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CULTURAL COMPETENCE/HEALTH DISPARITIES: SELECTED RESOURCES

Online Resources

The Provider's Guide to Quality and Culture
<http://erc.msh.org/quality&culture>

Bureau of Primary Health Care – Quality and Culture
<http://bphc.hrsa.gov/quality/Cultural.htm>

Office of Minority Health
<http://www.omhrc.gov>

Diversity Rx - Resources for Cross Cultural Health Care
<http://www.diversityrx.org>

Centers for Disease Control and Prevention
Cultural and Linguistic Competency Resources
<http://www.pugetsoundapic.org/PDF%20files/TB%20Education%20Resource%20Files/resourcechart2.pdf>

Kaiser Family Foundation, Compendium of Cultural Competence Initiatives
<http://www.kff.org/content/2003/6067>

Hedrick H, ed. Cultural Competence Compendium. Chicago: American Medical Association, 1999 (available at <http://www.ama-assn.org/ama/pub/category/4848.html>)

Gilbert J: Cultures in the Clinic Project. (three excellent California Endowment-funded publications available at: http://www.calendow.org/pub/frm_pub.htm)

- Principles and Recommended Standards for Cultural Competence Education of Health Care Professionals, 2003
- A Manager's Guide to Cultural Competence Education for Health Care Professionals, 2003
- Resources in Cultural Competence Education for Health Care Professionals, 2003

National Center for Cultural Competence – Policy Briefs 1-5
Georgetown University Center for Child and Human Development

<http://gucchd.georgetown.edu//nccc/products.html>

Society for Medical Anthropology

<http://www.medanthro.net>

Transcultural Nursing Society

<http://www.tcns.org>

National Council on Interpreting in Health Care

<http://www.ncihc.org>

Print Resources

Aguirre-Molina M, Molina CW, Zambrana RE. Health Issues in the Latino Community. San Francisco, CA: Jossey-Bass, 2001.

Bailey EJ. Urban African-American Health. Lanham, MD: University Press of America, 1991.

Braithwaite RL, Taylor SE, eds. Health Issues in the Black Community, Second Edition, San Francisco, CA: Jossey-Bass, 2001.

D'Avanzo CE, Geissler EM. Pocket Guide to Cultural Assessment, Third Edition, Mosby 2002.

Galloway JM, Goldberg BW, Alpert JS, eds. Primary Care of Native American Patients: Diagnosis, Therapy, and Epidemiology, Butterworth-Heinemann Medical, 1999.

Molina CW, Aguirre-Molina A. Latino Health in the US: A Growing Challenge, Washington, DC: American Public Health Association, 1995.

National Alliance for Hispanic Health. A Primer for Cultural Proficiency: Towards Quality Health Services for Hispanics. Washington, DC: Estrella Press, 2000.

Young TK. The Health of Native Americans: Toward a Biocultural Epidemiology. New York: Oxford University Press, 1994.

Zane NWS, Takeuchi DT, Young KNJ, eds. Confronting Critical Health Issues of Asian and Pacific Islander Americans, Newbury Park, CA: SAGE Publications, 1994.

Movies, Videos, and CD-ROM Resources

Alexander M. Cinemeducation: An Innovative Approach to Teaching Multi-Cultural Diversity in Medicine. Annals of Behavioral Science and Medical Education 1995; 2(1):23-28.

Communicating Effectively Through an Interpreter (1998) (Available from the Cross Cultural Health Care Program, 270 South Hanford Street, Suite 100, Seattle, Washington 98134; Phone (206)-860-0329; Website www.xculture.org).

The Bilingual Medical Interview I (1987), and The Bilingual Medical Interview II: The Geriatric Interview, Section of General Internal Medicine, Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center (Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258).

The Kaiser Permanente Care Actors Cultural Issues Videos are now available for sale to the public for a nominal price, \$15.00. The brief but dramatic vignettes are each accompanied by support materials for facilitators and participants which will be sent electronically and are included in the price. The vignettes, scripted with the help of physicians, nurses and medical anthropologists, raise numerous issues around differing health beliefs and practices, values in conflict, stereotyping, overt and covert prejudices and language barriers. The format of the tape allows for pauses for facilitated discussion of each vignette. This format lends itself equally well to a series of short modules (30 minutes) or incorporation into a longer workshop. The video is 70 minutes long and contains 10 vignettes, including:

Series A:

Diabetic Compliance: Latino. Deals with how not to and how to handle an encounter interpreted by an inexperienced interpreter.

Sickle-Cell Case in the E.R. An African American adolescent is in crisis and needs pain medication; the E.R. staff is not so sure.

Pediatric Asthma: A Middle-Eastern doctor and an aggressive mother tangle over the care of a young girl...a values clash.

A Somatic Complaint: Long buried painful memories manifest in diffuse symptoms that are not well understood by this physician.

A Gay Adolescent: An adolescent football player comes out to his family doctor. The doctor deals with the situation both knowledgeably and sensitively.

Series B: Birthing Issues

Goes through a day in the life of a young OB/Gyn physician coping with a diverse group of patients. Good advice from another, more experienced physician is at first spurned then sought as the doctor is confronted by special needs and circumstances.

Lesbian Parents: The physician is caught off-guard when she learns that the two women before her are both the prospective parents and have some special concerns.

The Hmong Way: The physician is startled when young woman's mother wishes to incorporate unusual birthing practices in the birthing care of her pregnant daughter.

A Middle Eastern Dilemma: A conversation between the more experienced physician and one of her Middle Eastern patients reveals conflicts and familial concerns around acculturation in an immigrant family.

A Big Baby is Coming: A non-English speaking woman from Mexico is delivering a very large baby with macrosomia. She is diabetic and has lost several babies at birth.

Her husband is very uncomfortable in the labor room and a nurse reveals her tendency to stereotype through prejudicial remarks.

A Circumcised Somali Mother in Labor: A by now tired and concerned physician discovers that the woman presenting for childbirth, having had no prenatal care, must have her vaginal opening enlarged in the presence of thick scar tissue or have a C-section.

Contact:

Gus Gaona (323-259-4776)

Kaiser Permanente MultiMedia Communication

825 Colorado Blvd., Suite 301

Los Angeles, CA 90041

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

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

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

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

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

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

CLINICAL CULTURAL COMPETENCE

Online Resources

Betancourt JR, Like RC, Gottlieb BR, eds. Caring for Diverse Populations: Breaking Down Barriers. Special Issue of Patient Care: The Practical Journal for Primary Care Physicians, 2000; 34(9), May 15, 2000 (www.patientcareonline.com).

Like RC (moderator), with Betancourt JR, Kountz DS, Lu FG, Rios E (panelists). A Medical Mosaic: Achieving Cultural Competency in Primary Care. The American Journal of MultiCultural Medicine, Special Edition, Winter 2001/2002 (<http://www.medicalcrossfire.com/multicultural.html>)

Like RC, Steiner RP, Rubel AJ. Recommended Core Curriculum Guidelines on Culturally Sensitive and Competent Health Care. Family Medicine 1996; 28:291-297 (<http://www.stfm.org/corep.html>).

American Institutes for Research/Office of Minority Health - Cultural Competency Curriculum Modules Project
<http://www.air.org/cccm/>

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

Perspectives of Difference: A Diversity and Cross-Cultural Teaching Module for the Internet
<http://dgim.ucsf.edu/pods/html/main.html>

Yeo G et al. Core Curriculum in Ethnogeriatrics. Developed by the Members of the Collaborative on Ethnogeriatric Education, Supported by the Bureau of Health Professions, Health Resources and Services Administration, USDHHS, October 2000 (<http://www.stanford.edu/dept/medfm/ebooks/intro.pdf>)

Print Resources

Academic Medicine. Special Theme Issue on Cultural Competence (12 articles) 2003; 78(6).

American Academy of Pediatrics. Culturally Effective Pediatric Care: Education and Training Issues. Pediatrics 1999; 103(1):167-170.

ACOG Committee Opinion. Cultural Competency in Health Care. No. 201, March 1998. Committee on Health Care for Underserved Women. American College of Obstetricians and Gynecologists. International Journal of Gynaecology and Obstetrics, 1998 Jul, 62(1):96-99.

Berlin E, Fowkes W. A Teaching Framework for Cross-Cultural Health Care. Western Journal of Medicine 1983; 139:934-938.

Bigby JA, ed. Cross-Cultural Medicine. Philadelphia: American College of Physicians-American Society of Internal Medicine, 2003.

Campinha-Bacote J. The Process of Cultural Competence in the Delivery of Healthcare Services, Fourth Edition, Transcultural C.A.R.E. Associates, 2003 (Available from <http://www.transculturalcare.net>).

Carrillo JE, Green, AR, Betancourt, JR. Cross-Cultural Primary Care: A Patient-Based Approach. Annals of Internal Medicine, 1999; 130: 829-834.

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Davis BJ, Voegtle KH. Culturally Competent Health Care for Adolescents: A Guide for Primary Care Health Providers. Chicago, IL: American Medical Association, 1994.

Fadiman A. The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures. New York: Farrar, Straus, and Giroux, 1997.

Flores G. Culture and the Patient-Physician Relationship: Achieving Cultural Competency in Health Care. Journal of Pediatrics 2000; 136(1):14-23.

Galanti Geri-Ann. Caring for Patients from Different Cultures: Case Studies from American Hospitals, Third edition. Philadelphia, PA: University of Pennsylvania Press, 2004.

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Leininger M, McFarland MR. Transcultural Nursing: Concepts, Theories, Research & Practice, 3rd edition, New York: McGraw Hill, 2002.

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Lu FH, Lim RF, Mezzich JE. Issues in the Assessment and Diagnosis of Culturally Diverse Individuals, in Review of Psychiatry (Vol. 14), eds. JM Oldham and MB Riba, eds., London, England: American Psychiatric Press, 1995, pp. 477-510.

Luckmann J, Nobles ST (contributing author). Transcultural Communication in Health Care, Albany, NY: Delmar Thomson Learning, 2000

McCullough-Zander K, ed. Caring Across Cultures: The Provider's Guide to Cross-Cultural Health, Second Edition, The Center for Cross-Cultural Health, Minneapolis, MN, 2000.

Mutha S, Allen C, Welch M. Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies, San Francisco, CA: Center for the Health Professions, University of California, San Francisco, 2002.

National Maternal and Child Health Resource Center on Cultural Competency. Cultural Diversity Curriculum Set for Social Workers and Health Practitioners, Austin, Tex: University of Texas, 1998.

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Purnell L, Paulanka B, eds. Transcultural Health Care: A Culturally Competent Approach, Philadelphia: Davis, 1998.

Rundle A, Carvalho M, Robinson M, eds. Cultural Competence in Health Care: A Practical Guide, San Francisco, CA: Jossey-Bass, 1999.

Salimbene S. What language does your patient hurt in?™ A practical guide to culturally competent patient care, from other cultures, Amherst, MA: Diversity Resources, 2000.

Shapiro J, Lenahan P. Family Medicine in a Culturally Diverse World: A Solution-Oriented Approach to Common Cross-Cultural Problems in Medical Encounters. Family Medicine 1996; 28(4):249-255.

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HEALTH AND HEALTH CARE DISPARITIES

Online Resources

National Healthcare Disparities Report, 2003.

http://qualitytools.ahrq.gov/disparitiesreport/download_report.aspx

Smedley BD, Stith AY, Nelson AR, eds. Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care, Institute of Medicine, 2002
<http://www.nap.edu/books/030908265X/html>

Initiative to Eliminate Racial and Ethnic Disparities in Health
U.S. Department of Health and Human Services
<http://raceandhealth.hhs.gov>

Mental Health: Culture, Race, Ethnicity
Supplement to Mental Health: Report of the Surgeon General
<http://www.mentalhealth.org/cre/default.asp>

Print Resources

Theme Issue - Racial/Ethnic Bias in Health Care. American Journal of Public Health 2003; 93(2).

Brach C, Fraser I. Can Cultural Competency Reduce Racial and Ethnic Health Disparities? A Review and Conceptual Model. Medical Care Research and Review Volume 57, Supplement 1, 2000, pp. 181-217.

Byrd, WM, Clayton LA. An American Health Dilemma. Volume 1- A Medical History of African Americans and the Problem of Race; and Volume 2 - Race, Medicine, and Health Care in the United States 1900-2000, New York: Routledge, 2000, 2002.

Frederick Schneiders Research. Perceptions of How Race & Ethnic Background Affect Medical Care: Highlights from Focus Groups, Commissioned by the Henry J. Kaiser Family Foundation, Menlo Park, CA, October 1999 (Report #1524, website: <http://www.kff.org> 1-800-656-4533).

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Smith DB. Health Care Divided: Race and Healing a Nation. Ann Arbor, MI: University of Michigan Press, 1999.

Thomas SB. The Color Line: Race Matters in the Elimination of Health Disparities, American Journal of Public Health 2001; 91:1046-1048.

United States Commission on Civil Rights. The Health Care Challenge: Acknowledging Disparity, Confronting Discrimination, and Ensuring Equality. Volume 1 - The Role of Governmental and Private Health Care Programs and Initiatives; Volume 2 - The Role of Civil Rights Enforcement Efforts, Washington, DC, September 1999.

Van Ryn M, Burke J. The Effect of Patient Race and Socio-Economic Status on Physician's Perceptions of Patients. Social Science and Medicine 2000; 50:813-828.

Williams D. Racism and Health: A Research Agenda. Ethnicity and Disease 1996; 6:21-29.

ORGANIZATIONAL CULTURAL COMPETENCE

Online Resources

National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care, Office of Minority Health Resource Center, <http://www.omhrc.gov/CLAS>

The Lewin Group, Inc.: Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile, Prepared for: The Health Resources and Services Administration U.S. Department of Health and

Human Services, April 2002.

<http://www.hrsa.gov/omh/cultural1.htm>

National Center for Cultural Competence, Georgetown University

- A Guide to Planning and Implementing Cultural Competence Organizational Self-Assessment
- Planning for Cultural and Linguistic Competence in Systems of Care
- Self-Assessment Checklist for Personnel Providing Primary Health Care Services

<http://gucchd.georgetown.edu/nccc/products.html>

Hablamos Juntos

<http://www.hablamosjuntos.org/index/default.asp>

HHS Office for Civil Rights

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

Centers for Medicare and Medicaid Services (CMS) and Agency for Health Care Research and Quality (AHRQ) - QAPI National Initiative

I. Providing Oral Linguistic Services: A Guide for Managed Care Plans.

II. Planning Culturally and Linguistically Appropriate Services: A Guide for Managed Care Plans, <http://www.cms.gov/healthplans/quality/project03.asp>

National Satellite Broadcast: Cross-Cultural Communication in Health Care: Building Organizational Capacity, June 4, 2003, Co-sponsored by the HRSA Center for Health Services Financing and Managed Care and the DHHS Office of Minority Health,

<http://www.hrsa.gov/financeMC/broadcast>

Youdelman M, Perkins J: Providing Language Interpretation Services in Health Care Settings: Examples from the Field, National Health Law Program, May 2002

Report can be found at www.cmwf.org or www.healthlaw.org.

“Cultural Competence Works: Using Cultural Competence to Improve the Quality of Health Care for Diverse Populations and Add Value to Managed Care Arrangements”

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

Print Resources

Betancourt JR, Green AR, Carrillo JE. Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches, Final Report, The Commonwealth Fund, New York, NY, October 2002 (available from www.cmwf.org).

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National Association of Public Hospitals and Health Systems. "Serving Diverse Communities in Safety Net Hospitals and Health Systems," The Safety Net 2003; 17(3):Fall.

New Jersey Department of Health and Senior Services, Division of AIDS Prevention and Control; and the University of Medicine and Dentistry of New Jersey's Center for Continuing Outreach and Education, Division of AIDS Education. New Jersey Culturally and Linguistically Appropriate Services Standards for HIV/AIDS Services: Implementation Guide, June 2003

CULTURALLY COMPETENT COMMUNITY AND PUBLIC HEALTH

Online Resources

The Asset-Based Community Development Institute
Institute for Policy Research, Northwestern University
<http://www.northwestern.edu/ipr/abcd.html>

Committee on Communication for Behavior Change in the 21st Century: Improving the Health of Diverse Populations, Board on Neuroscience and Behavioral Health. Speaking of Health: Assessing Health Communication Strategies for Diverse Populations, Institute of Medicine, 2002, <http://www.nap.edu/books/0309072719/html>

North American Primary Care Research Group
Responsible Research with Communities: Participatory Research in Primary Care
<http://napcrg.org/responsibleresearch.pdf>

DeBlois H, Evans A. Asset Mapping: Locating the Gifts in Your Community. Empowering Communities Through Access to Information and Training, Module 4 (April 2003).
<http://www.nhhealthpolicyinstitute.unh.edu/asset.pdf>

National Center for Cultural Competence, Georgetown University

- Bridging the Cultural Divide in Health Care Settings: The Essential Role of Cultural Broker Programs
- Sharing a Legacy of Caring: Partnerships Between Health Care and Faith-Based Organizations

<http://gucchd.georgetown.edu/nccc/products.html>

Print Resources

Anderson LM, Scrimshaw SC, Fullilove MT, Fielding JE, Normand J, and the Task Force on Community Preventive Services. Culturally Competent Health-Care Systems: A Systematic Review. American Journal of Preventive Medicine 2003; 24(suppl 3):68-79.

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Hayes-Bautista DE. Research on Culturally Competent Healthcare Systems. Less Sensitivity, More Statistics. American Journal of Preventive Medicine 2003; 24(suppl 3):8-9.

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Kretzmann, J. P. and McKnight, J. L. Building Communities from the Inside Out. Evanston, IL: Asset-Based Community Development Institute, Northwestern University, 1993.

Macaulay AC, Gibson N, Freeman W, Commanda L, McCabe M, Robbins C, Twohig P. For the North American Primary Care Research Group. Participatory Research Maximises Community and Lay Involvement. British Medical Journal 1999; 319:774-8

CENTERS OF EXCELLENCE (SELECTED)

National Center for Cultural Competence/Georgetown University
<http://www.dml.georgetown.edu/depts/pediatrics/gucdc/cultural.html>

Cross Cultural Health Care Program
<http://www.xculture.org>

HRSA Bureau of Health Professions Diversity Programs: Centers of Excellence
<http://bhpr.hrsa.gov/diversity/coe/default.htm>

Center for Cross-Cultural Health
<http://www.crosshealth.com>

Center for Healthy Families and Cultural Diversity

Department of Family Medicine/UMDNJ-Robert Wood Johnson Medical School
<http://www2.umdj.edu/fmedweb/chfcd/INDEX.HTM>

Center for Immigrant Health/New York University School of Medicine
<http://www.med.nyu.edu/cih>

Center for Multicultural and Community Affairs/Mount Sinai School of Medicine
<http://www.mssm.edu/cmca>

Center for Multicultural and Minority Health/New York Weill Cornell Medical Center
<http://www.nycornell.org/dept/medicine/residency/multicultural.html>

Centre for Multicultural Health
University of New South Wales, Sydney, Australia
<http://cch.med.unsw.edu.au/cch.nsf>

Multicultural Training and Research Institute/Temple Department of Social Work
http://www.temple.edu/socialwork/centers_inst/multiculture.html

University of Michigan Health System Program for Multicultural Health
<http://www.med.umich.edu/multicultural>

University of Wisconsin Center for the Study of Race & Ethnicity in Medicine
<http://wiscinfo.doit.wisc.edu/crem>