

Resources for Medical Education on the Provision of Culturally Effective Care

TITLE	RESOURCE TYPE	DESCRIPTION	SPONSOR	LINK/SOURCE
General Resources				
National Center for Cultural Competency Website home page	Resource database	The NCCC provides national leadership and contributes to the body of knowledge on cultural and linguistic competence within systems and organizations. Major emphasis is placed on translating evidence into policy and practice for programs and personnel concerned with health and mental health care delivery, administration, education and advocacy.	National Center for Cultural Competence	http://www11.georgetown.edu/research/gucchd/nccc/
National Center for Cultural Competence Resource Database	Resource database	An extensive, searchable database of resources, including books, research, online modules, and other links. See consultant pool, practitioner assessment, and other topics in the specific links.	National Center for Cultural Competence	https://www4.georgetown.edu/research/gucchd/nccc/app/resources/index.cfm
National Center for Cultural Competence Website links page	Links	Page of links to other cultural competence resources.	National Center for Cultural Competence	http://www11.georgetown.edu/research/gucchd/nccc/links/index.html
Expanding Perspectives: Improving Cultural Competency in Children's Health Care	Report	Examines disparities in children's health care and provides organizations with strategies to provide culturally effective care.	National Initiative for Children's Health Care Quality	http://www.nichq.org/NICHQ/Topics/PreventiveCare/Obesity/Tools/culturalcompetency.htm
The Provider's Guide to Quality and Culture	Database of culturally effective care resources	Offers up-to-date information and resources for clinicians working with immigrant, refugee, and racial/ethnic minority populations. Includes self-assessment, audiovisual clips, multiple resources.	Management Sciences for Health, U.S. Department of Health and Human Services	http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English

Center for Effective Collaboration and Practice Web page on culturally effective care	List of culturally effective care resources	Organizations, information, training programs and conferences, implementation resources.	Center for Effective Collaboration and Practice	http://cecp.air.org/cultural/resources.htm
Diversity Rx: Cultural Competence Practice and Training	Clearinghouse of culturally effective care resources	L-E-A-R-N Model Encounter Guidelines; Kleinman's Tool to elicit health beliefs. This is a clearinghouse of information on how to meet the language and cultural needs of minorities, immigrants, refugees, and other diverse populations seeking health care.	Diversity Rx	http://www.diversityrx.org/HTML/MOCPT1.htm
Quality Care for Diverse Populations	Streaming videos on diversity issues	Online versions, purchasable versions of video, CD version.	American Academy of Family Physicians	http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo/videos.html
Cultural Competence Resources for Health Care Providers	Clearinghouse of culturally effective care resources	Has Health Professions Education portion of much larger list of resources.	Health Resources and Services Administration	http://www.hrsa.gov/culturalcompetence/

Research Reports and Publications on Culturally Effective Care

Resident physicians' preparedness to provide cross-cultural care: implications for clinical care and medical education policy.	Research report	In a national study of resident physicians in their final year of training, few residents reported feeling unprepared in a general sense to care for patients from racial and ethnic minorities and from diverse cultures. Yet far more felt unprepared to care for patients with specific cultural characteristics, including those who mistrust the U.S. health care system or who have health beliefs or practices at odds with western medicine.	Commonwealth Fund	http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=480864
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Resident physicians' use of professional and nonprofessional interpreters: a national survey	Research article	Resident physicians need to know not only how to obtain trained interpreters at their institutions, but also why they should use them and how to use them effectively.	None	Lee KC, Winickoff JP. Resident physicians' use of professional and nonprofessional interpreters: a national survey. <i>JAMA</i> . 2006 Sep 6; 296(9):1050-3.
Primary care resident perceived preparedness to deliver cross-cultural care: an examination of training and specialty differences.	Research article	Across primary care specialties, residents reported different perceptions of preparedness to deliver cross-cultural care. However, this variation was more strongly related to training factors, such as the amount of instruction physicians received to deliver such care, rather than specialty affiliation. These findings underscore the importance of formal education to enhance residents' preparedness to provide cross-cultural care.	None	http://www.springerlink.com/content/9pn723756747q704/fulltext.pdf
Cross-cultural medical education: conceptual approaches and frameworks for evaluation.	Research article	This article provides conceptual approaches for cross-cultural medical education, and describes a framework for student evaluation that focuses on strategies to assess attitudes, knowledge, and skills, and the impact of curricular interventions on health outcomes.	None	Betancourt JR. Cross-cultural medical education: conceptual approaches and frameworks for evaluation. <i>Acad Med</i> . 2003; 78: 560-69.

<p>The social history revisited: integrating social factors into cross-cultural medical education.</p>	<p>Research article</p>	<p>In this article, the authors discuss the importance of social issues in caring for patients of all cultures, and propose a practical, patient-based approach to social analysis covering four major domains--(1) social stress and support networks, (2) change in environment, (3) life control, and (4) literacy. By emphasizing and expanding the role of the social history in cross-cultural medical education, faculty can better train medical students, residents, and other health care providers to care for socioculturally diverse patient populations.</p>	<p>None</p>	<p>Green AR, Betancourt JR, Carrillo JE. The social history revisited: integrating social factors into cross-cultural medical education. <i>Acad Med.</i> 2002; 77: 193-7.</p>
<p>Cross-cultural primary care: a patient-based approach</p>	<p>Research article</p>	<p>This paper discusses a patient-based cross-cultural curriculum for residents and medical students that teaches a framework for analysis of the individual patient's social context and cultural health beliefs and behaviors. The curriculum consists of five thematic units taught in four 2-hour sessions. The goal is to help physicians avoid cultural generalizations while improving their ability to understand, communicate with, and care for patients from diverse backgrounds.</p>	<p>None</p>	<p>Carrillo JE, Green AR, Betancourt JR. Cross-cultural primary care: A patient-based approach. <i>Ann Intern Med.</i> 1999; 130: 829-834.</p>

The importance of cultural and linguistic issues in the emergency care of children	Research article	Failure to appreciate the importance of culture and language in pediatric emergencies can result in multiple adverse consequences, including difficulties with informed consent, miscommunication, inadequate understanding of diagnoses and treatment by families, dissatisfaction with care, preventable morbidity and mortality, unnecessary child abuse evaluations, lower quality of care, clinician bias, and ethnic disparities in prescriptions, analgesia, test ordering, and diagnostic evaluations.	None	Flores G, Rabke-Verani J, Pine W, Sabharwal A. The importance of cultural and linguistic issues in the emergency care of children. <i>Pediatr Emerg Care</i> . 2002 Aug; 18(4): 271-284
Report 11 of the Council on Medical Education (A-06): Educating Medical Students for Cultural Competence: What do we know?	Research report (official AMA policy)	While there is evidence of integration of cultural competence in the undergraduate medical school curriculum, several significant challenges remain. These challenges include: (1) the need for additional faculty development; (2) the need for tools to evaluate student competence in this area; (3) the need to develop a better understanding of the influence of the biomedical culture itself on the integration of non-biomedical topics, including cultural competence, in the undergraduate medical school curriculum; and (4) the need to gain a better understanding of medical students' perspective on the integration of cultural competence in the undergraduate medical school curriculum.	American Medical Association Council on Medical Education	http://www.ama-assn.org/ama1/pub/upload/mm/38/a-06cme.pdf

ERIC: Implications of Culture on Developmental Delay	Research article	The cultural implications of the developmental delay category underscore the importance of having a broad array of tools for assessment and instruction as well as a good understanding of the child's culture. Responsive, family-centered programs and professionals have taken many steps to ensure effective communication between them and the children they serve. These have included making interpreters available, making printed as well as audio/audio-visual materials available in the families' dominant language, and connecting parents to a network of other parents with similar issues.	American Academy of Pediatrics	http://www.dbpeds.org/articles/detail.cfm?TextID=429
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Appropriate Cultural and Language Services and Standards

National Standards for Culturally and Linguistically Appropriate Services in Health Care	Standards for health care organizations and providers	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.	U.S. Office of Minority Health	http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlid=15
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Health Care Language Services Implementation Guide	Guide for health care organizations and providers on implementing standards for language access services	OMH has sponsored the development of this guide to help healthcare organizations implement effective LAS to meet the needs of their patients with limited English proficiency (LEP), thereby increasing their access to health care.	U.S. Office of Minority Health	https://hclsig.thinkculturalhealth.org/user/home.rails
Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members	Toolkit	The 14 standards are organized by themes: Culturally Competent Care (Standards 1-3), Language Access Services (Standards 4-7), and Organizational Supports for Cultural Competence (Standards 8-14). Within this framework, there are three types of standards of varying stringency: mandates, guidelines, and recommendations.	California Academy of Family Physicians	http://www.familydocs.org/assets/Publications/Toolkits/AddressingLanguageAccessToolkit.pdf
A Guide to Incorporating Cultural Competency into Medical Education and Training	Guidelines for cultural competency curricula	This resource identifies the need for cultural competency; explains Federal guidelines, state initiatives, and curricula/training in medicine and other professions; and provides a checklist for a model curriculum.	National Health Law Program	http://www.healthlaw.org/library/attachment.77331
Language Line Services	Commercial Website	Immediate access to language interpreters in over 175 languages	None	http://www.language.com
Patient Education Materials				
A Guide to Choosing and Adapting Culturally and Linguistically Competent Health Promotion Materials	A guide to cultural competence focused on patient education and health promotion	The purpose of this document is to provide guidance on how to assure that health promotion materials reflect the principles and practices of cultural and linguistic competence.	National Center for Cultural Competence	http://www11.georgetown.edu/research/gucchd/nccc/documents/Materials_Guide.pdf

Healthy Roads Media	Free health education materials in a number of languages and a variety of formats (video, audio, print, etc) for diverse populations in a variety of settings	This site contains free health education materials in a number of languages and a variety of formats. They are being developed to study the value of these formats in providing health information for diverse populations in a variety of settings.	Healthy Roads Media, Fargo, North Dakota	http://www.healthyroadsmedia.org
Multicultural Health Communication Service	Information about health issues and health services for people who speak languages other than English	This site provides information and services to assist health professionals to communicate with non English speaking communities throughout New South Wales. There are over 450 publications on health in a wide range of languages and new publications are added regularly. Some multilingual resources produced by other services are also posted on this website and there are links to related websites.	Multicultural Health Communication Service, New South Wales, Australia	http://www.mhcs.health.nsw.gov.au/mhcs/languages.html
Curricula, Toolboxes, and Continuing Medical Education Modules				
Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies	Toolkit (\$75)	The 170-page curriculum is organized into eleven sections that focus on teaching clinicians to recognize cultural differences in patient interactions and use specific communication skills to improve patient care. The materials organized can be adapted for sequential one-hour sessions or for daylong seminars.	Center for Health Professions, University of California at San Francisco	http://www.futurehealth.ucsf.edu/cnetwork/resources/curricula/diversity.html
A Physician's Practical Guide to Culturally Competent Care	Continuing medical education module	Free online continuing medical education that provides an excellent curriculum covering culturally competent care, language access services, and organizational support	U.S. Office of Minority Health	https://cccm.thinkculturalhealth.org

Communicate to Make a Difference: Practicing Cross-Cultural Communication	Continuing medical education module	The course consists of three separate case-study modules--a Hepatitis A outbreak, the health inspection of an Asian restaurant, and a community health workers module--that examine the practical application of the "Ten Strategies for Effective Cross-Cultural Communication."	New York-New Jersey Public Health Training Center	http://www.nynj-phtc.org/training.cfm
Communicate to Make a Difference: Exploring Cross-Cultural Communication	Continuing medical education module	No description available.	New York-New Jersey Public Health Training Center	http://www.nynj-phtc.org/training.cfm
Cross Cultural Health Care Case Studies	Case studies on culturally effective care issues	This series of case studies focuses on basic principles of delivering culturally effective care, covering a wide range of topics including: emotional and cultural factors related to patient non-compliance, limited English proficiency, normative cultural values and folk health and illness beliefs that affect medical decision-making , and religious factors that affect medical decision-making and disease management.	Pediatric Pulmonary Centers	http://support.mchtraining.net/national_ccce

National Center for Cultural Competence Curricula Enhancement Module Series	Modules on culturally effective care	The curricula enhancement series centers on four key content areas: (1) cultural awareness; (2) cultural self-assessment; (3) process of inquiry - communicating in a multicultural environment; and (4) public health in a multicultural environment. The curricula enhancement module series is designed to: assist faculty in incorporating four key content areas into existing curricula that are important to cultural and linguistic competence in public health; provide a set of defined areas of knowledge, skills, and awareness related to each core content area; offer relevant materials, articles, publications, and other multimedia resources for each core content area; and provide faculty with instructional and self-discovery strategies.	National Center for Cultural Competence	http://www.ncccurricula.info/modules.html
Think Cultural Health home page		Online continuing medical education and very important and practical information about language services standards and implementation.	U.S. Office of Minority Health	http://www.thinkculturalhealth.org
Cultural Competency Modules	Webcasts and podcasts	Maternal and Child Health Bureau cultural competency modules	Maternal and Child Health Bureau / Health Resources and Services Administration	http://www.mchcom.com/archivedWebcastDetailNewInterface.asp?aeid=349
Cross Cultural Health Care Case Studies: Online Self-study Course	Case studies	Has 5 modules: 1 on core concepts of cultural competence, the remaining are case specific discussions. Has a \$75 fee.	University of Wisconsin-Madison	http://www.dcs.wisc.edu/pda/online/cc-cases.htm
Worlds Apart: a 4-part series of cross-cultural healthcare	Videos	Catalogue of films for purchase that address cross-cultural healthcare		http://www.fanlight.com/catalog/films/912_wa.php

<i>Delivering Culturally Effective Health Care to Adolescents</i>	Book	This publication was designed to enhance understanding of the impact of culture on the health status of adolescents and to assist physicians and their health care colleagues in providing the best possible care for their patients. Chapters include information on the elements of culture, adolescent development, communicating with adolescents and their families, determining cultural effectiveness, and special issues, such as diversity in medicine.	American Medical Association	http://www.ama-assn.org/ama/pub/category/6759.html
Language, Culture, and Belief in the Medical Encounter	August 2007 issue of the AMA online medical ethics journal, Virtual Mentor	A variety of articles on the role of cultural diversity in the delivery of cultural effective care during the medical encounter.	American Medical Association	http://virtualmentor.ama-assn.org/2007/08/toc-0708.html
Evaluation of a culturally effective health care curriculum integrated into a core pediatric clerkship	Research article	A culturally effective health care curriculum, stressing clinical relevance, was successfully incorporated into the real-time experience of a third-year medical student pediatric clerkship. Students demonstrated significant gains in knowledge, attitudinal domains, and clinical skills.	None	Paul CR, Devries J, Fliegel J, Van Cleave J, Kish J. Evaluation of a culturally effective health care curriculum integrated into a core pediatric clerkship. <i>Ambul Pediatr.</i> 2008 May-Jun;8(3):195-199.
Transforming the Face of Health Professions Through Cultural & Linguistic Competence Education: The Role of the HRSA Centers of Excellence	Online curricular guide on culturally effective care	This compendium provides practical guidance in the form of strategies, tools, and resources for Centers of Excellence implementing and integrating cultural and linguistic competency content and methods into existing academic programs. It also provides guidance for evaluating cultural and linguistic competency efforts. The curriculum is organized into 10 chapters.	U.S. Department of Health and Human Services, Health Resources and Services Administration	http://www.hrsa.gov/culturalcompetence/curriculumguide/

Cultural Competence Self-Assessment

Tool for Assessing Cultural Competence Training	Online self-assessment	Tool, instructions for use, bibliography, resource guide*	Association of American Medical Colleges	http://www.aamc.org/meded/tacct/start.htm
The Cultural Competency Assessment Tool for Hospitals (CCATH)	Survey instrument	A survey instrument used to assess a hospital's performance based on the national standards for culturally and linguistically appropriate services.	University of Florida, University of California at Los Angeles, RAND, Pennsylvania State University	www.academyhealth.org/interestgroups/disparities/weech-maldonador.ppt
Cultural Competence Health Practitioner Assessment	Online self-assessment	Rather than give a numeric score, this strengths-based tool offers specific, current resources to promote learning and growth. Lengthy, but thought provoking. Good list of resources, but many journal-based, and not related to education.	Bureau of Primary Health Care	http://www11.georgetown.edu/research/gucchd/nccc/features/CCHPA.html
The "Culture OSCE" - introducing a formative assessment into a postgraduate program	Research article	The Maimonides Medical Center Pediatrics Department designed the first Culture OSCE. This is deemed to be a valuable training tool, and serves to highlight the importance of cultural competence within the Department.	None	Aeder L, Altshuler L, Kachur E, et al. The "Culture OSCE" - introducing a formative assessment into a postgraduate program. <i>Education for Health</i> . 2007
Cultural Beliefs of Specific Groups				
Ethnomed	Website of online patient education materials	Contains information about cultural beliefs, medical issues, and other related issues pertinent to the health care of recent immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world. Includes Amharic, Cambodian, Chinese, Eritrean, Ethiopian, Hispanic, Oromo, Somali, Tigrean, and Vietnamese.	Ethnomed	http://ethnomed.org

The Asian and Pacific Islander American Health Forum	Website of patient education materials	Variety of resources including health information sheets on Cambodians, Chamorros, Chinese, Filipinos, Hmong, Japanese, Koreans, Native Hawaiians, Samoans, South Asians, and Vietnamese in the United States.	The Asian and Pacific Islander American Health Forum	http://www.apiahf.org/resources/index.htm
Reducing Health Disparities in Asian American and Pacific Islanders	Educational modules	A wide range of educational modules on delivering care to Asian Americans and Pacific Islanders. Modules include brief videos of patient encounters, techniques for taking a history, communicating across cultures, and other topics.	Office of Minority Health and the Bureau of Primary Health Care	http://erc.msh.org/aapi/index.html
Cultural Competence in Healthcare: A Practical Guide	Book	An excellent resource that provides practical guidance for clinicians in the provision of culturally effective care for a variety of patient attributes, including race, ethnicity, national origin, disability, religion, language, and sexual orientation.	None	Rundle A, Carvalho M, Robinson M, eds. <i>Cultural Competence in Healthcare: A Practical Guide</i> . San Francisco, CA: Jossey-Bass, 1999
<i>The Spirit Catches You and You Fall Down</i> by Ann Fadiman	Book and study guide	Book about a Hmong infant with epilepsy and the clash with American physicians. Used as a reflective and discussion curriculum tool.	None	http://www.spiritcatchesyoud.com/studyquestions.htm
A Primer on Cross Cultural Competence: the Hispanic Perspective	PowerPoint presentation	Information on the current health status of Latinos in the U.S. and practical information that can assist medical students in providing culturally effective health care to their future patients.	American Medical Association Minority Affairs Consortium	http://www.ama-assn.org/ama/pub/category/11933.html
Understanding Cultural Diversity: Asian American Family Roots	Reference article	Article on many aspects of care to Asian Americans, including religious origins, values, childrearing practices and beliefs, health beliefs, and language/communication styles.	American Academy of Pediatrics	http://www.dbpeds.org/articles/detail.cfm?TextID= 397
Achieving Diversity in Dentistry and Medicine	Curricular guide on culturally effective care	Includes a cultural competence curriculum and ethnogeriatrics curriculum.	American Medical Student Association	http://www.amsa.org/addm/index.cfm#eth

Curriculum in Ethnogeriatrics: Core Curriculum and Ethnic Specific Modules	Ethnogeriatrics curriculum	Five educational modules on the principles of ethnogeriatrics and culturally effective care, as well as a dozen ethnic-specific modules (all with goals and objectives). Although these modules focus on geriatric patients, the concepts and modules are equally relevant to pediatric patients.	Stanford University and the Bureau of Health Professions	http://www.stanford.edu/group/ethnoger/index.html
Ethnics Mnemonic	Ethnogeriatrics curriculum	Both English and Spanish versions of the curriculum	Florida State University and the U.S. Health Resources and Services Administration	http://www.med.fsu.edu/geriatrics/ethnogeriatric/default.asp
Guiding Principles for Cultural Competency	Curricular guide	The Guiding Principles for Cultural Competency serve as a tool for assisting AETC faculty, providers, and administrators in addressing health disparities and cultural competency within their healthcare setting.	AIDS Education and Training Centers and the U.S. Health Resources and Services Administration	http://www.aidsetc.org/doc/workgroups/cc-principles.doc
Miscellaneous				
National Center for Cultural Competence Consultant Database	Online database of consultants on culturally competence issues	A consultant pool that can be searched by area of expertise on cultural and linguistic competence (youth, special needs included) in a broad range of health, mental health, and human service arenas.	National Center for Cultural Competence	http://www11.georgetown.edu/research/gucchd/nccc/consultants/index.html
National Center for Cultural Competence Cultural Broker Guide	Online cultural broker guide	This guide is designed to assist health care organizations in planning, implementing, and sustaining cultural broker programs.	National Center for Cultural Competence	http://www11.georgetown.edu/research/gucchd/nccc/documents/Cultural_Broker_Guide_English.pdf