

# Cultural Competency Reference & Resource List

## References

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### Cultural Competency Training, Assessment, and Strategies

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21. Zweifler, J.; Gonzalez, Anne M. "Teaching Residents to Care for Culturally Diverse Populations." *Academic Medicine*. 1998 October; 73(10): 1056-1061.

## Resources

### Assessment/Training Websites

- Contains a limited bibliography of cultural competency assessment tools, including individual and organizational self-assessment instruments.  
<http://www.xculture.org/training/overview/cultural/assessment.html>
- Cultural competency training programs.  
[www.xculture.org/training/overview/cultural/programs.html](http://www.xculture.org/training/overview/cultural/programs.html)
- Cultural Competency Assessment Tool.  
Government of British Columbia: Ministry for Children and Families.  
[http://www.mcf.gov.bc.ca/publications/cultural\\_competency/assessment\\_tool/tool\\_index\\_1.htm](http://www.mcf.gov.bc.ca/publications/cultural_competency/assessment_tool/tool_index_1.htm)
- Self-Assessment Checklist for Personnel Providing Services and Support to Children with Special Health Needs and their Families  
<http://gucdc.georgetown.edu/nccc/nccc7.html>

## **Brochures and Guides**

### MINNESOTA DEPARTMENT OF PUBLIC HEALTH

There are at least three relevant publications on the MDPH website  
<http://www.health.state.mn.us/divs/dpc/adps/refugee/refugeepub.htm> .

1. "6 Steps Toward Cultural Competence."
2. Refugee health assessment brochures--available in English, Amharic, Serbo-Croatian, and Somali.
3. "Health Guide for Refugees in Minnesota." The purpose of this health guidebook is to help refugees and their families understand and learn more about the Minnesota health care system. It is available in English, Hmong, Vietnamese, and Somali. Topics covered included:
  - Different health programs available in Minnesota;
  - Where refugees can call or go to for help;
  - Tips to help when talking with health care providers; and
  - Descriptions of different health care needs a refugee may have

## **Cultural Competency Organizations and Resources**

### ASSOCIATION OF ASIAN PACIFIC COMMUNITY HEALTH ORGANIZATIONS (AAPCHO).

510-272-9536

Web site: [www.aapcho.org](http://www.aapcho.org)

Publish: "Cross Cultural Tuberculosis Guide: Cultural Influences on TB-related Beliefs and Practices of Filipinos, Vietnamese, Chinese and Koreans."

### BUREAU OF PRIMARY HEALTH CARE (BPHC)

Address:

Health Resources and Services Administration

Bureau of Primary Health Care (BPHC)

Office of Minority and Women's Health

4350 East West Highway

Bethesda, MD 20814

(301) 594-4490

Web site: <http://www.bphc.hrsa.gov/culturalcompetence/Default.htm#1>

The Bureau of Primary Health Care (BPHC), part of the Health Resources and Services Administration (HRSA) in the Department of Health and Human Services, is charged with ensuring that these

individuals-- and others who may be part of an underserved or underserved population-- receive the best possible primary and preventive health care.

#### CENTER FOR EFFECTIVE COLLABORATION & PRACTICE

It is the mission of the Center for Effective Collaboration and Practice to support and promote a reoriented national preparedness to foster the development and the adjustment of children with or at risk of developing serious emotional disturbance. To achieve that goal, the Center is dedicated to a policy of collaboration at Federal, state, and local levels that contributes to and facilitates the production, exchange, and use of knowledge about effective practices.

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

#### CENTER FOR MINORITY HEALTH—UNIVERSITY OF PITTSBURGH

The Center for Minority Health Network (CMHNet) has been designed as the lead entity within the Schools of the Health Sciences to coordinate the academic/ research and service activities of members of the faculty and students who deal with issues of relevance to minority health. The mission of the Center is closely tied to the Nation's prevention agenda and programs for: 1) the elimination of selected racial and ethnic health disparities by 2010 as committed to in the 1998 Race and Health Initiative and health objectives in Healthy People 2010.

Website: <http://www.cmh.pitt.edu/home2.html>

#### CENTER FOR RESEARCH ON ETHNICITY CULTURE AND HEALTH

The Center for Research on Ethnicity, Culture and Health, established in 1998, provides a forum for basic and applied public health research on relationships among ethnicity, culture, socioeconomic status and health.

Web site: <http://www.sph.umich.edu/crech/>

#### CROSS-CULTURAL HEALTHCARE PROGRAM

1200 12th Ave. S.

Seattle, WA 98144

Phone: (206)326-4161

Fax: (206) 326-2471

Email: [resource@pacmed.org](mailto:resource@pacmed.org)

Web site: <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.

#### CROSSPOINT ANTI RACISM U.S.A

Contains links to other sites with resources for women, gay/lesbian/transgender, Jewish, refugees, migrants; and topics such as diversity, anti-racism, and human/civil rights,

Web site: <http://www.magenta.nl/crosspoint/us.html>

#### DIVERSITY RX

RESOURCES FOR CROSS CULTURAL HEALTH CARE

8915 Sudbury Road

Silver Spring, MD 20901

Phone: (301) 588-6051

Email: rcchc@aol.com

Web site: [www.diversityRx.org](http://www.diversityRx.org)

[Resources for Cross Cultural Health Care](#) is a national network of individuals and organizations working to increase access to health care services for linguistically and culturally diverse populations. RCCHC's webpage, *Diversity Rx*, promotes language and cultural competence to improve the quality of health care for minority, immigrant, and ethnically diverse communities. In addition to organizing a group of experts to develop content for Diversity Rx, it publishes the quarterly newsletter *Cross Currents* and a resource directory, and offers a variety of other technical and informational resources on cross cultural health issues including policy analysis and research, workshop and meeting development, and consulting services.

#### GRACIASDOCTOR

GraciasDoctor.com is the first bilingual site in the Internet dedicated to inform Latin doctors and the general public about the latest health related issues. What is particularly notable about this site is that the health education information is available in Spanish based on country of origin and region. The US (ex: Los Angeles Spanish.) Argentina, Mexico, Brazil, Peru, and Spain are also represented. Web site: <http://www.graciasdoctor.com/>

#### NATIONAL CENTER FOR CULTURAL COMPETENCE

Georgetown University

Child Development Center

3307 M Street, NW, Suite 401

Washington, DC 20007-3935

Phone: (800) 788-2066 or (202) 687-5387

Fax: (202) 687-8899

Email: [cultural@gunet.georgetown.edu](mailto:cultural@gunet.georgetown.edu)

Web site: <http://www.dml.georgetown.edu/depts/pediatrics/gucdc/cultural.html>

The mission of the NCCC is to increase the capacity of health care programs to design, implement and evaluate culturally competent service delivery systems. The NCCC is focusing on HRSA funded programs including, [Maternal and Child Health Title V](#) programs, [Bureau of Primary Health Care](#) programs, and programs supporting families affected by [Sudden Infant Death Syndrome and Infant Death](#).

#### NATIONAL CENTER FOR CULTURAL HEALING

The National Center for Cultural Healing (NCCH) works together with groups and organizations to explore their own set of unique organizational needs and to develop and strengthen the kinds of knowledge, awareness, and skills required to meet those needs and realize results

Web site: <http://www.culturalhealing.com/index.htm>

#### NATIONAL MULTICULTURAL INSTITUTE

3000 Connecticut Avenue NW, Suite 438

Washington, DC 20008-2556

Phone: (202) 483- 0700

Fax: (202) 483 -5233

E-mail: [nmci@nmci.org](mailto:nmci@nmci.org)

Web site: <http://www.nmci.org>

NMCI's mission is to increase communication, understanding and respect among people of different racial, ethnic and cultural backgrounds, and to provide a forum for discussion of the critical issues of multiculturalism facing our society. They accomplish this through conferences in the Spring and Fall and through individualized training and consultative services.

#### OFFICE OF MINORITY HEALTH RESOURCE CENTER

Phone: 1-800-444-6472.

Email: [info@omhrc.gov](mailto:info@omhrc.gov)

Web site: <http://www.omhrc.gov/>

OMH-RC serves as a national resource and referral service on minority health issues. The center collects and distributes information on a wide variety of health topics, including substance abuse, cancer, heart disease, violence, diabetes, HIV/AIDS and infant mortality. The Resource Center also facilitates the exchange of information on minority health issues. Unlike a clearinghouse, OMH-RC offers customized database searches, publications, mailing lists, referrals, and more regarding American Indian and Alaska Native, African American, Asian American and Pacific Islander, and Hispanic populations. Includes links to Healthy People 2010 and the Department of Health and Human Services' Initiative for Eliminating Health Disparities.

Publication: "Pocket Guide to Minority Health Resources" (prepared by OMHRC)

Contains information on: PHS Liaisons, State Minority Liaisons, Federal Clearinghouses, - National Organizations, Health Materials, Colleges and Universities

#### OFFICE OF MINORITY & WOMEN'S HEALTH

The Office of Minority and Women's Health (OMWH) is a staff-run office of the Bureau of Primary Health Care (BPHC). Mission: To improve the health care of underserved minorities and women served by the Bureau programs.

Web site: <http://bphc.hrsa.gov/omwh/>

#### SOCIETY OF TEACHERS OF FAMILY MEDICINE (STFM)

STFM is dedicated to improving the health of all people through education, research, patient care, and advocacy.

Web site: [www.stfm.org](http://www.stfm.org)

#### Miscellaneous

VISIONS, INC. - Changing Racism Workshop (*Presented at National Chronic Disease Conference 2000.*) Visions, Inc. was founded and remains committed to the belief that a multicultural environment can be created by understanding and eliminating racism, sexism, ageism, classism, heterosexism, anti-semitism, adultism, ableism, violence and other forms of oppression and internalized oppression.

Provide research, training, and consultation services.

Website: <http://www.visions-inc.com>

## **OTHER CULTURAL COMPETENCY WEBSITES:**

### **Community Programs**

“Cultural Competence: A Journey”

This publication describes a sampling of experiences of community programs, supported through the Bureau of Primary Health Care, that provide services to culturally and linguistically diverse populations. It is designed for clinicians, policymakers, administrators and people of influence at the community, county, state, regional and national levels. Electronic copies may be accessed through [www.bphc.hrsa.gov](http://www.bphc.hrsa.gov) or by contacting the Bureau of Primary Health Care's Clearinghouse at 1-800-400-2742.

### **Cultural Sensitivity Training**

North Carolina AHEC Latino Health Resources Center

<http://www.hhcc.arealahec.dst.nc.us/cultcomp.html>

### **Education**

“How is cultural competence integrated in education”

Center for Effective Collaboration & Practice

<http://www.air-dc.org/cecp/cultural/default.htm>

ISCOPEs (Interdisciplinary Student Community-Oriented Prevention Enhancement Service)

Cultural Competency module:

<http://learn.gwumc.edu/iscope/Cultcomp.htm>

### **General**

Cultural Competence Web Page:

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

Links to Cultural Competence Websites:

<http://www.culturalcompetence2.com/links.html>

Where to get more information about Cultural Competency:

(lists organizations, general info, training workshops and conferences, policy resources, implementation resources)

[http://www.air.org/cecp/cultural/Q\\_moreinfo.htm](http://www.air.org/cecp/cultural/Q_moreinfo.htm)

### **Health Care**

“Assuring Cultural Competence in Health Care: Recommendations for National Standards and an Outcomes-Focused Research Agenda.” Office of Minority Health Resource Center

Website: <http://www.omhrc.gov/CLAS/finalcultural1a.htm>

“Medicine of the Americas: Medicine in a Multi-Ethnic Culture”

Published bimonthly by: The Society for the Study of Multicultural

Medicine, with support of an educational grant from Eisenhower Medical

Center, Rancho Mirage, California, and additional support for Cedars-Sinai

Medical Center, Los Angeles, California.

Web site: [www.MedicineoftheAmericas.org](http://www.MedicineoftheAmericas.org)

National Conference on Quality Health Care for Culturally Diverse Populations: Provider and Community Collaboration in a Competitive Marketplace.

1998 Conference Proceedings

[http://www.diversityrx.org/CCCONF/98/INDEX.html#\\_Toc473954729](http://www.diversityrx.org/CCCONF/98/INDEX.html#_Toc473954729)

“Provision of Culturally Competent Health Care”:

University of South Carolina (USC) -School of Medicine.

Web site: <http://www.musc.edu/deansclerkship/rccultur.html>

“Race, Ethnicity & Medical Care: A survey of public perceptions and experiences.” Kaiser Family Foundation:

Web site: <http://www.kff.org/content/1999/19991014a/Toplines.PDF>

“Resources for Cultural Competence in Patient Education”

Eastern Kentucky Health Sciences Resource Center

Web site: <http://www.hplrc.eku.edu/cultural.html>

### **Managed Care**

Cultural Competence: Essential Measurement of Quality for Managed Care Organizations  
(Annals of Internal Medicine 124:919-921, 1996)

<http://www.acponline.org/journals/annals/15may96/cultcomp.htm>

Cultural Competency Fact Sheet for Older Americans

<http://www.aoa.gov/may2001/factsheets/Cultural-Competency.html>

Cultural Competence Standards in Managed Care Mental Health Services: Four Underserved/Underrepresented Racial/Ethnic Groups

<http://www.mentalhealth.org/publications/allpubs/sma00-3457/>

### **Rural Minority Health**

“A National Agenda for Rural Minority Health”

National Rural Health Association's (NRHA) Rural Minority Health Committee

This paper outlines the priority areas to eliminate racial and ethnic disparities, which are also addressed in President Clinton's Initiative on Race. The purpose of this agenda is to address access gaps and the growing disparities in health status indicators for rural minority populations. May 1999.

<http://www.nrharural.org/dc/issuepapers/ipaper16.html>

### **Workforce Standards**

Assuring Cultural Competence in Health Care: Diverse and Culturally Competent Staff

<http://www.omhrc.gov/clas/Baltcommentsstaff.htm>