

Web sites

AMSA

<http://www.amsa.org/about/>

The American Medical Student Association is committed to improving health care and healthcare delivery to all people; promoting active improvement in medical education; involving its members in the social, moral and ethical obligations of the profession of medicine; assisting in the improvement and understanding of world health problems; contributing to the welfare of medical students, premedical students, interns, residents and post-MD/DO trainees; and advancing the profession of medicine.

The National Center for Cultural Competence

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

“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.”

Boston Healing Landscape Project

http://www.bu.edu/bhlp/pages/resources/cultural_competency/index.html

A center for the study of cultural, religious and medical pluralism.

Office of Minority Health

<http://www.omhrc.gov/>; <https://cccm.thinkculturalhealth.org/default.asp?curcase=3;>

<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=12;>

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

This site contains links to initiatives, programs, national standards, and health disparities information.

National Center for Cultural Competence

Georgetown University

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

A comprehensive web site offering information, tools and resources for the design, implementation and evaluation of culturally and linguistically competent health service delivery systems. Includes an on-line 20-minute practitioner self-assessment tool that provides a list of suggested resources and learning experiences based on responses.

National Standards on Culturally and Linguistically Appropriate Services (CLAS)

<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=15>

From the Office of Minority Health web site, “The CLAS standards are primarily directed at health care organizations; however, individual providers are also encouraged to use the standards to make their practices more culturally and linguistically accessible. The principles and activities of culturally and linguistically appropriate services should be integrated throughout an organization and undertaken in partnership with the communities being served.”

Cross Cultural Health Care Program

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

Through a combination of cultural competency trainings, interpreter trainings, research projects, community coalition building, and other services, the CCHCP serves as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate.

Think Cultural Health

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

Sponsored by the Office of Minority Health, this site offers a free online program for health professionals interested in cultural competence.

Course Overview:

As stated on the course's website: *"The Culturally Competent Nursing Modules (CCNMs) are a case-based curriculum designed to help nurses better meet the cultural and linguistic needs of an increasingly diverse patient population. The Office of Minority Health (OMH) is supporting the development of these modules as part of their mission to improve the health of racial and ethnic minority populations through the development of effective health policies and programs that help to eliminate disparities in health. These modules are based on the principles outlined in the [National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health Care](#) issued in December 2000."*

Three modules are offered--I: Delivering Culturally Competent Nursing Care, II: Using Language Access Services and III: Supporting and Advocating for Culturally Competent Health Care Organizations.

Module I covers principles of cultural competence, models for becoming culturally aware, understanding health-related experience and delivering patient-centered care.

Module II covers tools for effective communication between client and provider, overview of language access services, when interpreter services are needed, role of health literacy, and when translated materials are needed.

Module III covers overview of culturally competent organizations, providers as advocates for cultural competence, organizational assessment and strategic planning, training and education, and developing effective partnerships.

Target Audience:

This course is most appropriate for nurses and counselors, as well as program managers at Title X clinics.

Course Link:

Here is the link to access the Culturally Competent Nursing Care Modules:

www.thinkculturalhealth.org/ccnm

Click on the pink Nurses box on the right hand side to get to the homepage of the course, and to register.

EthnoMed: Cross-Cultural Health Care Program

<http://ethnomed.org/>

This site contains information about cultural beliefs, medical issues and other related issues pertinent to the health care of recent immigrants to US.

DiversityRX

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

This site is dedicated to “Promoting language and cultural competence to improve the quality of health care for minority, immigrant, and ethnically diverse communities.” Includes sections titled *Overview of Models and Strategies for Overcoming Linguistic and Cultural Barriers to Health Care* and *Organizational Policies and Protocols*

Cultural Competence Resources for Health Care Providers

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

The Health Resources and Services Administration, U.S. Department of Health and Human Services. Includes the following resources: assessment tools, training information, and information on health care delivery to special populations.

CulturedMed

<http://culturedmed.sunyit.edu/index.html>

Includes bibliographies and other resources on specific minority groups and cultural concerns for health care providers. Provided by SUNYIT.

Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

<http://www.hrsa.gov/healthliteracy/training.htm>

A free on-line learning tool that will help to :

- **Improve your patient communication skills**
- **Increase your awareness and knowledge** of the three main factors that affect your communication with patients: health literacy, cultural competency and low English proficiency
- **Implement patient-centered communication practices** that demonstrate cultural competency and appropriately address patients with limited health literacy and low English proficiency

The Henry J. Kaiser Family Foundation

http://www.kaiseredu.org/topics_reflib.asp?id=329&rID=4&parentid=67

Race, Ethnicity, and Health Care: The Basics

The Cross Cultural Healthcare Program

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

The program serves as a bridge between communities and healthcare institutions to ensure culturally and linguistically appropriate care.

The Network for Multicultural Health

<http://old.futurehealth.ucsf.edu/?tabid=110>

The network focuses on reducing health disparities in health care through education, training, and by fostering organizational change.

Tool for Assessing Cultural Competence Training (TACCT)

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

TACCT is a self-administered assessment tool that can be used by medical schools to examine all components of the entire medical school curriculum. TACCT enables schools to identify gaps and

redundancies in their curricula, which will enable schools to make the best use of opportunities and resources. The TACCT can be used for both traditional and problem-based curricula.

Cultural Competency Models and Tools for Provider-Client Interaction

ETHNIC

<http://www.state.nj.us/health/fhs/bibs/education/ethnic.html>

Explanation, Treatment, Healers, Negotiate, Intervention, Collaboration (Levin et al, 1997). A short, user-friendly, mnemonic framework that addresses many important aspects of culturally competent clinical practice.

Strategies for Clinical Cultural Assessment and Interactions

<http://www.diversityrx.org/html/mocpt4.htm>

Cultural assessment guidelines for social workers that are also relevant for other providers.

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Culture Clues © Tip Sheets

<http://depts.washington.edu/pfes/CultureClues.htm>

A series of brief Culture Clues© tip sheets for clinicians to increase awareness about concepts and preferences of patients from the diverse cultures served by University of Washington Medical Center. Eight cultures are represented, with additional materials in preparation.

EthnoMed

Ethnic medicine information from Harborview Medical Center, Seattle, WA

<http://www.ethnomed.org>

Extensive, detailed information about cultural beliefs, medical issues, and other related issues pertinent to the health care of recent immigrants to Seattle and other parts of the U.S., many of whom are refugees fleeing war-torn parts of the world. Included are profiles of selected ethnic cultures and a link to additional ethnic profiles from the Cross Cultural Health Care Program.

Assuring Cultural Competence in Health Care

www.omhrc.gov/clas

Contains recommendations from the Office of Minority Health for national standards and an outcomes-focused research agenda on culturally competent healthcare.

National Network of Libraries of Medicine – MidContinental Region

<http://nmlm.gov/mcr/resources/community/competency.html>

A Family Physicians Guide to Culturally Competent Care self-directed training course for family physicians, earn up to 9 free CEs.

Refugee Health – Immigrant Health

http://bearspace.baylor.edu/Charles_Kemp/www/refugee_health.htm

Information on refugee and immigrant health including general background information on numerous incoming populations.

Ask Me3

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

A patient education program designed to promote communication between health care providers and patients in order to improve health outcomes.

The Maternal and Child Health Library

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

A selection of current, high-quality resources about preventing, identifying, and eliminating racial and ethnic disparities in health is offered.