

CROSS CULTURAL RESOURCES

The Cross Cultural Health Care Program Resource Center, March 2003.
270 S. Hanford St. Ste. 100 Seattle WA 98134 • www.xculture.org

Internet resources, bibliography, and new materials in the Resource Center

Focus: Cultural Competence

To be placed on this mailing list, for presentations on information access in culture and health issues, for a printed version of listed electronic documents, or to borrow an item, please contact Alyssa Sampson at 206 860-0329 ext 22 or resource@xculture.org.

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1. Cultural Competence on the Web

There are numerous sites and short articles about cultural competence available on the internet, including much redundancy and repeated references to the same sources and sites. The following collection is intended to include only content-rich sites that make unique contributions to the subject. It certainly isn't exhaustive.

1. Assuring cultural competence in health care: Recommendations for national standards and an outcomes-focused research agenda

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

The Culturally and Linguistically Appropriate Services (CLAS) Standards web site from the U. S. Office of Minority Health. Last updated April 2, 2003. Includes the draft standards and commentary, project staff and advisory committee, Federal Register notice, summary reports from regional meetings, final standards, the final report from March 2001 in .pdf format and a draft of a guide giving ideas for implementation. Some of the site is available in Spanish.

2. Cultural competence curriculum modules

<http://www.air.org/cccm/index.htm>

American Institutes for Research. Site isn't dated but the individual components are. One of several CLAS-related projects, this site includes several documents and concept papers in .pdf form that describe current trends and realities in relation to the CLAS standards and/or make recommendations for how to implement services congruent to the standards.

3. The M+CO QAPI Project for 2003

I. Providing Oral Linguistic Services: A Guide for Managed Care Plans; II. Planning Culturally and Linguistically Appropriate Services: A Guide For Managed Care Plans; III. Best Practices for Culturally and Linguistically Appropriate Services in Managed Care Conference: June 3 and 4, 2002 in Research Triangle Park, North Carolina.

<http://www.cms.gov/healthplans/quality/project03.asp>

Centers for Medicare & Medicaid Services, Baltimore: CMS, Last modified February 4, 2003 as of this writing.

These two guides are the products of a research project conducted by the Lovelace Clinic Foundation of Albuquerque, New Mexico. They include insights from site visits in addition to detailed plans for linguistically and culturally appropriate services. Numerous resources and tools comprise the appendices, drawn from a variety of respected sources. The third item listed above is presentations from a conference. The downside of these reports and presentations is that they're presented in the form of a few dozen files that are tedious and confusing to download and assemble if the reader wants them in cohesive form, and if you order hard copies, you don't get the appendices.

4. National Center for Cultural Competence: Georgetown University Center for Child and Human Development, University Center for Excellence in Developmental Disabilities

<http://www.georgetown.edu/research/gucdc/nccc/index.html>

The NCCC's site provides numerous policy essays making the case for cultural competence in various arenas of health and offering ideas on how to accomplish it. Subjects include oral health, SIDS, partnerships between faith-based and health organizations, linguistic competence, disparities, research agenda, and more. The site also provides cultural competence tools for providers working with children, information on NCCC's other services, and a database of cultural and linguistic competence resources. Some materials are available in Spanish.

5. National Health Law Program (NHeLP) Racial/cultural issues page

<http://www.nhelp.org/race.shtml>

NHeLP's activities and resources include manuals and downloadable documents on legal aspects of immigrant access and linguistic access to health.

6. Office for Civil Rights

US Department of Health and Human Services

<http://www.hhs.gov/ocr/index.html>

Last revised March 20, 2003

Initiatives, rules, guidances, FAQs, concerning national origin discrimination, limited English proficiency, ADA, and other civil rights issues in health.

7. Cultural Competence Standards in Managed Mental Health Care

Western Interstate Commission on Higher Education

http://www.wiche.edu/MentalHealth/Cultural_Comp/

“These cultural competence documents were produced under the auspices of the Western Interstate Commission for Higher Education (WICHE) Mental Health Program and the Center for Mental Health Services (CMHS) of the Substance Abuse and Mental Health Services Administration, and are part of the CMHS Managed Care Workforce Training Initiative of the University of Pennsylvania School of Medicine.”—The site. There are ethnic-specific clinical and system standards for African American, Latino, Asian/Pacific Islander, and Native American populations.

8. Health Resources and Services Administration study on measuring cultural competence in health care delivery settings

A Review of the Literature

<http://www.hrsa.gov/omh/cultural/cultural.htm>

The Lewin Group. Rockville, MD: HRSA, 2001.

Ambitiously reviews and compares seminal conceptual models of cultural competence assessment and their application. Includes comparison tables and annotated bibliographies.

9. Achieving cultural competence: A guidebook for providers of services to older Americans and their families - January 2001

<http://www.aoa.gov/minorityaccess/guidbook2001/default.htm>

Administration on Aging

Probably nothing revolutionary here, but includes some statistics about older people's health by ethnicity, some examples of programs, and everything's geared toward caring for elders.

2. Cultural Competence Assessment Tools

This, also, is not an exhaustive list. Any of these can be obtained from a public library. Some are on the web. If a book isn't carried locally, many libraries can borrow it from another library through interlibrary loan at low or no cost to the user. Many hospital and college/university libraries can do the same thing.

1. Conducting a cultural competence assessment

<http://erc.msh.org/provider/andrulis.pdf>

or go to

<http://erc.msh.org/mainpage.cfm?file=9.1g.htm&module=provider&language=English>

and scroll to the .pdf file. Andrulis D. et al. n.d. Presumably made for Management Sciences for Health but I'm not sure.

Builds upon the Georgetown University Child Development Center's Continuum of Cultural Competency.

2. The confidence of community health nurses in caring for ethnically diverse populations. Bernal H, Froman R. Journal of Nursing Scholarship. 1987;19:201-203.
&

Influences on the cultural self-efficiency of community health nurses. Bernal H, Froman R. Journal of Transcultural Nursing. 1993;4:24-31. Try interlibrary loan at a public or medical library, or a medical school's library or document delivery service such as Loansome Doc.

Haven't seen theirs.

3. Cultural competency assessment tool

http://www.mcf.gov.bc.ca/publications/cultural_competency/assessment_tool/tool_index1.htm

Prepared by the Vancouver Ethnocultural Advisory Committee of the Ministry for Children and Families, Vancouver, British Columbia, n.d.

Several worksheets of questions with 1-5 scales

4. Cultural competence self-assessment instrument. Child Welfare League of America. Washington DC: Child Welfare League of America, 1993. <http://www.cwla.org/pubs/202-638-2952>. ISSN 0-87868-840-4, \$16.95. Available at the CCHCP library.

This assessment tool specifically addresses the organization as a whole. Most questions ask for a 0-2 rating and a few lines to suggest ideas for improvement.

5. Cultural competence self-assessment questionnaire: a manual for users. Mason, James L. Williams-Murphy, Tracy. Portland OR: Portland State University, 1995. Research and Training Center on Family Support and Children's Mental Health, Regional Research Institute for Human Services, Graduate School of Social Work, Portland State University, PO Box 751 Portland, OR 97207-0751

<http://www.rtc.pdx.edu/pgPublications.shtml> 503-725-4040. \$8.00.

This respected instrument includes individual and administrative versions, a demographic questionnaire, as well as instructions and background. Most questions ask for a 1-4 rating that may be labeled like "not at all/seldom/sometimes/often". Both the individual and administrative versions contain varied content useful for assessing organizational cultural competence.

6. Development of a measure of culturally competent care. Warda, Maria. PhD Thesis. San Francisco: University of California San Francisco, 1997. Try interlibrary loan at a public or medical library or buy through Proquest (UMI or University Microfilms is now here) <http://www.umi.com/hp/Products/Dissertations.html>.

Haven't seen this one.

7. Final report to the Office of Planning and Evaluation, Health Resources and Services Administration on the project entitled Tools for Monitoring Cultural Competence in Health Care. Tirado, Miguel D. San Francisco CA: Latino Coalition for a Healthy California, 1996. 1535 Mission Street, San Francisco, CA, 94103, 431-7430. Features a variety of questionnaires, question styles, and content, plus explanations of the logic behind every question. Also contains background information and suggestions for working with patients from Latino and Chinese backgrounds as produced by Latino and Chinese American physician panels.

8. La Frontera, Inc.

<http://www.lafrontera.org/competence-tool.asp>

La Frontera, Inc. is a non-profit behavioral health agency in Pima County, Arizona. Their cultural competence assessment tool is called Building Bridges: Tools for Developing an Organization's Cultural Competence.

The tool was developed with funding from the Office of Minority Health.

I have not seen this tool so I can't describe it.

9. A Guide to enhancing the cultural competence of runaway and homeless youth programs. Johnson, Bassin & Shaw, Inc. U.S. Department of Health and Human Services, Administration for Children and Families, Administration on Children, Youth and Families, Family and Youth Services Bureau. - Silver Spring MD: U.S. Department of Health and Human Services, Administration for Children and Families, Administration on Children, Youth and Families, Family and Youth Services Bureau National Clearinghouse on Runaway and Homeless Youth, 1994. PO Box 13505, Silver Spring, MD 20911-3505, 301-608-8098.

The detailed tools included in this book utilize open-ended questions, Likert scales (or something similar, I think?), and diversity matrices, and are geared for staff, management, clients, and many aspects of organizations.

10. A practical guide for the assessment of cultural competence in children's mental health services. Roizner, Monica. Boston, MA: Technical Assistance Center for the Evaluation of Children's Mental Health Systems, Judge Baker Children's Center, 1996. Not sure if they provide this or not, but their contact information is 3 Blackfan Circle, Boston, MA 02155, 1 800-779-8390 x 2109, info@jfcc.harvard.edu.

<http://www.jbcc.harvard.edu/>

Haven't seen this one.

11. Program self-assessment survey for cultural competence: a manual. Weiss, Carol I. Minsky, Shula. Multicultural Services Advisory Committee, New Jersey Division of Mental Health Services. Trenton NJ: New Jersey Division of Mental Health Services, 1996. Don't know if they still distribute this, but their phone # is 1-800-382-6717. Available at the CCHCP library.

This test is somewhat short and consists of checklists and multiple choice questions whose choices lay along a continuum, along with instructions for administration and evaluation.

12. Promoting cultural and linguistic competency: Self-assessment checklist for personnel providing primary health care services

<http://www.georgetown.edu/research/gucdc/nccc/nccc11.html>

Tawara D. Goode, Georgetown University Center for Child and Human Development. Washington, DC: National Center for Cultural Competence, Georgetown University Center for Child and Human Development, 1989, last revision 2000.

Thirty-question checklist with a 1-3 scale of "things I do [frequently/occasionally/never].

3. New Acquisitions in the CCHCP Resource Center

Residents of the Puget Sound region may borrow these materials for one month. Others should try to obtain them from their local public, university or medical library. It may be necessary to ask for them through interlibrary loan.

1. The Asian American men's health survey: Sharing responsibility / National Asian Women's Health Organization. - San Francisco: National Asian Women's Health Organization, 1999.

RCE NAWHO 1

2. The Big idea: A step-by-step guide to creating effective policy reports / Duitch, Suri; McGowan, Kathleen, Editor; Vogel, Carl, Editor / The Center for an Urban Future. - New York NY : The Center for an Urban Future, City Limits Community Information Service, Inc. 2002.

G Duit 2

3. Breaking the silence: A Study of depression among Asian American women / National Asian Women's Health Organization. - San Francisco: National Asian Women's Health Organization, 2001.

MH NAWHO 1

4. Emerging communities: A health needs assessment of South Asian women in 3 California counties: Alameda, Santa Clara, Sutter / Bhatt, Sheela; Jagannathan, Priya - San Francisco: National Asian Women's Health Organization, 1996.

W Bhat 1

5. Filipino Americans: Transformation and identity / Root, Maria P. P., Editor - Thousand Oaks CA: SAGE Publications, 1997.

RCE Root 1

6. A Gathering of wisdoms: Tribal mental health: A cultural perspective / Swinomish Tribal Mental Health Project. - Second edition - LaConner WA : Swinomish Tribal Community, 2002.

NA STMHP 1

7. Global perspectives: A Report on international Asian American women's reproductive health / National Asian Women's Health Organization. - San Francisco: National Asian Women's Health Organization, 2001.

W NAWHO 1

8. Handbook of multicultural assessment: Clinical, psychological, and educational applications / Suzuki, Lisa A., Editor Ponterotto, Joseph G., Editor Meller, Paul J., Editor - Second Edition - San Francisco: Jossey Bass, 2001.

MH Suzu 1

9. Health risks & need for prevention: A Tobacco report on Southeast Asian youth / National Asian Women's Health Organization. - San Francisco: National Asian Women's Health Organization, 2000.

MH NAWHO 2

10. Latino families in therapy: A guide to multicultural practice / Falicov, Celia Jaes - New York: The Guilford Press, 1998.

MH Fali 1

11. Making a difference: Highlights from a national symposia series on Asian Americans and diabetes / National Asian Women's Health Organization. - San Francisco: National Asian Women's Health Organization, 2002.

H NAWHO 1

12. Physicians' desk reference: PDR / Arky, Ronald, Medical Consultant / Medical Economics Company, Inc. - 56th Edition - Oradell NJ: Medical Economics Co. 2002.

GR PDR 2

13. Reflections on community organizing and resident engagement: In the rebuilding communities initiative / Traynor, Bill / Burness Communications, Editing. - Baltimore MD: The Annie E. Casey Foundation, 2002.

G Tray 1

14. Speak up: Tips on advocacy for publicly funded nonprofits / Duitch, Suri; Vogel, Carl, Editor / Center for an Urban Future. - New York: Center for an Urban Future, City Limits Community Information Service, Inc. 2002.

G Duit 1

15. Voices from the Empowerment Zones: Insights about launching large-scale community revitalization initiatives / The Annie E. Casey Foundation. - Baltimore MD: The Annie E. Casey Foundation, 2002.

G AECF 1

16. Where to turn PLUS directories: Health and human services in King County / Crisis Clinic. - 2003 - Seattle WA: Crisis Clinic, 2003.

DIR CC 1

17. Working with Asian Americans: A Guide for clinicians / Lee, Evelyn, Editor - New York: The Guilford Press, 1997.

MH Lee 1

4. Comments

How do you like this publication?

What would you like to see more of? _____

What do you think should be different? _____

What subjects would you like to see covered? _____

General comments? _____

Send comments to resource@xculture.org or

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