Cultural Competence, Communications, and Diversity Resource List  (Updated 1/2013)

There is no effective way to list all of the resources, books and articles related to cultural and linguistic competence. This is a partial resource listing compiled by Bill Gaventa, Sophia Rossovsky and Dr. Robert Like for the NJSNCC. Suggestions for additions are welcome!

I. Awareness and Bibliographic Resources for Health and Human Service Providers

Taking Cultural Competency from Theory to Action  Ellen Wu, M.P.H., and Martin Martinez, M.P.P.
Using case studies of organizations that have implemented cultural competency initiatives, the authors, who are based at the California Pan-Ethnic Health Network, recommend ways to put cultural competency into practice. They discuss best practices in the field and the principles of successful implementation, such as engaging members of local communities and ensuring that changes under consideration are manageable and measurable.
http://www.cmwf.org/publications/publications_show.htm?doc_id=414097#doc414097

The Rehabilitation Provider's Guide to Cultures of the Foreign-Born. Thirteen short monographs, downloadable, about different cultures and disability: Mexico, China, Philippines, India, Vietnam, Dominican Republic, Korea, El Salvador, Jamaica, Cuba, Haiti and Islam/Muslim. 
http://cirrie.buffalo.edu/culture/monographs/#series#series

Developing Cross-Cultural Competence


The Role and Relationship of Cultural Competence and Patient-Centeredness in Health Care Quality
Mary Catherine Beach, M.D., M.P.H., Somnath Saha, M.D., M.P.H., and Lisa A. Cooper, M.D., M.P.H. The authors consider the intersection of patient-centered care and cultural competency. Both are promoted as approaches to improving the quality of health care, and they overlap in many ways. Beach and colleagues recommend that the two principles remain distinct but that efforts are aligned to elevate the quality of health care for all patients.
http://www.cmwf.org/publications/publications_show.htm?doc_id=413721#doc413721

Improving Quality and Achieving Equity: The Role of Cultural Competence in Reducing Racial and Ethnic Disparities in Health Care.  Joseph R. Betancourt, M.D., M.P.H.  Focusing on the Institute of Medicine's six principles for designing a high-quality health care system, Betancourt identifies areas where cultural competence could be used to reduce disparities and achieve high performance health care.
http://www.cmwf.org/publications/publications_show.htm?doc_id=413825#doc413825

In Search of Actionable Models of Culturally Competent Care  In his commentary, Paul M. Schyve, M.D., senior vice president of the Joint Commission on Accreditation of Healthcare Organizations, says that effective models of culturally competent, patient-centered care must reflect the value-based goals of all major stakeholder groups, and he calls for continued funding of efforts to validate these models.
http://www.cmwf.org/publications/publications_show.htm?doc_id=413915#doc413915

The Evidence Base for Cultural and Linguistic Competency in Health Care  Tawara D. Goode, M.A., M. Clare Dunne, M.S.W., and Suzanne M. Bronheim,Ph.D. Promising research indicates cultural and
linguistic competence improves health outcomes and patient well-being, the authors find in their study. But more work is needed, they say, to establish a solid "business case" for providing such care. http://www.cmwf.org/publications/publications_show.htm?doc_id=413821&doc413821

Cultural Competency and Quality of Care: Obtaining the Patient's Perspective Quyen Ngo-Metzger, M.D., M.P.H., Joseph Telfair, Dr.P.H., M.P.H., M.S.W., Dara H. Sorkin, Ph.D., Beverly Weidmer, M.A., Robert Weech-Maldonado, M.B.A., Ph.D., Margarita Hurtado, Ph.D., M.H.S., and Ron D. Hays, Ph.D. The researchers identify the five domains of culturally competent care that can best be assessed through the patient's perspectives. Incorporating patients' perspectives on cultural competence into existing measures of health care quality, they say, will create opportunities for providers and health plans to make improvements. http://www.cmwf.org/publications/publications_show.htm?doc_id=414116&doc414116

2. Trainers in New Jersey

Search online and/or send an email to the New Jersey Statewide Network of Cultural Competence outlining the kind of training your agency wants, and you will usually get offers and/or suggestions. NJSNCC and IMIA also have a list of resources, including training programs on their websites.

3. Resources for Language Interpreting

Multi-Lingual Resources on Disabilities: http://www.ohsu.edu/oidd/LEND/multilingual_resources/index.html. This new site provides links in a variety of languages--including Chinese, Vietnamese, Turkish, Arabic, Portuguese, Russian, French, Spanish, and more--to information regarding numerous developmental conditions, as well as local, national, and international resources for families.

“Intersect” A newsletter about language, culture, and interpreting. www.cultureandlanguage.net

International Medical Interpreter Association http://www.imia-medinfo.org/new2/


The National Board of Certification for Medical Interpreters http://www.certifiedmedicalinterpreters.org/


Language Services Associates http://www.lsamweb.com


aLanguage Bank www.alanguagebank.com/

Parents’ Place / Club de Padres - Multi-Linguval Center 26 DeGrasse Street Paterson, NJ 07505-2001 Phone: (973) 279-7100 x41, Training Exceptionals x44, Respite Care x43
New Jersey Statewide Network for Cultural Competence

4. Sign Language


5. Translation Services for Documents

Language Services associates http://www.lswaweb.com
aLanguage Bank www.alanguagebank.com/

6. Video Interpreting Service

Language Access Network www.languageaccessnetwork.com/
Language Services Associates www.lswaweb.com/

7. Organizational Assessments and Other Resources for Policy/Practice

National Center on Cultural Competence. http://nccc.georgetown.edu/
Self Assessments and Organizational Assessments http://www11.georgetown.edu/research/gucchd/nccc/
American Counseling Association Cross Cultural Counseling Resources, including competencies, and resources for practice. http://www.counseling.org/Resources/
African American Faith Based Bereavement Initiative: http://nccc.georgetown.edu/AAFBBI/index.html
Cultural and Linguistic Competence Policy Assessment (CLCPA) and Guide www.hrsa.gov/culturalcompetence/
Center on Capacity Building for Minorities with Disabilities, University of Illinois at Chicago

Minnesota’s new Culture Care Connection includes resources such as a free assessment tool for health care organizations to determine how well they meet the federal Office of Minority Health’s National Culturally and Linguistically Appropriate Services standards. It also has information on enhancing culturally competent services and understanding specific patient populations http://culturecareconnection.org/

Office of Minority Health Resource Center (OMHRC) provides print and Web-based information and resource listings for issues relating to minority health. It has an online database and offers free resource guides and newsletters aimed at helping health promotion programs tailor their outreach efforts to minority groups. http://healthliteracy.worlded.org/docs/culture/materials/orgs_019.html

7. Interfaith Resources

Asian American Faith Traditions

Honoring Diverse Beliefs in Our Communities: A Conversational Toolkit

Knowing my Neighbor* Religious Beliefs and Cultural Traditions at Times of Illness and Death. Council of Churches of Springfield, MAss. $7 plus postage. Phone, 413-733-2149

Meeting the Other: Inter-religious Encounters in the Practice and Supervision of Spiritual Care. Dagmar Grefe. Monograph from Healthcare Chaplaincy, Inc, with annotated list of a number of books and other resources.


A Hospital Handbook on Multiculturalism and Religion from Morehouse Publishing, by Neville Kirkwood

Multicultural Competence, Intense Spiritual Experiences, and Mental Health: Guidelines for Mental Health Consumers & Their Supporters www.consumerstar.org www.nami.org

8. On Line Training (Also see CME listing compiled by Dr. Robert Like at the end of this resource list)


https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp
https://www.thinkculturalhealth.hhs.gov/ (additional resources)

http://nccc.georgetown.edu/ : See resources through the National Center on Cultural Competence.


Improving Religio-Cultural Competence in Healthcare. On-line CME course, 60 min www.tannenbaum.org

An e-learning program relating to language access, cultural competency, quality, safety, and legal issues http://www.criticalmeasures.net/articles-e-learning-released.html

Selected Online Cultural Competency CME/CPD programs
This list compiled by Dr. Robert Like. Professor and Director, Center for Healthy Families and Cultural Diversity, Department of Family Medicine and Community Health, UMDNJ-Robert Wood Johnson Medical School, New Brunswick, NJ 08903 USA. Email: Like@umdnj.edu Website: http://rwjms.umdnj.edu/departments_institutes/family_medicine/chfcd/index.html

Free

Health Resources and Services Administration
Effective Communication Tools for Healthcare Professionals
(formerly Unified Health Communication 101:
Addressing Health Literacy, Cultural Competency, and Limited English Proficiency)
http://www.hrsa.gov/healthliteracy/training.htm

Office of Minority Health
A Physician's Practical Guide to Culturally Competent Care
https://cccm.thinkculturalhealth.org

Office of Minority Health
Culturally Competent Nursing Care: A Cornerstone of Caring
https://ccnm.thinkculturalhealth.org/

Office of Minority Health
Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
https://cccdpcr.thinkculturalhealth.org/

UMDNJ CCOE - Cultural Competency and Health Disparities webpage
http://ccoe.umdnj.edu/catalog/culturalcompetency/index.htm

UMDNJ CCOE - Cultural Competency for the Physician: A Practical Approach to Improving Patient Outcomes
http://ccoe.umdnj.edu/online/activities/10MS01/index.htm

Cultural Competence Online for Medical Practice: A Clinician's Guide to Reduce Cardiovascular Disparities
http://www.c-comp.org/

Initiative for Decreasing Disparities in Depression CME: Provider Self-Assessment CME Model
Incorporating Cultural and Linguistic Competence in the Diagnosis and Treatment of Depression
http://www.gucchdgeorgetown.net/I3D/

Medscape - Health Diversity Resource Center (selected CME programs)

Cultural Competency in Healthcare: A Clinical Review and Video Vignettes from the National Medical Association
ME Clarke, CN. DeGannes. Medscape Family Medicine, April 30, 2008
http://www.medscape.com/viewprogram/12540_index

Improving Outcomes of Pharmacotherapy in Minority Patients with Psychosis (authors: Lisa B. Dixon, MD, MPH; Lynnae A. Hamilton, PhD; Richard A. Levy, PhD), Medscape and UMDNJ Center for Continuing Outreach and Education

Improving Outcomes for Adult Depression in Ethnically and Racially Diverse Patients (authors: Annelle B. Primm, MD, MPH; Richard A. Levy, PhD; Debra Cohen, MBA; Alison Bondurant, MA, Medscape and UMDNJ Center for Continuing Outreach and Education

New Jersey Statewide Network for Cultural Competence


University of Pennsylvania School of Medicine – Cultural Competency Medical Education Program
http://cme-online.med.upenn.edu/index.pl?op=show;id=453790

Heads Up! A Health Disparities Reduction Project of the American Academy of Physician Assistants, the Physician Assistant Foundation, and Physician Assistants for Health Equity
http://www.stop-disparities.org/

Fee

Quality Interactions: A Patient-Based Approach to Cross-Cultural Care Manhattan Cross Cultural Group and Critical Measures http://www.qualityinteractions.org/

Managing Type 2 Diabetes in Diverse Populations
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1787

Critical Measures – Language Access and the Law: Caring for the LEP Patient
http://www.criticalmeasures.net/articles-e-learning-released.html

Communicating Through Health Care Interpreters Medical Directions - The Virtual Lecture Hall and Rush University Medical Center
http://www.vlh.com/shared/courses/course_info.cfm?courseno=155

University of Pennsylvania School of Medicine – Cultural Competency Medical Education Program
http://www.med.upenn.edu/culture/cme.shtml

Culture and Health Care: An E-Learning Course (based on Cultural Sensitivity: A Guidebook for Physicians and HealthCare) Doctors in Touch (DIT)
http://www.doctorsintouch.com/courses_for_CME_credit.htm

Informed: 2008-2009 Physician Update: Cultural Competency
http://www.njcc.cme.edu/material/index.htm