article lies in the fact that it is a very theoretical analysis with little application purposes.

"Health Care Language Services Implementation Guide." *Office of Minority Health*. U.S. Department of Health and Human Services, n.d. Web. 16 June 2014.

- Summary: The Health Care Language Services Implementation Guide is a very useful guide that ensures language access services (LAS) as well as eliminates health disparities among racial and ethnic minority populations through the development and implementation of policies and programs with the Office of Minority Health (OMH) at the U.S. Department of Health and Human Services (HHS). The OMH has increased the access to health care by sponsoring the development of this guide to implement LAS for patients with limited English proficiency (LEP). This guide promotes quality health care to all patients regardless of language abilities and capabilities. This guide includes four steps to ensure LAS, including: (1) Patient Language Needs Assessment, (2) Organizational Capabilities Assessment, (3) LAS Components, and (4) LAS Evaluation.

Jovanovic, Maja. "Cultural Competency and Diversity Among Hospice Palliative Care Volunteers." *American Journal of Hospice and Palliative Medicine* 29.3 (2012): 165-70. 1 June 2011. Web. 17 June 2014.

- Summary: Ethnic minorities do not utilize the services provided by hospice palliative care. A case-study with in-depth interviews of hospice volunteers showed that volunteers had a low level of cultural competency, lack of training in cultural competency, and a lack of diversity amongst hospice volunteers.



Kagawa-Singer, Marjorie, and Shaheen Kassim-Lakha. "A Strategy to Reduce Cross-Cultural Miscommunication and Increase the Likelihood of Improving Health Outcomes." *Academic Medicine* 78.6 (2003): 577-86. Web. 16 June 2014.

- Summary: With an increasingly globalized and diversified population living in the United States, it is crucial to develop a health-care system that is respondent and accommodating to different cultures in order to minimize the burden of disease and reduce the levels of misunderstanding between patients and health-care providers. Physician's aim to reduce the burden of disease, however, with people of diverse cultures and different socioeconomic backgrounds, finding common language can be difficult. In order to achieve the best results in health-care, structural changes in policy and social changes are needed to eliminate cross-cultural miscommunication.

"Making the Business Case for Culturally and Linguistically Appropriate Services in Health Care."

Alliance of Community Health Plans Foundation. (2007): 4-62. Web.

<http://minorityhealth.hhs.gov/Assets/pdf/Checked/CLAS.pdf>

- Summary: On May 1, 2007, The Alliance of Community Health Plans Foundation released the final report and 13 case studies on which the report is based for the project *Making the Business Case for Culturally and Linguistically Appropriate Services in Health Care*. The findings included in the final report are based on information developed about business benefits achieved by different kinds of health care organizations that implemented projects addressing one or more of the National CLAS Standards published by OMH in 2000.

Mizrahi, Terry, Ruth W. Mayden, Saundra H. Starks, Lina Fong, Emma Montero, Ada E. Deer, Inderjit K. Jaipaul, Carmen Ortiz Hendricks, Robert D. Showers, Clara Simmons, Nelrene Yellow Bird, Halaevalu F. Vakalahi, Irene Moreda, Elizabeth J. Clark, Leticia Diaz, Luisa López, and Tracy Whitaker. *NASW Standards for Cultural Competence in Social Work Practice. Rep. National Association of Social Workers, 2001. Web. 20 June 2014.*

- Summary: This publication serves as a guide for social workers who are trying to be more culturally competent. The standards that are outlined describe what they need to do to be more culturally competent, and why each standard is important. It also includes specific examples of how they should implement each standard. This is a good resource for health professionals in their attempts to be more culturally competent.

"National Standards on culturally and Linguistically Appropriate Services (CLAS)." *Office of Minority Health. 16 February 2015. Web. 15 May 2015.*

<http://minorityhealth.hhs.gov/omh/browse.aspx?lvl=2&lvlid=53>

- Summary: CLAS standards are primarily directed at health care organizations; however, individual providers are also encouraged to use the standards to make their practices more culturally and linguistically accessible. The 15 standards are organized by themes: Principle



Standard (Standard 1); Governance, Leadership and Workforce (Standards 2-4); Communication and Language Assistance (Standards 5-8); and Engagement, Continuous Improvement and Accountability (Standards 9-15).

"Social Determinants of Health." *World Health Organization*. World Health Organization, 7 May 2013. Web. 17 June 2014.

- Summary: The social determinants of health are defined as the conditions in which people are born and live which are shaped by money, power, and resources at all levels. Possessing an understanding of the social determinants of health can be used to improve the governance, policy-making, and promote participation to ultimately reduce health inequities.

Suh, Eunyoung E., Sarah Kagan, and Neville Strumpf. "Cultural Competence in Qualitative Interview Methods with Asian Immigrants." *Journal of Transcultural Nursing* 20.2 (2009): 194-201. Web. 17 June 2014.

- Summary: In order to achieve cultural competence in Asian immigrant populations living in Western countries, a proper research team must be developed with well-trained techniques to conduct research interviews with Asian immigrants. Contextual meanings and timings of translations must be provided.

"The National CLAS Standards." *The Office of Minority Health*. US Department of Health and Human Services Office of Minority Health, 03 May 2013. Web. 16 June 2014.

- Summary: The National Culturally and Linguistically Appropriate Services (CLAS) promotes standards in health and health care that are culturally sensitive, promote health equity, reduce health disparities, as well as improve quality health care by establishing the foundation for health care and health care services for people of all cultures. The National CLAS standards promotes a principle standard that accommodates diverse cultural and communication needs as well as maintains an advanced leadership, governance, and workforce that is responsive and educated in the CLAS standards necessary for optimal culturally sensitive standards in health and health care. CLAS also provides language and communication assistance for people of all language backgrounds, including the individuals with limited English proficiency. In addition to that, National CLAS standards conducts regular assessments and regularly collects demographic data to monitor and improve CLAS for stakeholders, policies, and the community.

Treaster, Cyndi, Suzanne R. Hawley, Angelia M. Paschal, Craig A. Molgaard, and Theresa St. Romain. "Addressing Health Disparities in Highly Specialized Minority Populations: Case Study of Mexican Mennonite Farmworkers." *Journal of Community Health* 31.2 (2006): 113-22. Web. 13 June 2014.

- Summary: The Kansas Statewide Farmworker Health Program (KSFHP) has developed culturally competent interventions to address the growing disparities of the Low-German speaking



Mexican Mennonite farmworker population that addresses linguistic, religious, and cultural values in order to reduce health disparities. A health needs assessment survey was conducted of the farmworker population. KSFHP lobbied the health department to implement a new standard of data collection that included primary language data as a primary method of delineating language subgroups. Culturally competent language recordings on health topics were created for the Low-German speaking Mexican Mennonite populations. The U.S. Department of Health and Human Services (HHS) Workgroup stated the need for research and effective interventions for racial and ethnic subgroups, stating that national data collection efforts should include all key subgroups. The U.S. HHS Workgroup also said that more information must be devoted to data collection of racial and ethnic subgroup classification. All federal data collection must incorporate more useful and specific data collection for subgroup classes. Multiple barriers exist to collecting data from Low-German speaking Mennonite populations as they do not have a specific ethnic classification, high illiteracy rate, lack of health awareness, and lack of disease prevention and/or prenatal care.



Supplemental Readings in Cultural Competency

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<http://onlinelibrary.wiley.com/doi/10.1111/j.1752-7325.2010.00175.x/pdf>



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Cultural Competency Key Terms

Cultural awareness is “the process of conducting a self-examination of one’s own biases towards other cultures and the in-depth exploration of one’s cultural and professional background. Cultural awareness also involves being aware of the existence of documented racism and other "isms" in healthcare delivery” (Campinha-Bacote, 2014).

Cultural competence is "the process in which the healthcare professional (or other person) continually strives to achieve the ability and availability to effectively work within the cultural context of a client" (family, individual or community). It is a process of *becoming* culturally competent, not *being* culturally competent” (Campinha-Bacote, 2014).

Cultural desire is the motivation of the healthcare professional to “want to” engage in the process of becoming culturally aware, culturally knowledgeable, culturally skillful and seeking cultural encounters; not the “have to” (Campinha-Bacote, 2014).

Cultural encounters is “the process which encourages the healthcare professional to directly engage in face-to-face cultural interactions and other types of encounters with clients from culturally diverse backgrounds in order to modify existing beliefs about a cultural group and to prevent possible stereotyping” (Campinha-Bacote, 2014).

Cultural humility is a lifelong commitment to self-evaluation and self-critique, to redress the power imbalances in the patient-clinician dynamic, and to develop mutually beneficial and advocacy partnerships with communities on behalf of individuals and defined populations. Cultural humility is proposed as a goal in healthcare education (Tervalon & Murray-Barcia, 1998).

Cultural imposition is the practice of extending the policies and practices of one group (usually the dominant one) to disenfranchised and minority groups (Purnell, 2013).

Cultural knowledge is “the process in which the healthcare professional (or other person) seeks and obtains a sound educational base about culturally diverse groups” (Campinha-Bacote, 2014).

Ethnocentrism is the belief that the behaviors and practices of people should be judged only from the context of their cultural system (Purnell, 2013).

Presentation is “a talk to a group in which information about a new product, plan, etc. is presented” (Cambridge Dictionary Online, nd) or “an activity in which someone shows, describes, or explains something to a group of people” (Merriam-Webster Online, nd).

Training is “an organized activity aimed at imparting information and/or instructions to improve the recipient’s performance or to help him or her attain a required skill level of knowledge or skill” (Business Dictionary Online, nd)

Workshop is “a training class or seminar in which participants work individually and/or in groups to solve actual work related tasks to gain hands on experience” (Business Dictionary, nd).



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