

Keck School of Medicine of USC

Office of Continuing Medical Education

CULTURE AND LINGUISTIC COMPETENCE RESOURCES FOR HEALTH CARE PROVIDERS

State and Federal Law

Federal Civil Rights Act: 42 U.S. Code § 1981 - Equal rights under the law

- a) **Statement of equal rights.** All persons within the jurisdiction of the United States shall have the same right in every State and Territory to make and enforce contracts, to sue, be parties, give evidence, and to the full and equal benefit of all laws and proceedings for the security of persons and property as is enjoyed by white citizens, and shall be subject to like punishment, pains, penalties, taxes, licenses, and exactions of every kind, and to no other.
- b) **“Make and enforce contracts” defined.** For purposes of this section, the term “make and enforce contracts” includes the making, performance, modification, and termination of contracts, and the enjoyment of all benefits, privileges, terms, and conditions of the contractual relationship.
- c) **Protection against impairment.** The rights protected by this section are protected against impairment by nongovernmental discrimination and impairment under color of State law

<https://www.law.cornell.edu/uscode/text/42/1981>

Executive Order 13166

On August 11, 2000, the President signed Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency". The Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can have meaningful access to them. It is expected that agency plans will provide for such meaningful access consistent with, and without unduly burdening, the fundamental mission of the agency. The Executive Order also requires that the Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to their LEP applicants and beneficiaries.

<http://www.justice.gov/crt/executive-order-13166>

Dymally-Alatorre Bilingual Services Act of California

The Dymally–Alatorre Bilingual Services Act (California Government Code Section 7290 et. Seq.) was signed into law in 1973, to eliminate language barriers that preclude people of our State, who either because they do not speak or write English or because their primary language is other than English, from having equal access to public services. This Act mandates that State and local agencies directly involved in the furnishing of information or the rendering of services to the public must in specifically prescribed situations employ a sufficient number of qualified bilingual persons in public contact positions to ensure the provision of information and services to the public in the language of the non-English speaking people.

<http://www.bsa.ca.gov/pdfs/reports/99110.pdf>

Cultural and Linguistic Competence

Center for Effective Collaboration and 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.

<https://www.air.org/project/center-effective-collaboration-and-practice-cecp>

National Center for Cultural Competence (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 to address growing diversity, persistent disparities, and to promote health and mental health equity.

https://nccc.georgetown.edu/culturalbroker/appendix_B.html

Limited English Proficiency (LEP)

Limited English Proficiency promotes a positive and cooperative understanding of the importance of language access to federally conducted and federally assisted programs. This site 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

<http://www.lep.gov/>

DiversityRx

The purpose of DiversityRx is to improve the accessibility and quality of health care for minority, immigrant, and indigenous communities. We support those who develop and provide health services that are responsive to the cultural and linguistic differences presented by diverse populations.

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

National Alliance for Hispanic Health

Mission is to improve the health and well being of Hispanics. The Alliance informs consumers, supports health and human service providers in the delivery of quality care, improves the science base for accurate decision making by promoting better and more inclusive research, promotes appropriate use of technology, insures accountability, advocates on behalf of Hispanics, and promotes philanthropy.

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

National Center on Minority Health and Health Disparities

The mission is to promote minority health and to lead, coordinate, support, and assess the NIH effort to reduce and eliminate health disparities. NCMHD will conduct and support basic, clinical, social, and behavioral research, promote research infrastructure and training, foster emerging programs, disseminate information, and reach out to minority and other health disparity communities.

<https://www.nimhd.nih.gov/>

National Council on Interpreting in Health Care

A multidisciplinary organization based in the United States whose mission is to promote culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

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

Think Cultural Health

The goal of Think Cultural Health is to Advance Health Equity at Every Point of Contact through the development and promotion of culturally and linguistically appropriate services. Think Cultural Health provides continuing education programs that are designed to help individuals at all levels and in all disciplines promote health and health equity.

<https://www.thinkculturalhealth.hhs.gov/>

Cultural Guides and Assessment Tools

The Provider's Guide to Quality & Culture

The quality of the patient-provider interaction has a profound impact on the ability of patients to communicate symptoms to their provider and to adhere to recommended treatment. It also has an impact on the patient's feelings about being respected (or disrespected) as an individual, a member of a family, and a member of a cultural group.

Cultural competence begins with an honest desire not to allow biases to keep us from treating every individual with respect. It requires an honest assessment of our positive and negative assumptions about others. An organization can help its health care professionals begin to gain cultural competence through formal training, but for most people cultural competence takes consistent individual practice over time.

<https://innovations.ahrq.gov/qualitytools/providers-guide-quality-culture>

Assessing Change: Evaluating Cultural Competence Education and Training

The AAMC commissioned an expert panel to review cultural competence studies that measured learner changes in attitudes, knowledge, and skills. This guide, which is based on the panel's findings, provides these resources for educators and researchers an inventory of the research studies that assess the outcomes of cultural competence education and training, four recommended strategies to advance the research and evaluation, a Cultural Competence Assessment Tool Checklist, along with a guide to using the tool, to help educators and research measure facets of cultural competence in published assessment tools and an overview of three evaluation approaches for curriculum development and evaluation.

<https://www.aamc.org/initiatives/diversity/425472/assessingchange.html>

AAMC Tool for Assessing Cultural Competence Training

With increasing diversity in the U.S. population and strong evidence of disparities in health care, it is critically important that health care professionals are specifically educated on how their own and their patients' demographic (e.g., gender, income, race and ethnicity, etc.) and cultural (e.g., language, religion, etc.) factors influence health, health care delivery and health behaviors. In 2000, the Liaison Committee on Medical Education (LCME) introduced two standards about cultural competence that inspired medical schools to introduce cultural competence education into the undergraduate curriculum. TACCT will help in that effort. 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.

[Tool for Assessing Cultural Competence Training \(TACCT\) - PDF Version](#)

Guide to Culturally Competent Health Care

Be prepared for the culturally rich and diverse world of healthcare. This concise, easy-to-read handbook prepares you to relate to individuals from different cultures. This guide explores 34 different cultures and the issues to be sensitive to; including cultural variations regarding personal space, dietary preferences, communication, symptom management, activities of daily living, and religious and health practices.

<https://www.fadavis.com/product/nursing-community-public-health-culturally-competent-health-care-purnell-3>

Health Disparities

AMA Racial/Ethnic Health Care Disparities

Recent studies have shown that despite the steady improvements in the overall health of the United States, racial and ethnic minorities experience a lower quality of health services and are less likely to receive routine medical procedures and have higher rates of morbidity and mortality than non-minorities. Disparities in health care exist even when controlling for gender, condition, age and socio-economic status. The American Medical Association provides links for activities to eliminate health disparities, commission to end health care disparities, and research finding and recommendations. As well as an inspirational program for new generation of physicians called Doctors Back to School.

<http://www.ama-assn.org/ama/pub/physician-resources/public-health/eliminating-health-disparities.page>

Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care

The Institute of Medicine researched 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.

[IOM Treatment](#)

OMH Minority Population Health Statistics

The Office of Minority Health is dedicated to improving the health of racial and ethnic minority populations through the development of health policies and programs that will help eliminate health disparities. Supported by the U.S. Department of Health and Human Services, OMH provides detailed demographic, language fluency (where relevant), education, economic, insurance coverage and health status information, as well as full census reports on Black/African American Health, American Indian/Alaskan Native Health, Asian American Health, Hispanic/Latino Health and Native Hawaiian & Pacific Islander Health.

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=1&lvlid=4>

CDC Race & Ethnic Minority Populations and Health Disparities & Inequalities Report

2013 Centers for Disease Control and Prevention's Office of Minority Health and Health Equity

(OMHHE) mission is to advance health equity and women's health issues across the nation through CDC's science and programs, and increase CDC's capacity to leverage its diverse workforce and engage stakeholders toward this end. Goals are in health equity, women's health, diversity & inclusion, organizational capacity. Plus visions of a world where all people have the opportunity to attain the best health possible.

[CDCHealthDisparitiesandInequalitiesReport-UnitedStates,2013](#)

HHS Action Plan to Reduce Racial and Ethnic Health Disparities

The HHS Action Plan to Reduce Racial and Ethnic Health Disparities outlines goals and actions HHS will take to reduce health disparities among racial and ethnic minorities. With the HHS Disparities Action Plan, the Department commits to continuously assessing the impact of all policies and programs on racial and ethnic health disparities. It will promote integrated approaches, evidence-based programs and best practices to reduce these disparities. The HHS Action Plan builds on the strong foundation of the Affordable Care Act and is aligned with programs and initiatives such as Healthy People 2020, the First Lady's Let's Move initiative and the President's National HIV/AIDS Strategy.

[HHS Action Plan to Reduce Racial and Ethnic Health Disparities](#)

Cultural Knowledge/ Language – Specific Sites

Ethnomed

EthnoMed contains information about cultural beliefs, medical issues and related topics pertinent to the health care of immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world.

<http://ethnomed.org/ethnomed>

The Cross Cultural Health Care Program

The mission of The Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to advance access to quality health care that is culturally and linguistically appropriate. We provide resources and training for individuals and institutions with the goal of systems change and a vision that Healthcare in every Community, every Community in Healthcare.

<http://xculture.org/>

Black/African American Health

Traditional Beliefs: Cultural Competency

http://etl2.library.musc.edu/cultural/traditional/traditional_2.php

OMH Minority Populations: African American Profile

<https://www.minorityhealth.hhs.gov/omh/browse.aspx?lvl=3&lvlid=61>

American Indian/Alaska Native/Native Hawaii

Alaska Native Knowledge Network

ANKN is a resource for compiling and exchanging information related to Alaska Native knowledge systems and ways of knowing. ANKN creates and distributes a variety of publications that assist Native people, government agencies, educators and the general public in gaining access to the knowledge base that Alaska Natives have acquired through cumulative experience over millennia.

<http://www.ankn.uaf.edu/Publications/Knowledge.html>

OMH Minority Populations: American Indian/Alaska Native Profile

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=3&lvlid=62>

Asian American/Pacific Islander

Provider's Guide to Quality & Culture Asian American and Pacific Islander Seminars (Not a US Government web site)

<https://www.hrsa.gov/cultural-competence/race.html>

OMH Minority Populations: Asian American Profile

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=3&lvlid=63>

OMH Minority Populations: Native Hawaiians and Pacific Islanders

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=3&lvlid=65>

Hispanic/Latino/Spanish

USA-Mexico Border Health Cultural Competency Page

<https://minorityhealth.hhs.gov/omh/browse.aspx?lvl=3&lvlid=64>

The Provider's Guide to Quality and Culture

Designed to assist healthcare organizations throughout the United States in providing high quality, culturally competent services to multi-ethnic populations.

Sponsoring organization: Health Resources and Services Administration.

<https://innovations.ahrq.gov/qualitytools/providers-guide-quality-culture>

Traditional Beliefs: Cultural Competency

http://etl2.library.musc.edu/cultural/traditional/traditional_12.php

Hablamos Juntos: Basic Building Blocks of Translation

http://www.hablamosjuntos.org/sm/default.translation_basics.asp

Hablamos Juntos: Interpreter Services

<http://www.hablamosjuntos.org/is/default.index.asp>

Quality & Culture Topic: Working with an Interpreter

<https://refugeehealthta.org/access-to-care/language-access/best-practices-communicating-through-an- interpreter/>

Quality & Culture Topic: Non-Verbal Communication

https://www.workplacestrategiesformentalhealth.com/mmhm/pdf/full_communicating_0.pdf

Legal Mandates for Interpreter Services

http://etl2.library.musc.edu/cultural/interpreters/interpreters_3.php