

National Conference of State Legislatures (NCSL) Webinar, May 24, 2013

***Best Practices for Improving Cultural Competency in the Health Care Workforce: Lessons Learned and Future Opportunities***

**Selected Resources**

**Legislative and Policy Initiatives**

User Liaison Program. *Providing Care to Diverse Populations: State Strategies for Promoting Cultural Competency in Health Systems, Workshop Summary*. Rockville, MD: Agency for Health Care Policy and Research, Rockville, MD, June 9-11, 1999.

<http://www.ahrq.gov/news/ulp/ulpcultr.htm>

Andrulis DP, Siddiqui NJ, Purtle JP, Duchon L. *Patient Protection and Affordable Care Act of 2010: Advancing health equity for racially and ethnically diverse populations*. Washington, DC: Joint Center for Political and Economic Studies, July 2010.

[http://www.jointcenter.org/hpi/sites/all/files/PatientProtection\\_PREP\\_0.pdf](http://www.jointcenter.org/hpi/sites/all/files/PatientProtection_PREP_0.pdf)

Andrulis DP, Jahnke LR, Siddiqui NJ, Cooper MR. *The Affordable Care Act & Racial and Ethnic Health Equity Series Report No. 1. Implementing Cultural and Linguistic Requirements in Health Insurance Exchanges*, Austin, TX: The Texas Health Institute, March 2013.

[http://www.texashealthinstitute.org/uploads/1/3/5/3/13535548/thi\\_aca\\_exchange\\_equity\\_full\\_report.pdf](http://www.texashealthinstitute.org/uploads/1/3/5/3/13535548/thi_aca_exchange_equity_full_report.pdf)

Bau I. Patient-Centered Medical Home, Presentation at the Institute of Medicine's meeting, *Achieving Health Equity via the Affordable Care Act: Promises, Provisions, and Making Reform a Reality for Diverse Patients*. Hartford, CT, April 23, 2013.

<http://www.iom.edu/~media/Files/Activity%20Files/SelectPops/HealthDisparities/2013-APR-22/Ignatius%20Bau.pdf> and <http://www.iom.edu/Activities/SelectPops/HealthDisparities/2013-APR-22.aspx>

National Center for Cultural Competence. *State-level strategies to address health and mental health disparities through cultural and linguistic competency training and licensure: an environmental scan of factors related to legislative and regulatory actions in states*. [online] Princeton, NJ: Robert Wood Johnson Foundation, 2008.

<http://www.rwjf.org/pr/product.jsp?id=49249>.

Goode, T.D., Dunne M.C., and Bronheim, S.M., 2006. *Evidence base for cultural and linguistic competency in health care*. [pdf] New York: The Commonwealth Fund, October, 2006.

[http://www.commonwealthfund.org/~media/Files/Publications/Fund%20Report/2006/Oct/The%20Evidence%20Base%20for%20Cultural%20and%20Linguistic%20Competency%20in%20Health%20Care/Goode\\_evidencebasecultlinguisticcomp\\_962%20pdf.pdf](http://www.commonwealthfund.org/~media/Files/Publications/Fund%20Report/2006/Oct/The%20Evidence%20Base%20for%20Cultural%20and%20Linguistic%20Competency%20in%20Health%20Care/Goode_evidencebasecultlinguisticcomp_962%20pdf.pdf)

Graves DL, Like RC, Kelly N, Hohensee A. Legislation as intervention: A survey of cultural competence policy in health care. *Journal of Health Care Law and Policy* 2007; 10(2):339-361.

Salas-Lopez D, Holmes LJ, Mouzon DM, Soto-Greene M. Cultural competency in New Jersey: evolution from planning to law. *Journal of Health Care for the Poor and Underserved* 2007; 18(1):35-43.

## **Cultural Competency Education**

### Continuing Medical Education and Professional Development

Like RC. Educating clinicians about cultural competence and disparities in health and health care. *Journal of Continuing Education in the Health Professions* 2011; 31(3):196-206.  
<http://www.ncbi.nlm.nih.gov/pubmed/21953661>

Like RC, Barrett TJ, Moon J. Educating physicians to provide culturally competent, patient-centered care. *Perspectives: A View of Family Medicine in New Jersey* 2008; 7(2):10-20.  
[http://www.njafp.org/sites/ethos.njafp.org/files/NJAFP\\_2008\\_2QFINAL\\_20081016111034.pdf](http://www.njafp.org/sites/ethos.njafp.org/files/NJAFP_2008_2QFINAL_20081016111034.pdf)

Pond A-NS. *Second Language and Cultural Competency Training in Continuing Medical Education: An Environmental Scan of the Field, Related Policies, Key Challenges and Opportunities, and Recommendations to Strengthen Implementation of California's AB 801 and AB 1195*, Los Angeles, CA: The California Endowment, November 2005.  
[http://www.calendow.org/uploadedFiles/second\\_language\\_cultural\\_competency.pdf](http://www.calendow.org/uploadedFiles/second_language_cultural_competency.pdf)

Gilbert J, Fortier JP. *Principles and recommended standards for cultural competence education of health care professionals*. [pdf] Woodland Hills, CA: California Endowment, 2003.  
[http://www.calendow.org/Collection\\_Publications.aspx?coll\\_id=26&ItemID=316](http://www.calendow.org/Collection_Publications.aspx?coll_id=26&ItemID=316)

Douglas MK, Pierce JU, Rosenkoetter M, Pacquiao D, Callister LC, Hattar-Pollara M, Lauderdale J, Milstead J, Nardi D, Purnell L. Standards of Practice for Culturally Competent Nursing Care: 2011 Update. *Journal of Transcultural Nursing* 2011 22(4):3 317-333  
[http://www.tcns.org/files/Standards\\_of\\_Practice\\_for\\_Cult\\_Comp\\_Nsg\\_care-2011\\_Update\\_FINAL\\_printed\\_copy\\_2\\_.pdf](http://www.tcns.org/files/Standards_of_Practice_for_Cult_Comp_Nsg_care-2011_Update_FINAL_printed_copy_2_.pdf)

### Examples of Online Courses

Health Resources and Services Administration (HRSA)  
*Effective Communication Tools for Healthcare Professionals*  
(formerly *Unified Health Communication 101*) (free)  
<http://www.hrsa.gov/publichealth/healthliteracy>

Office of Minority Health (OMH)  
*A Physician's Practical Guide to Culturally Competent Care* (free)  
<https://cccm.thinkculturalhealth.org>

*Culturally Competent Nursing Care: A Cornerstone of Caring* (free)  
<https://ccnm.thinkculturalhealth.org>

*Cultural Competency Curriculum for Disaster Preparedness and Crisis Response* (free)  
<https://cccdpcr.thinkculturalhealth.hhs.gov/>

Quality Interactions (fee)  
<http://www.qualityinteractions.org/>

Critical Measures: Language Access and the Law (fee)  
<http://www.criticalmeasures.net/>

Medical School, Residency Training, and Public Health

Association of American Medical Colleges. *Tool for assessing cultural competence training (TACCT)*. [online], n.d. <https://www.aamc.org/initiatives/54262/tacct>

Association of American Medical Colleges. *Addressing racial disparities in health care: a targeted action plan for academic medical centers*, 2009.  
<https://members.aamc.org/eweb/upload/Addressing%20Racial%20Disparities.pdf>

Association of American Medical Colleges and Association of Schools of Public Health. *Cultural competence education for students in medicine and public health: report of an expert panel*, 2012  
<http://www.asph.org/UserFiles/11-278%20CulturCompet%20Interactive%20final.pdf>

Betancourt JR. Cross-cultural medical education: conceptual approaches and frameworks for evaluation. *Academic Medicine* 2003; 78(6), pp. 560-569.

Carter-Pokras O, Acosta DA, Lie D, Berekenyi S, DeLisser H, Haidet P, Gill A, Hildebrandt C, Crandall S, Kondwani K, and Glick S for the National Consortium for Multicultural Education for Health Professionals. Practice what you teach: curricular products from the National Consortium for Multicultural Education for Health Professionals. [pdf] *Focus on Multicultural Healthcare* July, 2009, pages 8-11.  
<http://culturalmeded.stanford.edu/pdf%20docs/Focus%20MDNG%20NCME%20curricular%20products.pdf>

*Cultural competency in medical education: a guidebook for schools*. HRSA Bureau of Health Professions and AMSA Foundation, September 2004  
<http://www.ask.hrsa.gov/downloads/CulturalCompBHP00208.pdf>

Lie DA, Boker J, Crandall S, DeGannes CN, Iliott D, Henderson P, Kodjo C, Seng L. Revising the tool for assessing cultural competence training (TACCT) for curriculum evaluation. *Medical Education Online* [serial online] 2008;13:11. <http://www.med-ed-online.org>

Like RC, Steiner RP, Rubel AJ. Recommended core curriculum guidelines on culturally sensitive and competent health care. *Family Medicine* 1996; 28:291-297. <http://www.stfm.org/corep.html>

Ring JM, Nyquist JG, Mitchell S. *Curriculum for culturally responsive health care: the step-by-step guide for cultural competence training*. Oxford/New York: Radcliffe Publishing, 2008.

Smith WR, Betancourt JR, Wynia MK, Bussey-Jones J, Stone VE, Phillips CO, Fernandez A, Jacobs E, Bowles J. Recommendations for teaching about racial and ethnic disparities in health and health care. *Annals of Internal Medicine* 2007; 147(9):654-665.

South-Paul JE, Like RC. Cultural competence for the health workforce. In: D.E. Holmes, ed. *From education to regulation: Dynamic challenges for the health workforce*. Washington, DC: Association of Academic Health Centers, 2008, pages 123-152.  
[http://www.aahcdc.org/policy/reports/From\\_Education\\_to\\_Regulation.pdf](http://www.aahcdc.org/policy/reports/From_Education_to_Regulation.pdf)

Tervalon M, Murray-Garcia J: Cultural humility versus cultural competence: a critical distinction in defining physician training outcomes in multicultural education. *Journal of Health Care for the Poor and Underserved* 1998; 9(2):117-124.

### **Joint Commission**

Hospitals, Language, and Culture: A Snapshot of the Nation, March 2007.  
[http://www.jointcommission.org/assets/1/6/hlc\\_paper.pdf](http://www.jointcommission.org/assets/1/6/hlc_paper.pdf)

One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations, April 2008.  
<http://www.jointcommission.org/assets/1/6/HLCOneSizeFinal.pdf>

“What Did the Doctor Say?” Improving Health Literacy to Protect Patient Safety, February 2007.  
[http://www.jointcommission.org/assets/1/18/improving\\_health\\_literacy.pdf](http://www.jointcommission.org/assets/1/18/improving_health_literacy.pdf)

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals, August 2010.  
<http://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf>

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community: A Field Guide, August 2011.  
<http://www.jointcommission.org/assets/1/18/LGBTFieldGuide.pdf>

A Cultural Competency Standards Crosswalk: a tool to examine the relationship between the OMH CLAS Standards and Joint Commission/ URAC/NCQA Accreditation Standards.  
[https://www.urac.org/savedfiles/CLAS\\_Standards\\_Crosswalk\\_V2.pdf](https://www.urac.org/savedfiles/CLAS_Standards_Crosswalk_V2.pdf)

### **National Quality Forum**

National Quality Forum (NQF). Cultural competency: an organizational strategy for high-performing delivery systems. [pdf] *NQF Issue Brief* No. 14, Washington, D.C.: NQF. April, 2009, pages 1-6.  
[http://www.qualityforum.org/Publications/2009/04/Cultural\\_Competency\\_An\\_Organizational\\_Strategy\\_for\\_High-Performing\\_Delivery\\_Systems.aspx](http://www.qualityforum.org/Publications/2009/04/Cultural_Competency_An_Organizational_Strategy_for_High-Performing_Delivery_Systems.aspx)

National Quality Forum (NQF). *A comprehensive framework and preferred practices for measuring and reporting cultural competency: A consensus report.* [pdf] Washington, D.C.: NQF, 2009. [http://www.calendow.org/Collection\\_Publications.aspx?coll\\_id=46&ItemID=322](http://www.calendow.org/Collection_Publications.aspx?coll_id=46&ItemID=322)

National Quality Forum (NQF). *Cultural competency measures and implementation strategies.* [pdf] Washington, D.C.: NQF, 2010. [http://www.qualityforum.org/Projects/c-d/Cultural\\_Competency\\_2010/Cultural\\_Competency\\_2010.aspx](http://www.qualityforum.org/Projects/c-d/Cultural_Competency_2010/Cultural_Competency_2010.aspx)

National Quality Forum (NQF). *Healthcare disparities and cultural competency consensus standards.* [online] Washington, D.C.: NQF, 2011.  
[http://www.qualityforum.org/projects/Healthcare\\_Disparities\\_and\\_Cultural\\_Competency.aspx#t=2&s=&p=3](http://www.qualityforum.org/projects/Healthcare_Disparities_and_Cultural_Competency.aspx#t=2&s=&p=3)

### **National Committee for Quality Assurance**

National Committee for Quality Assurance (NCQA). *Innovative practices in multicultural health care 2006-2009.* [online], 2011. <http://www.ncqa.org/tabid/451/Default.aspx>

National Committee for Quality Assurance (NCQA). *Multicultural health care standards and distinction* program, 2010. [online].  
<http://www.ncqa.org/tabid/1157/Default.aspx>

**Additional Online Resources**

OMH - Cultural Competency <http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3>

The National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care and Blueprint

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlid=15>

<https://www.thinkculturalhealth.hhs.gov/Content/clas.asp>

HRSA Cultural, Language and Literacy <http://www.hrsa.gov/culturalcompetence/index.html>

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

The Provider's Guide to Quality and Culture

<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>

Ethnomed <http://ethnomed.org/>

Disparities Solutions Center – Massachusetts General Hospital/Harvard Medical School

<http://www2.massgeneral.org/disparitiessolutions/>

Hopkins Center for Health Disparities Solutions – Johns Hopkins Bloomberg School of Public Health

<http://www.jhsph.edu/research/centers-and-institutes/johns-hopkins-center-for-health-disparities-solutions/>

National Center for Cultural Competence – Georgetown University <http://nccc.georgetown.edu/>

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

Equity of Care [www.equityofcare.org](http://www.equityofcare.org)

Commission to End Healthcare Disparities [www.ama-assn.org/go/healthdisparities](http://www.ama-assn.org/go/healthdisparities)

AMA Ethical Force Program – Patient Centered Communication

<http://www.ama-assn.org/ama/pub/physician-resources/medical-ethics/the-ethical-force-program/patient-centered-communication.page?>

NHLBI-funded National Consortium for Multicultural Education <http://culturalmeded.stanford.edu>

Northeast Consortium on Cross-Cultural Medical Education and Practice

<http://northeastconsortium-culturaleducation.blogspot.com/>

New Jersey Statewide Network for Cultural Competence <http://www.nj.gov/njsncc>

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