

TB Education and Training Network -TB ETN-



CULTURAL COMPETENCY RESOURCE GUIDE

CULTURAL COMPETENCY RESOURCE GUIDE

About this Resource

This resource guide was developed by the Cultural Competency Subcommittee of the Tuberculosis Education and Training Network (TB ETN)*. Sponsored by the Centers for Disease Control and Prevention (CDC), TB ETN was formed to bring TB professionals together to network, share resources, and build education and training skills.

Updates to the guide are made periodically. Inclusion of an organization, resource, or reference in this guide does not constitute a recommendation or endorsement by the CDC or TB ETN.

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*For more information about TB ETN, visit www.cdc.gov/tb/education/tbetn/default.htm.

This resource was last updated in October 2009.

ORGANIZATIONS AND RESOURCES LIST

| Organization Name | Contact Information | Brief Description |
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| Agency for Health Care Policy and Research "Questions are the Answer" | Agency for Healthcare Research and Quality Office of Communications and Knowledge Transfer 540 Gaither Road, Suite 2000 Rockville, MD 20850 Phone: 301-427-1364 Website: www.ahrq.gov/questionsaretheanswer/ | Tips on getting more involved with your health care by asking questions, talking to your clinician, and understanding your condition. |
| American Association for Respiratory Care (AARC) | Agency for Healthcare Research and Quality Office of Communications and Knowledge Transfer 540 Gaither Road, Suite 2000 Rockville, MD 20850 Phone: 301-427-1364 Website: www.ahrq.gov/questionsaretheanswer/ | AARC distributes two independent study packages on cultural competency. "Towards Culturally Competent Respiratory Care" helps practitioners look across cultures and at ways that patients deal with illness, pain, and healing. It explores how culture impacts health care beliefs and practices and aids in developing culture-specific communication styles. "Cultural Competence" focuses on understanding the impact of ethnic, religious, and cultural backgrounds on the delivery of patient care. It presents the importance of information-gathering about the literacy, family dynamics, and health beliefs of the many cultures in the U.S. Both are available for purchase on the website. |
| American Association of Colleges of Pharmacy (ACCP) | 1426 Prince St. Alexandria, VA 22314 Phone: 703-739-2330 Website: www.aacp.org | The American Association of Colleges of Pharmacy (ACCP) is the national organization representing the interests of pharmacy education and educators. ACCP maintains a webpage dedicated to cultural competency. This page can be accessed from the ACCP website by clicking on For Deans, then Student Affairs, then Cultural Competence. A compilation of cultural competency resources can also be found at www.aacp.org/Docs/AACPFfunctions/Governance/7652_FinalBibliography.pdf |

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| Organization Name | Contact Information | Brief Description |
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| American International Health Alliance (AIHA), EurasiaHealth Knowledge Network* | 1250 Eye Street, NW, Ste 350 Washington, D.C., U.S 20005 Phone: 202 789-1136 Website: www.eurasiahealth.org | EurasiaHealth Knowledge Network is a project of the American International Health Alliance. The mission of the organization is to advance global health through volunteer-driven partnerships that mobilize communities to better address health care priorities, while improving productivity and quality of care. AIHA facilitates and supports these partnerships by providing resources and materials for partners. EurasiaHealth Knowledge Network is an on-line clearinghouse, supported by AIHA, featuring a library of multilingual health resources, databases, and interactive forums. Links to health care organizations are available. The goal of the website is to provide information, tools, and training to enhance the knowledge of health professionals in the countries of Central and Eastern Europe and the former Soviet Union. The library includes TB-specific materials. |
| American Medical Association (AMA) | 515 N. State St Chicago, IL 60610 (800)-621-8335 Contact: Enza Messineo Phone: 312 464-5333 E-mail: enza_messineo@ama-assn.org Website: www.ama-assn.org | AMA offers a bookstore which includes resources on health literacy and patient-provider communication. These resources are available for purchase on the website. |
| American Translators Association (ATA) | 225 Reinekers Lane Suite 590 Alexandria, VA 22314 Phone: 703-683-6100 E-mail: ata@atanet.org Website: www.atanet.org | The American Translators Association has an online translation and interpretation services directory of all interested members, with options to search by language pair, specialty, geographic area, etc. Click on "Find a Translator or Interpreter" and then click on "directory" of choice. |

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| Association of Asian Pacific Community Health Organizations* (AAPCHO) | 300 Frank H. Ogawa Plaza Suite 620 Oakland, CA 94612 Phone: 510-272-9536 E-mail: info@aapcho.org Website: www.aapcho.org | Mission is to promote advocacy, collaboration, and leadership that improves the health status and health access of Asian Americans. The Association produced a Cross-Cultural Tuberculosis Guide for health centers working with Asians and Pacific Islanders at risk for tuberculosis. The website has links to products, publications, programs and other resources. AAPCHO also maintains an e-mail listserv. |
| AT&T Relay Services | Phone: 800-855-2881 TTY: 800-855-2880 Customer Service Phone: 800-682-8706 TTY: 800-682-8786 Website: http://relayservices.att.com/ | Relay refers to a family of AT&T products and services that enable people who have difficulty hearing or speaking to communicate with conventional phone users over standard phone lines. All AT&T relay service calls are strictly confidential. |
| Border Research Solutions | 6224 A Escondido El Paso, TX 79902 Phone: (915) 543-9213 Email: info@brs-ep.com Website: www.brs-ep.com | Border Research Solutions (BRS) is an El Paso based woman and minority owned company (i.e., HUB) that provides a compendium of research and evaluation services demanded by today's health, education, business, and government sectors. BRS has the experience and expertise on the US/Mexico border and its unique population mix. |
| Bureau of Primary Health Care, Health Resource and Services Administration, U.S. Department of Health and Human Services | Parklawn Building 5600 Fishers Lane Rockville, Maryland 20857 Phone: 888-Ask-HRSA Website: http://bphc.hrsa.gov | The Bureau of Primary Health Care (BPHC) assures that underserved and vulnerable people get the health care they need. BPHC is one of four Bureaus of the Health Resources and Services Administration, an agency in the Department of Health and Human Services. The network of programs includes Community and Migrant Health Centers, Health Care for the Homeless, Border Health, Immigration Health Services, and Models that Work. A database of publications is available online. |

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| California Department of Health Services (CDHS): Office of Multicultural Health (OMH) | California Department of Health Services Office of Multicultural Health P. O. Box 997413, MS 0022 Sacramento, CA 95899-7413 Phone: (916) 440-7560 E-mail: mail to:omhgeneral@dhs.ca.gov Website: www.dhs.ca.gov/DHS-REORG/omh.html | OMH serves as the CDHS focal point for improved planning and coordination of activities and programs related to racial and ethnic populations in California. |
| California Health Care Interpreting Association (CHIA) | 1020 12th St. Ste 303 Sacramento, CA 95814 Phone: 916 444-1506 Website: http://chiaonline.org | CHIA is dedicated to improving the quality and availability of language services in the delivery of healthcare. CHIA's diverse membership includes interpreters, physicians and other healthcare providers, hospitals, interpreting agencies and language-service companies, educators, and government policymakers. Their mission is: "Healthcare interpreters and providers working together to overcome linguistic and cultural barriers to high-quality care." CHIA has prepared "California Standards for Health Care Interpreters" which is available on their website. |
| CDC National Prevention Information Network (NPIN)* | P.O. Box 6003 Rockville, MD 20849-6003 Phone: 800-458-5231 E-mail: info@cdcnpin.org Website: www.cdcnpin.org | Provides information about HIV/AIDS, sexually transmitted diseases, and tuberculosis to people and organizations working in prevention, health care, research, and support services. TB-specific materials can be searched for by language, target population, and topic area. Some publications may be ordered through the website. |

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| Center for Applied Linguistics (CAL) | 4646 40th St. NW Washington, DC 20016-1859 Phone: 202-362-0700 E-mail: info@cal.org Website: www.cal.org | CAL carries out a wide range of activities including translation services, linguistics research, teacher education, analysis and dissemination of information, design and development of instructional materials, technical assistance, conference planning, program evaluation, and policy analysis. The Multilingual Health Education Resources Guide produced by this center lists health education materials that are available in 10 different languages. |
| Center for Cross-Cultural Health | 265 Oneida Street St. Paul, MN 55102 Phone: 651-209-8999 E-mail: ccch@crosshealth.com Website: www.crosshealth.com | The center has produced materials to guide areas in the country facing the challenge of providing culturally competent care. Sample language policies, guidelines for working with interpreters, instruments to help measure an organization's cultural competency, and lists of translated health education materials are available. |
| Center for Effective Collaboration and Practice | Toll free: 888 457-1551 Fax: 202-944-5454 Email: center@air.org Website: www.air.org/cecp | The website has a cultural competence web page, providing basic information about cultural competency. It also offers links to other organizations working on cultural competency. It lists training opportunities as well as conferences. |
| Center for Healthy Families and Cultural Diversity | Department of Family Medicine Univ. of Medicine & Dentistry of NJ Robert Wood Johnson Medical School 1 Robert Wood Johnson Place New Brunswick, NJ 08903 Phone: 732 235-7662 E-mail: like@umdnj.edu Website: www2.umdnj.edu/fmedweb/chfcd/ | Offers customized cross-cultural training, as well as education and training in culturally and linguistically appropriate health care. Also undertakes research and evaluation of such training programs as well as evaluates related policy. |

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| Center for Immigration Studies (CIS) | 1522 K Street N.W. Suite 820 Washington, DC 20005-1202 Phone: 202-466-8185 E-mail: center@cis.org Website: www.cis.org | CIS is an independent, non-partisan, non-profit research organization founded in 1985. It is devoted to research and policy analysis of the economic, social, demographic, fiscal, and other impacts of immigration on the United States. Its mission is to expand the base of public knowledge and understanding of the need for an immigration policy that gives first concern to the broad national interest. CIS publishes different materials which are available through the website. In addition, CIS maintains two e-mail lists covering immigration news from around the world. The website contains a sanctions database, current news articles, information on common immigration topics, and a place to ask immigration questions. |
| Center for MultiCultural Health | 105-14th Avenue, Suite 2C Seattle, WA 98122 Phone: 206-461-6910 Fax: 206-461-4890 Website: www.multi-culturalhealth.org | The Center for Multicultural Health's mission is to promote the health and well-being of diverse communities--including individuals from communities of color, individuals with limited English proficiency, immigrants and refugees--through innovative health advocacy, health promotion, disease prevention, and immigrant and refugee service programs. |
| Center for Multicultural Human Services (CMHS) [Now a program of Northern Virginia Family Service (NVFS)] | 6400 Arlington Blvd. Suite 110 Falls Church, VA 22042 Phone: 703-533-3302 Email: info@nvfs.org Website: www.nvfs.org | The CMHS program provides mental health, education, consulting, training, and social services as well as interpreters in over 30 languages, and works to increase access to community health center services for individuals with limited English proficiency. |

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| Centers for Medicare and Medicaid Services | 7500 Security Boulevard Baltimore, MD 21244 Toll-Free: 877-267-2323 Local: 410-786-3000 TTY Toll-Free: 866-226-1819 TTY Local: 410-786-0727 Contact information for people with Medicare: Toll-Free: 800-MEDICARE (800-633-4227) TTY Toll-Free: 877-486-2048 Website: www.cms.hhs.gov/ | This index page links you to information about the Centers for Medicare & Medicaid Services (CMS). Each link represents a topic. Topic links are grouped by category. Each topic contains from 1 to 20 pages of information. The first page of each topic starts with an overview. At the bottom of every page, downloads and lists of related links offer more information. |
| CEO Services | Phone: 510-846-5616 E-mail: CEOServices@culturalcompetence2.com Website: www.culturalcompetence2.com/servcs.html | Provides consulting, educational, and organizational development services for those committed to transformation of work and organization environments toward a multicultural, culturally competent organization. |
| Colorado Asian Health Education and Promotion (CAHEP)* | One Monaco Place 6795 E Tennessee Ave Ste 427 Denver, CO 80224 Phone: 303-300-5263 Fax: 303-723-8347 Website: www.cahep.org | CAHEP strives to improve the quality of life by promoting culturally appropriate health education, early detection, and self-management of diseases. CAHEP serves the uninsured and underinsured Asian American Pacific Islander populations of Colorado with screenings for chronic and infectious diseases. They provide disease information on asthma and allergy, diabetes, cardiovascular disease, and tuberculosis. |

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| Community Tool Box | Work Group on Health Promotion & Community Development 4082 Dole Human Development Center 1000 Sunnyside Ave. University of Kansas Lawrence, KS 66045-7555 Phone: 785 864-0533 E-mail: Toolbox@ku.edu Website: http://ctb.ku.edu/ http://communityhealth.ku.edu | This is a website created and maintained by the University of Kansas Work Group on Health Promotion and Community Development in Lawrence, KS, and AHEC/Community Partners in Amherst, Massachusetts. The tool box provides links to other webpages and listservs in areas such as funding, health, education, and community issues. The site provides "how-to" tools for community building, a trouble-shooting guide, and support in preparing requests for funding. |
| Cross Cultural Health Care Program (CCHCP) | 4700 42nd Ave SW Ste 580 Seattle, WA 98116 Phone: 206 860-0329 E-mail: administration@xculture.org Website: www.xculture.org | CCHCP offers training in cultural competency and medical interpretation, and has interpretation and translation services. A part of the program focuses on research in cross-cultural health care. Offers customized cross-cultural training, at your office or theirs, usually for a half or full day. |
| Cross-Cultural Communications | Sondra Thiederman, PhD 4585 48th Street San Diego, CA 92115 Phone: 800-858-4478 or 619-583-4478 E-mail: STPhD@Thiederman.com Website: www.thiederman.com | Offers customized cross-cultural training. Also offers books and videos. |

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| Culturally and Linguistically Appropriate Services (CLAS) in Health Care – CLAS National Standards | Office of Minority Health The Tower Building 1101 Wootton Parkway, Suite 600 Rockville, MD 20852 Phone: 240-453-2882 Fax: 240-453-2883 Website: www.omhrc.gov/clas | This project makes recommendations for national standards for culturally and linguistically appropriate services (CLAS) in health care. Based on an analytical review of key laws, regulations, contracts, and standards currently in use by federal and state agencies and other national organizations, these standards were developed with input from a national advisory committee of policymakers, health care providers, and researchers. Each standard is accompanied by commentary that addresses the proposed guideline's relationship to existing laws and standards, and offers recommendations for implementation and oversight to providers, policymakers, and advocates. This project has been completed with a final report and subsequent references available. |
| CulturedMed | Peter J. Cagan Library P.O. Box 3050 Utica, NY 13504 Contact: Jacquelyn Coughlan Phone: 315 792-7250 E-mail: jackie@sunyit.edu Website: http://culturedmed.sunyit.edu | "CulturedMed" is a website promoting culturally competent health care for refugees and immigrants. The library also houses a research center containing relevant print materials. The bibliographies and links found on the website contain items that discuss health beliefs or ethnographic information about various ethnic groups. |
| CW Hines & Associates, Inc. | 344 Churchill Circle Sanctuary Bay White Stone, VA 22578 Phone: 804-435-8844 E-mail: turtlecwh@aol.com Website: www.cwhinesassociates.org/ | Offers customized cross-cultural training. Training usually lasts 1 to 3 days, plus follow-up. |
| Department of Human Services, Public Health Division for Victoria, Australia* | Email: infectious.diseases@dhs.vic.gov.au Website: www.health.vic.gov.au/ideas/diseases/language.htm | Website contains patient education materials on tuberculosis in multiple languages. |

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| DeVaney-Wong International | 4080 N. 38th Avenue Hollywood, FL 33021 Contact: Carol Susan DeVaney Phone: 954-967-6830 E-mail: devaneyw@aol.com | Offers customized cross-cultural training, communication and conflict management, managing change and stress management. Also offers team facilitation, conflict resolution and organizational development in both English & Spanish. |
| Diversity Health Institute (Australia) | DHI Research Centre Locked Mail Bag 7118 Parramatta BC NSW 2150 Phone: 61 2 9840 2171 Fax: 61 2 8838-2171 Website: www.dhi.gov.au/ | Mission - To work in partnership with communities, health service consumers, careers, health professionals, government and non-government organisations, service providers and academics, to foster the provision of optimal quality health care which is sensitive to the social, cultural, linguistic and religious values and practices of Australia's diverse population. |
| Diversity Rx | Email: rcchc@aol.com Website: www.diversityrx.org | Promoting language and cultural competence to improve the quality of health care for minority, immigrant, and ethnically diverse communities. |
| DrTango (See HispaniCare) | DrTango, Inc. 30 Mansell Court, Suite 215 Roswell, GA 30076 Phone: 866-378-2646 Email: info@drtango.com Website: www.drtango.com | DrTango provides Spanish translation services, Spanish websites, Hispanic business consulting and culturally-appropriate health management applications to the U.S. healthcare industry. DrTango specializes in Spanish translations for documents and for use on the internet. |
| EthnoMed | 325 Ninth Ave Seattle, WA 98104-2499 Phone: 206 521-1287 Website: www.ethnomed.org | The EthnoMed site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world. |

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| Organization Name | Contact Information | Brief Description |
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| Florida Department of Health Bureau of Tuberculosis & Refugee Health* | 4052 Bald Cypress Way, BIN A10 Tallahassee, FL 32399-1718 Phone: 850 245-4350 Fax: 850 413-9092 Website: www.doh.state.fl.us/Disease_ctrl/tb/tbdescription.html | The mission of the Bureau of TB and Refugee Health is to eliminate TB as a public health threat in Florida and ensure appropriate public health screenings of all newly arriving refugees. The Bureau of TB and Refugee Health provides expert consultation, training, and other assistance to the local county health department TB and Refugee programs. Multi-cultural brochures and videos are available on the TB website. |
| Gay & Lesbian Alliance Against Defamation (GLAAD) | 5455 Wilshire Blvd, #1500 Los Angeles, CA 90036 Phone: 323-933-2240 or 104 West 29th St., 4th Floor New York, NY 10001 Phone: 212-629-3322 Website: www.glaad.org | The Gay & Lesbian Alliance Against Defamation (GLAAD) is dedicated to promoting and ensuring fair, accurate and inclusive representation of people and events in the media as a means of eliminating homophobia and discrimination based on gender identity and sexual orientation. The website includes a media reference guide and other tools. |
| Georgetown University Center for Child and Human Development | Website: http://gucchd.georgetown.edu/ | The Georgetown University Center for Child and Human Development (GUCCHD) has long provided leadership in cultural and linguistic competence. Through a variety of programs and projects, the GUCCHD has provided the vision, leadership, knowledge, training and technical assistance to increase the capacity of systems and programs serving a broad array of individuals and families to design, implement and evaluate culturally and linguistically competent service delivery systems. |
| Global LT, Ltd. | 1871 Woodslee Drive Troy, Michigan 48083 Toll Free: +1 888 645 LTT1 Telephone: +1 248 786 0999 E-mail: Contact@Global-LT.com Website: www.global-lt.com | Offers customized cross-cultural training, foreign-language instructions, nationwide telephone and on-site interpreter services, and document-translation services. Over 25 languages are available. |

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| HMA Associates | 1101 17th Street, NW, Ste 1102 Washington, DC 20007 Phone: 202-342-0676 Fax: 202-833-0086 Website: www.hmassociates.com | Full-service multicultural marketing firm founded in 1994 Specialists in public service education campaigns Award-winning, woman-owned minority business Experts in reaching Hispanic, African American, Asian, Native American, and emerging multiethnic audiences. |
| Hablamos Juntos | UCSF Fresno Center for Medical Education & Research 155 North Fresno St., Suite 266 Fresno, CA 93701 Phone 559-499-6424 Fax: 559-499-6693 E-mail: info@hablamosjuntos.org Website: http://hablamosjuntos.org | Hablamos Juntos means "We speak together." It is a project funded by the Robert Wood Johnson Foundation, and administered by the UCSF Fresno Center for Medical Education & Research, a major educational and clinical branch of the UCSF School of Medicine. Hablamos Juntos will develop affordable models for health care organization to offer language services by funding ten demonstration sites in regions with new and fast-growing Latino populations. |
| Heartland Multicultural Services | 208 S. LaSalle St., Ste 1818 Chicago, Illinois 60640 Phone: 312-660-1300 Fax: 312-660-1500 Website: www.heartlandalliance.org/ | Heartland Multicultural Services is dedicated to supporting health and human service providers by drawing upon the service expertise offered by Heartland Alliance. Through the provision of training, consultation, interpreter and translation services, Multicultural Services promotes accessible and culturally competent services for endangered populations. |
| Health Access Project | 1800 S. West Temple Suite A-128 Salt Lake City, UT 84115 Phone: 801-412-3980 Website: www.healthaccessproject.org | The Health Access Project partners with local physicians, hospitals, community clinics, private businesses, and the state and local health department to specialize in the translation, publication, and distribution of information to members of the refugee and immigrant community, who have not yet gained competency in English language skills. Translation projects have been conducted for private HMOs as well as public health agencies. The website provides links to multilingual health education materials and ESL materials as well as links to other multicultural resources. |

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| Health and Literacy Compendium | 44 Farnsworth Street Boston, MA 02210 Phone: 617-482-9485 Website: http://healthliteracy.worlded.org/docs/comp/compendium.pdf | An annotated bibliography of print- and Web-based health materials for limited-literacy adults. The compendium is available on-line from the worlded.org website, or a hard copy can be ordered from the website. |
| Health Translations Directory | Health Translations Directory Team Health Translation Directory Team 50 Lonsdale Street Melbourne VIC 3000 Australia Phone: 613-9096-2667 E-mail: healthtranslations@dhs.vic.gov.au Website: www.healthtranslations.vic.gov.au/ | This Directory is an initiative of the Better Health Channel and the Victorian Department of Human Services. The project is funded by the Victorian Office of Multicultural Affairs as part of its Language Services Strategy. The Directory enables health practitioners and those working with multilingual communities to find translated health information available in Victoria, Australia and elsewhere. |
| Healthy Roads Media* | E-mail: feedback@healthyroadsmedia.org Website: www.healthyroadsmedia.org | This site contains free audio, written, and multimedia health education materials in nine languages. They are being developed to study the value of these formats in providing health information for diverse populations. With funding from the Greater Midwest Region of the National Network of Libraries of Medicine they have partnered with the Virginia Department of Health Division of TB Control to create a set of materials covering multiple tuberculosis topics in different languages. |

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| Henry J. Kaiser Family Foundation | 2400 Sand Hill Road Menlo, CA 94025 Phone: 800 656-4533 or Fax: 650 854-8400 Website: www.kff.org 650 854-9400 | An independent, national health philanthropy dedicated to providing information and analysis on health issues to policymakers, the media, and the general public. The Foundation conducts activities in minority health which are focused on efforts to reduce racial and ethnic disparities in health care access. Through both policy research and analysis, and media and public education activities, the Foundation seeks to develop more effective solutions to the problems contributing to the poorer health access and outcomes experienced by many racial and ethnic minority Americans. Website provides access to reports and resources on minority health disparities and cultural competency. |
| HispaniCare | HispaniCare™, a division of DrTango, Inc. 30 Mansell Court, Suite 215 Roswell, GA 30076 Toll Free: 866-DRTANGO (866-378-2646) If calling from outside the U.S.: 770-649-0298 Email: info@hispanicare.com Website: www.hispanicare.com/ | HispaniCare™ (DrTango, Inc) was founded in 1999 to provide online Hispanic marketing and communication services to U.S. business in the food, diet and healthcare industries serving the large and fast-growing U.S. Hispanic market. |
| Illinois Health Education Consortium/AHEC | 310 S. Peoria St. #404 Chicago, IL 60607 Phone: 312 996-9989 Fax: 312-996-0723 Website: www.ihec.org | Publishes a Cultural Competency Resource Directory to provide consolidated information on cultural competency for health care programs and professionals. Resources that have been gathered come in a wide range of formats—training seminars, workshops, community programs, residency and health professions curricula, and a list of educators and presenters. |

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| Intercultural Family Services, Inc. (IFSI) | 4225 Chestnut Street Philadelphia, PA 19104 Phone: 215-386-1298 24 Hours Contact: Evelyn Marcha-Hidalgo, Executive Director/CEO E-mail: ifsi@ifsinc.org Website: www.ifsinc.org/index.htm | IFSI provides an array of community-based health and social services, and a constant exchange of training, educational, artistic, cultural and civic experiences. IFSI has the capacity to translate and interpret in more than two dozen primary languages. |
| Intercultural Communication Institute (ICI) | 8835 SW Canyon Lane, Suite 238 Portland, OR 97225 Phone: 503-297-4622 E-mail: ici@intercultural.org Website: www.intercultural.org | ICI is a private, nonprofit foundation designed to foster an awareness and appreciation of cultural differences in both the international and domestic arenas. |
| Institute for Health Care Communication, Inc | 555 Long Wharf Drive, 13th Floor New Haven, CT 06511-5901 Phone: 800-800-5907 or 203-772-8280 Fax: 203-772-1066 E-mail: info@healthcarecomm.org Website: www.healthcarecomm.org/ | The mission is to enhance the quality of health care by improving communication between clinician and patient. Offers workshops that stress the importance of interpersonal skills. Physicians can receive continuing medical education credit. The institute is also accredited as a provider of continuing education in nursing as well. |
| Johns Hopkins University Media/Materials Clearinghouse (M/MC)* | 111 Market Place Suite 310 Baltimore, MD 21202 Phone: 410-659-6300 Fax: 410-659-6266 Website: www.m-mc.org/ | The Media/Materials Clearinghouse (M/MC) is an international resource for all those with an interest in health communication materials: pamphlets, posters, audiotapes, videos, training materials, job aids, electronic media and other media/materials designed to promote public health. The Mediabank includes materials on tuberculosis. |

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| Language Line Services, Inc. | 1 Lower Ragsdale Drive Building 2 Monterey, CA 93940 Phone: 800-752-6096 Website: www.languageline.com | Offers interpreter services over the phone 7 days a week, 24 hours a day, in 150 languages. Also offers document translation. Video translation is available in American Sign Language and Spanish 24 hours a day. In most cases, an interpreter is immediately available. Medically certified interpreters available in the top 22 languages. Rates range depending on the language and the time of day. Dual handset telephones for privacy compliancy are available for a small fee. Also have a document translation division. |
| MAGNUS International Trade Services Corp. | 1313 N. Grand Ave Suite 280 Walnut, CA 91789 Phone: 909-595-8488 Toll Free: 800-594-5818 E-mail: info@magnuscorp.com Website: www.magnuscorp.com | Offers translation and interpretation services 24 hours a day/7 days a week supporting over 140 languages. They specialize in language services for the health care industry. An online contact center provides services for physician referrals, class/seminar registration, e-mail response, surveys, and telemarketing in the appropriate languages. |
| Management Sciences for Health: The Provider's Guide to Quality and Culture | 784 Memorial Drive Cambridge, Massachusetts 02139 Phone: 617-250-9500 E-mail: communications@msh.org Website: http://erc.msh.org/mainpage.cfm?file=1.0.htm &module=provider&language=English | The Provider's Guide to Quality and Culture features an interactive quiz that helps users enhance their knowledge and skills. The guide also has 11 modules on topics such as common health problems in selected minority, ethnic, and cultural groups, and understanding immigrant, refugee, and minority populations. Each module contains readings, mnemonics, exercises, references, and annotated links to other relevant Web resources. |
| International Medical Interpreter Association | Tufts Medical Center 800 Washington Street Box 271 Boston, MA 02111 Phone: 617 636-1798 E-mail: imiaweb@gmail.com Website: www.imiaweb.org | This group developed comprehensive medical interpreter standards of practice based on a content analysis of interpreter skills and work responsibilities. Provides resources for interpreters around the country, guidelines for assessing the quality and qualifications of interpreters, publications, videos, training. |

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ORGANIZATIONS AND RESOURCES LIST

| Organization Name | Contact Information | Brief Description |
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| University of Michigan Medical School, Program for Multicultural Health | 2600 Green Rd., Ste. 150 C Ann Arbor, MI 48105 Phone: 734-615-1404 Website: www.med.umich.edu/multicultural/index.htm | The Program for Multicultural Health (PMCH) mission is to improve the health of multicultural populations by providing cultural competency training, cultural health promotion programs and education for health care systems, academia and the community. |
| Migrant Clinicians Network (MCN) | P.O. Box 164285 Austin, TX 78716 Phone: 512-327-2017 Website: www.migrantclinician.org | MCN has developed an expert set of resources and trainings in cultural competency geared for clinical purposes. Each module focuses on an important topic and provides continuing education. |
| Minnesota Department of Health, Office of Minority and Multicultural Health* | Freeman Building, 5C 625 Robert St. N P.O. Box 64975 St. Paul, MN 55164-0975 Phone: 651 201-5813 Email: ommh@health.state.mn.us Website: www.health.state.mn.us/ommh/ | Website provides links to federal, state, local, and private organizations working on issues of linguistic and cultural diversity in health. Navigating from the site provides access to health materials addressing a variety of culture-based health issues. |
| Minnesota Department of Health, Refugee Health Program | P.O. Box 64975 St. Paul, MN 55164-0975 Phone: 651-201-5414 E-mail: refugee@health.state.mn.us Website: www.health.state.mn.us/divs/idepc/refugee/index.html | The goal of the program is to control communicable disease among and resulting from the arrival of new refugees, through health assessments, treatment, and referral. Website includes definitions, information on health assessments, demographic and health screening data, and links to publications and other refugee health sites. |
| Minnesota Department of Health, TB Prevention and Control Program* | P.O. Box 64975 St. Paul, MN 55164-0975 Phone: 651-201-5414 Website: www.health.state.mn.us/tb | Site includes 5 TB-related fact sheets in English and 12 other languages. |

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| Organization Name | Contact Information | Brief Description |
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| MultiCultural Educational Services | 832 104th Lane NW Coon Rapids, MN 55433 Phone: 763-767-7786 or 801-412-3991 (direct line) Contact: Charles & Pamela LaRue E-mail: larue@mcedservices.com Website: www.mcedservices.com | Specializes in the translation, publication, and distribution of information to members of the refugee and immigrant community who have not yet gained competency in English language skills. Website includes links to other multicultural resources. |
| National Alliance for Hispanic Health | 1501 16th Street, NW Washington, DC 20036-1401 Phone: 202 387-5000 Email: alliance@hispanichealth.org Website: www.hispanichealth.org | The National Alliance for Hispanic Health (the Alliance) is the Nation's oldest and largest network of Hispanic health and human services providers. As the Nation's action forum for Hispanic health and well-being, the programs of the Alliance inform and mobilize consumers; support providers in the delivery of quality care; promote appropriate use of technology; improve the science base for accurate decision making; and, promote philanthropy. The publications include A Primer for Cultural Proficiency: Towards Quality Health Services for Hispanics and Workbook: Tools and Resources for Self-Assessment. |
| National Asian Women's Health Organization (NAWHO) | 4900 Hopyard Road Ste 100 Pleasanton, CA 94588 Phone: 925-468-4120 Fax: 925-463-4824 Email: info@nawho.org Website: www.nawho.org/ | Founded in 1993, NAWHO is a national non-profit health organization with a mission to achieve health equity for Asian women and families. Their goals are to raise awareness about the health needs of Asian Americans through research and education; to support Asian Americans as decision-makers through leadership development and advocacy; and to strengthen systems serving Asian Americans through partnerships and capacity building. |

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| National Association of the Deaf | 8630 Fenton Street, Ste 820 Silver Spring, MD 20910 Phone: 301 587-1788 TTY: 301 587-1789 E-mail: NADinfo@nad.org Website: www.nad.org | Established in 1880, the National Association of the Deaf (NAD) is the nation's oldest and largest nonprofit organization safeguarding the accessibility and civil rights of 28 million deaf and hard-of-hearing Americans across a broad range of areas including education, employment, health care, and telecommunications. |
| National Center for Cultural Competence | Georgetown Univ. Child Development Ctr. 3300 Whitehaven St., NW Ste 3300 Washington, DC 20007 Phone: 800 788-2066 or 202 687-5387 TTY: 202-687-5503 E-mail: cultural@georgetown.edu Website: http://www11.georgetown.edu/research/gucchd/nccc/ | The mission of the National Center for Cultural Competence (NCCC) is to increase the capacity of health and mental health programs to design implement, and evaluate culturally and linguistically competent service delivery systems. The Website includes self-assessment tools (organization and individual), a curriculum enhancement series as well as an online database of resources. |
| National Center on Minority Health and Health Disparities | 6707 Democracy Blvd., Suite 800 MSC-5465 Bethesda, Maryland 20892-5465 Phone: 301-402-1366 TTY: 301 451-9532 E-Mail: NCMHDinfo@od.nih.gov Website: http://ncmhd.nih.gov/ | The mission of the National Center on Minority Health and Health Disparities (NCMHD) is to promote minority health and to lead, coordinate, support, and assess the NIH effort to reduce and ultimately eliminate health disparities. NCMHD conducts and supports basic, clinical, social, and behavioral research, promotes research infrastructure and training, fosters emerging programs, disseminates information, and reaches out to minority and other health disparity communities. |
| National Council on Interpreting in Health Care (NCIHC) | 5505 Connecticut Avenue NW #119 Washington DC 20015-2601 Email: info@NCIHC.org Website: www.ncihc.org | A multidisciplinary organization based in U.S. Mission is to promote culturally competent professional medical interpreting as a means to support equal access to health care for individuals with limited English proficiency |

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| National Health Law Program (NHeLP) | 2639 South La Cienega Blvd Los Angeles, CA 90034-2675 Phone: 310-204-6010 E-mail: nhelp@healthlaw.org Website: www.healthlaw.org | The National Health Law Program is a resource on the legal issues surrounding culture/language and health. The website provides articles that help to clarify which laws address these issues and the rights and responsibilities of various entities. |
| National Immigration Law Center | 3435 Wilshire Blvd. Suite 2850 Los Angeles, CA 90010 Phone: 213-639-3900 E-mail: info@nilc.org Website: www.nilc.org | A national support center whose mission is to protect and promote the rights of low-income immigrants and their family members. The website contains a publications order form, information about immigration and employment, community educational materials, public benefits, and policy. |
| National MultiCultural Institute | 3000 Connecticut Avenue, NW Suite 438 Washington, DC 20008-2556 Phone: 202-483-0700 E-mail: nmci@nmci.org Website: www.nmci.org | Offers customized cross-cultural training, conferences, publications, and resource materials. Also developed Cultural Competency in Health Care: A Guide for Trainers, which provides guidelines for developing an experiential workshop for both providers and administrators (\$150). |
| Newcomer Health Program (part of Virginia's Refugee Resettlement Program*) | Contact: Seyum Mekdesse Program Assistant Phone: 804-864-7910 E-mail: seyum.mekdessa@vdh.virginia.gov Website: www.vdh.virginia.gov/epidemiology/diseaseprevention/Programs/NewcomerHealth/ | The objective of the Newcomer Health Program is to identify and eliminate health-related barriers to successful resettlement of Virginia's refugee population while protecting the health of the U.S. population. Website includes many resources such as a patient education page with TB education materials and cultural information about specific refugee groups who have settled in Virginia. |

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| New Jersey Medical School Global Tuberculosis Institute at the University of Medicine and Dentistry of New Jersey (UMDNJ)* | 225 Warren Street Second Floor East Wing Newark, NJ 07103-3620 Phone: 973-972-3270 Fax: 973- 972-3268 Information Line: 800-4TB-DOCS (482-3627) Website: www.umdj.edu/globaltb | The New Jersey Medical School Global Tuberculosis Institute at UMDNJ provides expert medical consultation, trains health care providers and other health-related professionals, utilizes innovative educational methodologies, develops linkages with health care delivery systems, collaborates with health professional organizations, and operates as a resource center that provides state-of-the-art information and educational materials. They produce a newsletter called "TB and Cultural Competency: Notes from the Field" and conduct a course on "Introduction to Cultural Competency in TB Control." |
| New Mexico State University Library | Contact: Ellen Bosman Website: http://web.nmsu.edu/~ebosman/trannurs/index.shtml | Directory of links to other websites with info about each site. Includes links to sites about specific ethnic groups. |
| New York-New Jersey Public Health Training Center (NYNJ PHTC) | Melda Uzun, Program Coordinator Mailman School of Public Health Columbia University Phone: 212-305-6984 E-mail: msu2103@columbia.edu Websites: www.nynj-phtc.org/ | The NYNJ PHTC is one of 14 Public Health Training Centers across the nation funded by HRSA to provide fundamental training to the public health workforce. The NYNJ PHTC offers 2 free web courses in their series Communicate to Make a Difference: "Exploring Cross-Cultural Communication" and "Practicing Cross-Cultural Communication." |
| New York On-line Access to Health (NOAH)* | Website: www.noah-health.org/en/infectious/tb/ | NOAH seeks to provide high-quality full-text health information for consumers that is accurate, timely, relevant, and unbiased. NOAH has TB information available in English and Spanish. |

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| New York University Center for Immigrant Health** | Center for Immigrant Health Division of Primary Care NYU School of Medicine 550 First Avenue, OBV, CD-402 New York, NY 10016 Phone: 212-263-8783 E-mail: cihinfo@med.nyu.edu Website: www.med.nyu.edu/cih | This organization is funded through grants and run by people working on different aspects of immigrant health. They serve as consultants to agencies, organizations, and governmental programs that want to improve their communication with people who have a limited English proficiency. They also conduct medical interpretation training and cross-cultural sensitivity training for staff and administrators. |
| NSW Multi Cultural Health Communication Service* | GPO Box 1614 Sydney, NSW 2001 Australia Phone: +61-2-9382-7516 Fax: +61-2-9382-7517 E-mail: mhcs@sesahs.nsw.gov.au Website: www.mhcs.health.nsw.gov.au | An Australian service based in the Southeastern Sydney Area Health Service and funded by NSW Health. The organization aims to facilitate the communication of quality information about health issues and health services to non-English speaking people. The patient education material "Taking the Fear out of TB" is available in multiple languages in PDF format through the website. |
| Nutrition Education for New Americans Project Center for Applied Research in Anthropology | Website: http://monarch.gsu.edu/multiculturalhealth | Using www.mypyramid.gov for the updated USDA Food Guide Pyramid, materials and programs were designed to include both traditional foods as well as American foods. All bilingual materials are at a 6th grade reading level. All of the materials are copyright free. |
| Office for Civil Rights (OCR) | Office for Civil Rights U.S. Department of Health and Human Services 200 Independence Avenue, S.W. Room 509F, HHH Building Washington, DC 20201 Website: www.hhs.gov/ocr | The OCR promotes and ensures equal access to, and opportunity to participate in and receive services in all HHS programs without unlawful discrimination. This office receives complaints registered against health care organizations not serving clients adequately. The OCR investigates the complaints and works to resolve the issues or start legal proceedings. The site provides links to fact sheets and regulations on topics related to equal access to care. |

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| Office of Minority Health (OMH) | P.O. Box 37337 Washington, DC 20013-7337 Phone: 800-444-6472 Fax: 301-230-7198 E-mail: Imosby@omhrc.gov Websites: www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=3 | The Center for Cultural Competence in Health Care section of the website provides resources for providers to better understand and facilitate the needs of populations who speak limited English. The OMH has a resource center with health education materials and other publications to guide health care workers in serving ethnic populations. Publications can be accessed through the website. OMH also produces a Pocket Guide to Minority Health Resources. |
| Pacific Interpreters | 520 S.W. Yamhill Suite 320 Portland, OR 97204 Phone: 800-311-1232 or 503-223-8899 Fax: 503-223-1336 Website: www.pacificinterpreters.com | Offers nationwide telephone and video conference interpreting and document translation services in more than 100 languages. Interpreters and translators are trained in clinical terminology. Interpreters are usually available immediately. |
| Project HOPE* | 255 Carter Hall Lane Millwood VA 22646 Phone: 540-837-2100 Fax: 540-837-1813 Website: www.projecthope.kz/tbor_en.htm | This website provides online tuberculosis resources for medical professionals in the Central Asia Region. Many of the educational materials are available in Russian and local languages. |
| Queensland, Australia Health Information Network | Division of the Chief Health Office Level 3, 15 Butterfield St Herston Q 4006 PO Box 2368 Fortitude Valley Q 4006 Phone: (07) 3328 9880 Email: multicultural@health.qld.gov.au Website: www.health.qld.gov.au/multicultural | Divided into five sections: Cultural Diversity, Guidelines to Practice, Checklists for Cultural Assessment, a Guide to Working With Interpreters, and a Muslim Patients Handbook. Complete documentation on a wide variety of issues, including, but not limited to, birthing practices, death and dying, diet and food practices, and gender and modesty. |

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| Refugee Health and Immigrant Health, Baylor School of Nursing, Texas Department of Health, Office of Refugee Resettlement, Vietnamese MAA | E-mail: Charles_Kemp@baylor.edu Website: http://bearspace.baylor.edu/Charles_Kemp/www/refugees.htm | This site is dedicated to issues in Refugee Health and Resettlement. It includes a background on refugees, addresses general health issues, infectious diseases, mental health, religious influences on health, women & health, models for care, planning, and funding. In addition there are links to resources, relief agencies, and information on specific populations. |
| Refugee Health Information Network (RHIN®)* | Contact: John Scott, director at the Center for Public Service Communications 3221 North George Mason Drive Arlington, Virginia 22207 Phone: 703-536-5642 E-mail: jcscott@cpsc.com Website: www.rhin.org | The goal of RHIN® is a national collaborative partnership whose objective is to provide quality multilingual, health information resources for those providing care to resettled refugees and asylees. Only members can log in to the entire resource, although some areas are available for public access. TB materials are available in the database. |
| Registry of Interpreters for the Deaf, Inc. | 333 Commerce Street Alexandria, VA 22314 Phone: 703-838-0030 TTY: 703-838-0459 Website: www.rid.org | The Registry of Interpreters for the Deaf, Inc. (RID) is a national membership organization of professionals who provide sign language interpreting/transliterating services for deaf and hard-of-hearing persons. |
| StirFry Seminars and Consulting | 2311 8th street Berkeley, CA 94710 Phone: 510-204-8840 Website: www.stirfryseminars.com/ | StirFry offers a variety of diversity programs that can be customized to meet individual needs. |

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| Organization Name | Contact Information | Brief Description |
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| Support Technical Assistance Resource Center (STAR) | Colonial Place Three 2107 Wilson Blvd., Suite 300 Arlington, VA 22201-3042 Phone: 866-537-STAR (7827) E-mail: star@nami.org Website: www.consumerstar.org/resources/WhatIsCulturalCompetence.html | The STAR Center provides support, technical assistance, and resources to help improve and increase the capacity of consumer operated programs to meet the needs of persons living with mental illnesses from diverse communities. The website has information on cultural competency and resources. |
| Task Force on Community Preventive Services (Commissioned by HHS) | Community Guide Branch Centers for Disease Control and Prevention 4770 Buford Highway, Mailstop K-73 Atlanta, GA 30341 Phone: 770-488-8189 E-mail: CommunityGuide@cdc.gov Website: www.thecommunityguide.org/about/task-force-members.html | The Task Force determines the scope of the Community Guide, topics to be addressed by the Community Guide, and the most appropriate means to assess evidence regarding population-based interventions. The Task Force will review and assess the quality of available evidence on the effectiveness and cost-effectiveness of essential community preventive health services, and develop recommendations. Special focus on developing culturally competent health care systems and services. |
| Transcultural C.A.R.E. Associates | 11108 Huntwicke Place Cincinnati, OH 45241 Website: www.transculturalcare.net/ | This organization provides presentations, consultations, and training on clinical, administrative, research, and educational issues related to cultural competence and transcultural health care. Website includes a model of cultural competence and a tool that measures cultural competence as well as information on other available tools for measuring cultural competence. Also includes a list of related quotations. |
| Texas Department of Health- Cultural Competency Initiative | Website: www.dshs.state.tx.us/mhprograms/culturalcompetencyinitiative.shtm | Website offers links to other cultural competency resources, a report on minority health conferences, and information on funding sources. Some resources are specific to Texas and the Southern US. |

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| Organization Name | Contact Information | Brief Description |
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| The Clear Language Group | J O Frempong & Associates 7907 Ronaele Drive Elkins Park, PA 19027 Phone: 215-635-6476 Contact: Janet Ohene-Frempong E-mail: FrempongJL@aol.com or clg@clearlanguagegroup.com Website: www.clearlanguagegroup.com | A national consortium of health literacy, plain language, and cross cultural communication specialists. Members of the group help you craft plain language messages and materials. They can provide consulting & coaching, writing & editing services, presentations & trainings, evaluation of materials and audiences, cross-cultural communication services, and multi-media production. |
| The Open Road | Website: www.openroad.net.au/ | The Open Road directory contains links to information in many languages around the world. |
| Translation Plus | 238 Main Street, Suite 107 Hackensack, NJ 07601 Phone: 201-487-8007 ext. 10 E-mail: info@translationplus.com Website: www.translationplus.com | Translation Plus offers services to global businesses, institutions, organizations, government agencies and departments, from translations and interpretation to cultural consulting, and more. |
| Transperfect Translations | Phone: 212 689-5555 E-mail: info@transperfect.com or freequote@transperfect.com Website: www.transperfect.com | Offers a range of language services in over 100 languages from 19 different offices. Services include translation, interpreting, typesetting, graphics, voice-over, subtitling, and multicultural marketing. |
| Tufts University Health Science Library | Contact: Amy LaVertu, M.L.S. 145 Harrison Ave. Boston, MA 02111 Phone: 617-636-3988 E-mail: amy.lavertu@tufts. Website: www.library.tufts.edu/hsl/spiral/index.html | Tufts Univ. Health Sciences Library developed a resource for Asian Americans whose first language is not English. SPIRAL, or, "Selected Patient Information Resources in Asian Languages," is a website with detailed health information in seven Asian languages: Chinese, Cambodian, Hmong, Korean, Laotian, Thai, and Vietnamese. This site provides resources for both physicians and patients. |

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| Organization Name | Contact Information | Brief Description |
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| U.S. Census Bureau | <p>Immigration Statistics Staff Population Division U.S. Census Bureau Washington, DC 20233 Phone: 301-763-2411</p> <p>Statistical Information Staff Population Division U.S. Census Bureau Washington, DC 20233 Phone: 301-763-2422</p> <p>Education and Social Stratification Branch Population Division U.S. Census Bureau Washington, DC 20233 Phone: 301-763-2464 Website: www.census.gov/</p> | <p>Statistics available on various populations around the country. Subjects/characteristics include Race, Immigration, Hispanic Origin, Language Use, and Foreign Born.</p> |
| U.S. Department of Education | <p>ED Pubs P.O. Box 1398 Jessup, MD. 20794-1398 Phone: 877-4-ED-PUBS TTY/TDD: 877-576-7734 Website: www.ed.gov/pubs/index.html</p> | <p>The US Department of Education publishes information for anyone with an interest in education. They provide access to a database of U.S. Department of Education Publications in ERIC (Educational Resource Information Center) for example, "Health Literacy beyond Basic Skills" 2003 and "Health Literacy and Adult English Language Learners" 2002.</p> |
| Limited English Proficiency- Federal Intra- Agency Working Group on Limited English Proficiency (US Department of Justice) | <p>Website: www.lep.gov</p> | <p>LEP.gov promotes a positive and cooperative understanding of the importance of language access to federal programs and federally assisted programs. This site also acts as a clearinghouse, providing and linking to information, tools, and technical assistance regarding limited English proficiency and language services for federal agencies, recipients of federal funds, users of federal programs and federally assisted programs, and other stakeholders.</p> |

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| US Administration on Aging, Department of Health and Human Services | Washington, DC 20201 Phone: 202-619-0724 Website: www.aoa.gov | Website provides a comprehensive overview of a wide variety of topics, programs, and services related to aging. Includes resources and guides targeting a variety of topics of concern for older persons. The website is translated into seven different languages. |
| Utah Department of Health Division of Health Systems Improvement, Primary Care, Rural and Ethnic Health* | P.O. Box 142005 Salt Lake City, Utah 84114-2005 Main Phone: 801-538-6113 Contact: Don Beckwith Phone: 801-538-6818 Website: http://health.utah.gov/primary_care/ | Utah Department of Health ethnic health activities are dedicated to increasing access to health care and eliminating health disparities in Utah's diverse populations. The Utah Department of Health ethnic health activities include strategies for improved planning and coordination of activities and programs for Utah's culturally diverse communities. |
| World Education (National Center for the Study of Adult Learning and Literacy) | 44 Farnsworth Street Boston, MA 02210-1211 Phone: 617-482-9485 E-mail: ncsall@worlded.org Website: http://www.ncsall.net/ | This Health & Literacy Special Collection was created to support the integration of health and literacy education in adult basic education programs and health literacy education in health care settings. Its goals include providing direct access to easy-to-read health information, and health resources in languages other than English. Resources are provided for the student/learner, the teacher/tutor, and the health care provider/health care educator. |
| World Health Organization* | Website: www.who.int/tb/en/ or www.who.int/topics/tuberculosis/en/ | Listing of all WHO documents related to tuberculosis. Some available in languages other than English. |
| Yamada Language Center | Website: http://babel.uoregon.edu/ | Website providing links to resources and information on over 140 different languages. Resources include translation, organizations, history, listservs, font downloads, and audio guides. |

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| VNU Business Media Resource Center | PO Box 15698 North Hollywood, CA 91615 Phone: 800-562-2706 E-mail: CustServ@espcomp.com Website: www.nielsen.com/ | VNU Business Media produced the Multicultural Marketing in America Directory Edition, a desktop reference guide for information on U.S. multicultural agencies, PR firms, media buyers, brand marketers, and the media (radio, television, cable, magazines, and newspapers)- targeting Hispanic/Latino, African-American, Asian-American, and now GLBT consumers. The directory- organized by the multicultural community- details more than 2,200 companies and 13,000 professionals who can provide trends, analysis, and projections. |

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BOOKS, ARTICLES, AND REPORTS

| Title | Authors/Editors | Publication Information | Description/Abstract | Contact Information or Website (if available) |
|---|---|--|---|---|
| Achieving Cultural Appropriateness in Health Promotion Programs: Targeted and Tailored Approaches | Kreuter MW, Lukwago SN, Bucholtz RD, Clark EM, Sanders-Thompson V | 2003. Health Education and Behavior 30(2):147-50 | This article describes five strategies commonly used to target programs to culturally defined groups. It also explains how a sixth approach, cultural tailoring, might extend these strategies and enhance our ability to develop effective programs for cultural groups. The authors illustrate this new approach with an example of cultural tailoring for cancer prevention in a population of lower-income urban African-American women. | |
| Anthropology in the Clinic: The Problem of Cultural Competency and How to Fix It | Kleinman A, Benson P | 2006. PLoS Med 3(10): e294 | This article addresses the problems with the idea of cultural competency and emphasizes the importance of ethnography. The article give healthcare workers six steps in dealing with a patient of another culture. | http://medicine.plosjournals.org/perlserv/?request=get-document&doi=10.1371%2Fjournal.pmed.0030294 |
| Beyond Cultural Competence: Teaching about Race, Gender, Class, and Sexual Orientation | Abrums ME and Leppa CL | 2001. Journal of Nursing Education 40(6):270-274 | Culturally competent care has been defined as "sensitive to issues related to culture, race, gender, and sexual orientation." However, teaching cultural competence to nursing students has commonly emphasized cultural or ethnic beliefs, values, and practices, rather than issues of race, gender, class, or sexual orientation. The authors use the theory of "relational positionality" to help students recognize that everyone has a perspective through which they view the world as "normal". | |

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|--|------------------------------------|---|--|---|
| Can Cultural Competency Reduce Racial and Ethnic Health Disparities? A Review and Conceptual Model | Brach C and Fraserirector I | 2000. Medical Care Research and Review 57:181-217 | This article develops a conceptual model of cultural competency's potential to reduce racial and ethnic health disparities. The authors identify 9 major cultural competency techniques and a conceptual model for how these techniques could theoretically improve the ability of health systems and their clinicians to deliver appropriate services to diverse populations. | |
| Coming of Age of Multicultural Medicine | McBride, G | 2005. PLoS Medicine Vol. 2(3). | This essay discusses the importance of broadening cultural awareness to enhance medicine and health care. | http://medicine.plosjournals.org/archive/1549-1676/2/3/pdf/10.1371_journal.pmed.0020062-L.pdf |
| Cross-cultural Caring: A Handbook for Health Professionals (2nd ed.) | Waxler-Morrison, N, et al, (Eds.). | 2005 | This newly revised edition describes Vietnamese, Cambodian and Laotian, Chinese, Japanese, Iranian, South Asian, and Central American ethno-cultural groups. It stresses the need to understand both the cultural beliefs and the daily life concerns facing immigrants, such as work, income, child-rearing, and aging, all of which impinge on health. This new edition provides up-to-date statistics and fresh analysis, responding to changing trends in immigration. Additional material includes a new chapter addressing the special circumstances of refugees; short real-life stories of immigrants' and refugees' experiences; and a thorough, easy-to-use index. | www.ubcpres.ubc.ca/search/title_book.asp?BookID=2706 |

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BOOKS, ARTICLES, AND REPORTS

| Title | Authors/Editors | Publication Information | Description/Abstract | Contact Information or Website (if available) |
|--|--|--|---|--|
| Cultural Competency in Health: A Guide for Policy, Partnerships and Participation | National Health and Medical Research Council (NHMRC) | Australia 2006 | This 85-page resource provides a model to help policy makers and managers with culturally competent policy and planning at all levels of the health system: systemic, organisational, professional and individual. The guide draws together evidence on programmes for increasing cultural competence and research on influences and determinants of healthy living and environments, within culturally and linguistically diverse communities. It provides practical strategies for increasing cultural competency and gives examples of evaluated programmes at the local level that aim to make a difference. In short, the guide advocates that successful health promotion campaigns are those that are culturally sensitive and create long-term partnerships with stakeholders, business and community groups. | www.nhmrc.gov.au/PUBLICATIONS/synopses/hp25syn.htm |
| Cultural Competency in Health Social and Human Services: Directions for the Twenty-First Century | Lecca PD, Quervalu I, Nunes JV, and Gonzales HF | 1998. New York: Garland Publishing, Inc. | This book presents information and techniques for improving cultural competency in the delivery of health, social, and human services to ethnic and racial minority groups in the United States. Special attention is paid to the importance of understanding the social and culture backgrounds of clients when assessing diagnosis of policy and economic issues. This book also includes material on cultural competency for special populations as the mentally ill, the elderly, children, and families. | |

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|--|---|--------------------------------|---|--|
| Cultural Diversity in Health and Illness, 5th Edition | Spector RE | 2000. Prentice Hall Health | This book promotes an awareness of the dimensions and complexities involved in caring for people from diverse cultural backgrounds. Emphasizes the influence of social, political, and demographic changes. | |
| Culturally and Linguistically Appropriate Health Care for Racial or Ethnic Minorities: Analysis of the US Office of Minority Health's Recommended Standards | Shaw-Taylor Y | 2002. Health Policy 62:211-221 | This paper examines the recommended standards for culturally and linguistically competent health care delivery released by the Office of Minority Health. The paper argues that the public health agency must play a pivotal role in the delivery of culturally and linguistically competent health care in the community. | |
| A Cultural Competency Standards Crosswalk - A tool to examine the relationship between OMH CLAS Standards and the Joint Commission/URAC/NCQA Accreditation Standards | This material was prepared by the UQIOSC, the Underserved Quality Improvement Organization Support Center, under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services. | 3/1/2007 | This crosswalk outlines the relationships between the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care, issued by the Office of Minority Health, and the accreditation standards of the Joint Commission, URAC, and the National Committee for Quality Assurance (NCQA). While this crosswalk provides some points of comparison and linkage, it should not be used in place of either the actual standards or any other governing documents issued by the accrediting agency to assess accreditation compliance or readiness. | www.urac.org/savedfiles/CLAS_Standards_Crosswalk_V2.pdf |

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| Title | Authors/Editors | Publication Information | Description/Abstract | Contact Information or Website (if available) |
|---|--|---|---|---|
| Culturally Competent Healthcare Systems | Anderson LM, Scrimshaw SC, Fullilove MT, Fielding JE, Normand J, and Task Force on Community Preventive Services | 2003. American Journal of Preventive Medicine 24:8-79 | The authors reviewed 5 interventions to improve cultural competence in healthcare systems: programs to recruit and retain staff members who reflect the cultural diversity of the community served; use of interpreter services or bilingual providers for clients with limited English proficiency; cultural competency training for healthcare providers; use of linguistically and culturally appropriate health education materials; and culturally specific healthcare settings. | |
| Culture & Nursing Care: A Pocket Guide | Gibson J, Dibble S, & Minarik P, Eds. | 1996. San Francisco: University of California | This book offers practicing nurses a snapshot of human diversity. It offers general guidelines to alert nurses to the similarities as well as differences between and within the groups. Each chapter outlines issues related to health and illness, symptom expression, self-care, birth, death, religion, and family participation in care, among other topics. | http://nurseweb.ucsf.edu/www/book4.htm |
| Culture within the Context of Care: An Integrative Review | Kehoe KA, D'eramo G, and Newlin K | 2003. Ethnicity & Disease 13:344-353 | This review examines the literature on culturally relevant healthcare interventions, and their effect on health outcomes. Results of the review indicate that culturally relevant interventions significantly improve health outcomes for patients with diabetes mellitus (DM), drug addiction, sexually transmitted infections (STIs), and other health problems. | |

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| Culture, Illness, and Care: Clinical Lessons from Anthropologic and Cross-Cultural Research | Kleinman A, Eisenberg L, and Good B | 1978. Annals of Internal Medicine 88(2):251-8 | Concepts derived from anthropologic and cross-cultural research may provide an alternative framework for identifying issues such as patient dissatisfaction, inequity of access to care, and costs no that requires resolution. The article discusses how these social science concepts can be developed into clinical strategies with direct application in practice and teaching. | |
| Guide to Culturally Competent Health Care | Purnell, L. D., & Paulanka, B. J. | c2005 | This guide offers information for students who feel uncomfortable dealing with those from a cultural background different than their own. It provides a summary of issues to be aware of, including cultural variations regarding personal space, dietary preferences, activities of daily living, communication, symptom management, activities of daily living, religious and health practices. | www.fadavis.com/online_store/catalog/catalog_detail.cfm?&publication_id=1995&CFID=2575200&CFTOKEN=76218465 |
| Guide to Healthy Living for Hispanics (Guidebook and Video) | National Hispanic Medical Association and Pfizer | 1999 | The video is a Spanish-language (with English subtitles) 30-minute educational drama/documentary on healthy living. The guidebook is bilingual, 60 pages of disease information, and diet and exercise tips. | Call: 1-800-456-0180 ext. 402 to order a copy |
| Guide to Incorporating Cultural Competency into Health Professionals' Education and Training | National Health Law Program | Mar. '06 | This guide addresses the need to incorporate cultural competency into health professionals' education and training. A model curriculum is developed using federal guidelines, state initiatives, and suggestions from physician associations and nursing and public health. | www.healthlaw.org/library/item.93106-A_Guide_to_Incorporating_Cultural_Competency_into_Health_Professionals_Educ |

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|--|--|-----------------------------|---|--|
| Health and Literacy Compendium: An annotated bibliography of print and Web-based health materials for use with limited-literacy adults | Developed by World Education in collaboration with the National Institute for Literacy with a generous grant from the Metropolitan Life Foundation | 1999 | This Compendium was written with two main goals in mind: to help literacy teachers and students find and use health information and to share literacy information and easy-to-read health materials with health professionals, community educators, and patients. The Health and Literacy Compendium includes over 80 citations to print and Web materials available in North America. | http://healthliteracy.worlded.org/docs/comp/ |
| HIPAA and Language Services in Health Care | National Health Law Program | March '05 | The purpose of this memo is to explain the Health Insurance Portability and Accountability Act (HIPAA) and its application to interpretation provided in health care settings. | www.healthlaw.org/library/item.72774-HIPAA_and_Language_Services_in_Health_Care_March_05 |
| Illness Narratives: Suffering, Healing, and the Human Condition | Kleinman A. | 1988. New York: Basic Books | Kleinman, a psychiatrist at Harvard Medical School, pleads for doctors to consider psychological and social aspects of chronic illness along with the medical aspects. He points out a need for change in the education of physicians to reflect this broader view. He presents case histories to illustrate the differing reactions of patients to their illnesses. A distinctive feature is a comparison of patients in the United States and China, making the effect of social elements on illness graphically clear. | |

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|--|--|--|--|---|
| Improving Your Cultural Awareness with Culture Clues | Abbott PD, Short E, Dodson S, Garcia C, Perkins J, and Wyant S | 2002. The Nurse Practitioner 27(2):44-51 | The University of Washington Medical Center (UWMC) administered a survey to gauge patient education support needs among staff, the results indicated a need for cultural competency. Using action methodology and needs assessment, the committee charged with developing a tool to meet this need launched a new concept: Culture Clues. These brief documents provide culture-specific patient information, allowing staff to approach patients according to their culture. The committee created six Culture Clues and is developing more. | http://depts.washington.edu/pfes/CultureClues.htm |
| Insurgent Multiculturalism: Rethinking How and Why We Teach Culture in Medical Education | Wear D | 2003. Academic Medicine 78(6):549-554 | The author proposes a theoretical orientation for cultural competency that reorganizes common curricular responses to the study of culture in medical education. What has come to be known in medical education as cultural competency is theoretically truncated and may actually work against what educators hope to achieve. Using Giroux's concept of insurgent multiculturalism, she suggests that the critical study of culture might be a bridge to certain aspects of professional development. Insurgent multiculturalism moves inquiry away from a focus on nondominant groups to a study of how unequal distributions of power allow some groups but not others to acquire and keep resources, including the rituals, policies, attitudes, and protocols of medical institutions. | |

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|--|---|---|---|--|
| Intercultural Sourcebook: Cross-Cultural Training Methods | Fowler, Sandra M. | 1999. Volume 2. Yarmouth, ME: Intercultural Press, Inc. | This comprehensive collection of training methods and exercises used by top trainers in the cross-cultural field contains resources essential for cross-cultural learning. This second volume of the collection includes articles by 34 leading cross-cultural trainers and covers new or divergent training methods for cross-cultural skill development and intercultural learning. | |
| Invisible Tribes: Urban Indians and Their Health in a Changing World | Urban Indian Health Commission with support from the Robert Wood Johnson Foundation | 11/1/2007 | This report addresses urban American Indian and Alaska Native health and the specific health topics of diabetes, depression and cardiovascular disease. | www.uihi.net/Public%20Documents1/UIHC%20Publications/UIHC_Report_FINAL.pdf |
| Language Services Action Kit: Interpreter Services in Health Care Settings for People with Limited English Proficiency | National Health Law Program & The Access Project | rev'd Feb. 04 | The materials in this Language Services Action Kit are designed to support advocates and others working to ensure that people with limited English proficiency in their state get appropriate language assistance services in health care settings. | www.accessproject.org/adobe/language_services_action_kit.pdf |
| Multicultural Clients: A Professional Handbook for Health Care Providers and Social Workers | Lassiter, S. M. | c1995 | This handbook describes the basic health attitudes and beliefs of 15 ethnic and religious groups in America. | |

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| Multicultural Medicine and Health Disparities | Satcher, D. and Pamies, R. J., eds. | c2006 | This text assists health care students and practitioners in delivering skilled and appropriate care to all patients, no matter their ethnicity, country of origin, cultural history, or access to services. | |
| National Healthcare Disparities Report | Agency for Healthcare Research and Quality | 2005 edition | The 2005 NHDR tracks disparities in both quality of and access to health care in the United States for both the general population and for congressionally designated priority populations. | www.ahrq.gov/qual/Nhdr05/nhdr05.htm |
| National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS) | Office of Minority Health | 2001. U.S. Department of Health and Human Services, Office of Minority Health | The national standards were issued by the U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH) to respond to the need to ensure that all people entering the health care system receive equitable and effective treatment in a culturally and linguistically appropriate manner. These standards for culturally and linguistically appropriate services (CLAS) are proposed as a means to correct inequities that currently exist in the provision of health services and to make these services more responsive to the individual needs of all patients/consumers. | www.omhrc.gov/clas/ |
| Pocket Guide to Cultural Health Assessment Third Edition | D'Avanzo C, Geissler E. | 2003. Mosby. | This guide presents practical, concise information that could impact patient and family care. An introduction to people from more than 180 countries is presented alphabetically for easy reference. | |

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| Provider and Clinic Cultural Competence in a Primary Care Setting | Paez, K.A., Allen, J.K., Carson, K.A., Cooper, L.A. | March 2008 Social Science & Medicine 66, pp. 1204-1216 | This article shows that enhancing the cultural competence of both clinicians and clinics may work synergistically to reduce care disparities. | www.ahrq.gov/research/08/0808RA2.htm |
| Research on Culturally Competent Healthcare Systems: Less Sensitivity, More Statistics | Hayes-Bautista D | 2003. American Journal of Preventive Medicine. 24:3S | This article calls for more research on the effectiveness of cultural competence in health care settings. | |
| Summary of State Law Requirements Addressing Language Needs in Health Care | National Health Law Program | Jan. 2006 | State laws provide a source of potential protection for limited English proficient (LEP) persons. In recent years, state legislatures and administrative agencies have increasingly recognized the need for linguistically-appropriate health care and have adopted measures that require or encourage health and social service providers to overcome language barriers. This document offers citation to, and a short description of, each state's laws regarding services to LEP persons in health care settings. | www.healthlaw.org/library/item.174993 |
| Teaching Patients with Low Literacy Skills, Second Edition | Doak C, Doak L, & Root J | 1996. Philadelphia: J.B. Lippincott Company | This book is now considered a classic text in health literacy. The book covers a wide range of topics, including educational theories, tests for literacy skills, assessments of the suitability of materials, as well as discussion and examples of understandable visuals. The book includes directions for using the Fry formula, the REALM assessment tool, and Suitability Assessment of Materials (SAM). | www.hsph.harvard.edu/healthliteracy/doak.html |

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|--|-----------------------|--|--|--|
| The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures | Fadiman, A | 1997. USA: Farrar, Straus, and Giroux | This 339-page novel is the true story of a refugee Hmong child and her family who try to negotiate the American medical system in order to diagnose and treat her illness. They speak no English, have recently come to this country, and face a frightening and confusing disease. Through this personal story, the book exposes the problems, realities, and worst-case scenarios of culture-clash in a medical setting. As background reading, this novel is a great eye-opener for teachers who are discussing the American health system in class, or for health professionals who see patients from other cultures, particularly Hmong patients. | |
| Unequal Treatment: Confronting Racial and Ethnic Disparities in Healthcare. | Institute of Medicine | 2003. Washington D.C.: The National Academic Press | Congress, in 1999, requested an IOM study to assess the extent of disparities in the types and quality of health services received by U.S. racial and ethnic minorities and non-minorities; explore factors that may contribute to inequities in care; and recommend policies and practices to eliminate these inequities. The report from that study, Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care, found that a consistent body of research demonstrates significant variation in the rates of medical procedures by race, even when insurance status, income, age, and severity of conditions are comparable. | www.iom.edu/report.asp?id=4475 |

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ASSESSMENT TOOLS

| Title | Authors/Editors & Publication Information | Assessment Type (Individual, Materials, Program) | Contact Information or Website (if available) |
|---|---|--|---|
| A Checklist for the Examination of Cultural Competence in Social Service Agencies | Dana RH, Behn JD, Gonwa T. (1992). Research on Social Work Practice, Vol 2, No. 2, 220-233. | Program | |
| A Cultural Values Assessment Tool | Anthony ML. (1997). Journal of Cultural Diversity, Vol 4, No 2, 49-52. | Individual | |
| A Practical Guide for Implementing the Recommended National Standards for Culturally and Linguistically Appropriate Services in Health Care | Office of Minority Health, Health and Human Services | Program | Website: www.omhrc.gov/assets/pdf/checked/CLAS_a2z.pdf |
| Assessment of Organizational Cultural Competence | Association of University Centers on Disabilities | Program | Website: www.aucd.org/docs/councils/mcc/cultural_competency_assmt2004.pdf |
| Blueprint for an Instrument to Measure Cultural Skill Among Health Care Professionals | Hairie PF, Baldwin KA, Smith E, Armmer FA. UIC College of Nursing, Peoria Regional Program. | Individual | Phone: 309-671-8463 |
| Building Bridges: Tools for Developing an Organization's Cultural Competence | LaFrontera Center | Program | Website: www.lafrontera.org/assmnt_tools.htm |

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| Conducting a Cultural Competence Self-Assessment | Andrulis, D (SUNY), Delbanco, T, Avakian, L, Shaw-Taylor, Y | Program | Website: http://erc.msh.org/mainpage.cfm?file=9.1g.htm&module=provider&language=English |
| Cultural Competence Health Practitioner Assessment (CCHPA) | National Center for Cultural Competence, Georgetown University | Individual | Website: www11.georgetown.edu/research/gucchd/nccc/features/CCHPA.html |
| Cultural Competence in Healthcare | University at Buffalo, Health Sciences Library | Media Resources | Website: http://ublib.buffalo.edu/hsl/mrc/cultural.html |
| Cultural Competence in Substance Abuse Treatment, Policy Planning, and Program Development: An Annotated Bibliography | Cultural Competency Conference Planning Committee | Materials | Website: http://atcc-ne.org/pubs/ccsat.pdf |
| Cultural Competency Assessment Tools | Cross Cultural Health Care Program | Materials | Website: www.xculture.org/assesstools.php |
| Cultural Competency in Medicine | American Medical Student Association | Materials | Website: www.amsa.org/programs/gpit/cultural.cfm |
| Cultural Competency Tools and Resources | Program for Multicultural Health, University of Michigan Health System | Materials | Website: www.med.umich.edu/multicultural/ccp/tools.htm |

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| Cultural Competency: Selected Resources for Instruction | American Association of Colleges of Pharmacy (AACCP) and Association of American Medical Colleges (AAMC) | Materials | Website: www.aacp.org/resources/learningcommunities/Documents/CulturalCompSelResourcesforInstruction.pdf |
| Health Professional Self Assessment | Tirado, M PhD and Thom, D MD | Individual | E-mail: Filemigueldtirado@hotmail.com |
| Inventory for Assessing the Process of Cultural Competence (IAPCC) Among Health Care Professionals | Campinha-Bacote (1998). Cincinnati, OH: Transcultural C.A.R.E. Associates, 11108 Huntwicke Place, Cincinnati, OH 45241 | Individual | Phone: 513-469-1664 Website: www.transculturalcare.net/ Copyrighted book. Purchase book and obtain formal permission to use or adapt tool. E-mail: dthom@fcm.ucsf.edu |
| Multimedia Resources on Race, Ethnicity and Multiculturalism | Ethics Updates | Materials | Website: http://ethics.sandiego.edu/applied/race/index.asp |
| Patient Reported Culturally Competent Physician Behaviors | Tirado, M PhD and Thom, D MD | Individual (patient perspective of services/clinic) | E-mail: Filemigueldtirado@hotmail.com |
| | Tirado, M PhD and Thom, D MD | Individual (patient perspective of services/clinic) | E-mail: Filemigueldtirado@hotmail.com |
| Practical Guidelines for the Development of Print Cancer Education Materials for At-Risk Hispanics | Texas Cancer Council | Materials | Website: www.texascancercouncil.org/hispanic/contents.html |

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| Practicing Cross Cultural Communication | New York New Jersey Public Health Training Center | Individual | Website: www.nynj-phtc.org/cc2/default.cfm You must register to select a username and password. The online course is free. |
| Provider Self-Reported Culturally Competent Behaviors | Tirado, M PhD and Thom, D MD | Individual | E-mail: Filemigueldtirado@hotmail.com |
| Quality and Culture Quiz | Management Sciences for Health | Individual | Website: http://erc.msh.org/mainpage.cfm?file=3.0.htm&language=english&module=provider |
| Self-Assessment Checklist for Personnel Providing Primary Health Care Services | Goode TD. (2004). Georgetown University Center for Child and Human Development. | Individual | Website: www11.georgetown.edu/research/gucchd/nccc/documents/Checklist%20PHC.pdf |
| Tool for Assessing Cultural Competence Training (TACCT) | American Association of Medical Colleges | Individual | Website: www.aamc.org/meded/tacct/start.htm |
| Tools for Self-Assessment of Cultural and Linguistic Competence | National Center for Cultural Competence (NCCC) | Materials | Website: www.nccc-curricula.info/resources_mod2.html#appendixa |
| Transcultural Nursing: Basic Concepts & Case Studies | Diversity in Health and Illness | Materials | Website: www.culturediversity.org/ |

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