

## Resources

Here are a number of websites, training tools, and a variety of resources you may find useful when you are developing and implementing your strategic plan for enhancing the linguistic and cultural competency of your services.

This section includes resources regarding:

- Cultural Competency
- Health Literacy
- Interpretation
- Outreach and Access

# Cultural Competency

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## Helpful Websites

*The Cross Cultural Health Care Program*  
*[www.xculture.org](http://www.xculture.org)*

The mission of CCHCP is to serve as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate. This site has videos, manuals, and books.

*National Center for Cultural Competence*  
*[www.gucchd.georgetown.edu](http://www.gucchd.georgetown.edu)*

Georgetown University Center for Child and Human Development sponsors the National Center for Cultural Competence which has many helpful resources and articles regarding cultural and linguistic competence.

*National Women's Health Information Center*  
*[www.4woman.gov](http://www.4woman.gov)*

This site features links to a number of helpful resources on the topic of cultural competency.

*Think Cultural Health*  
*[www.thinkculturalhealth.org](http://www.thinkculturalhealth.org)*

This website features ways to become more aware of various cultural and linguistic factors that may color the way your clients get health care.

## Articles and Manuals

### *Caring Across Cultures: The Providers Guide to Cross-Cultural Health Care*

*www.crosshealth.com*

This resource guide was developed by the Center for Cross-Cultural Health (CCCH) especially for health care providers concerned about cultural competence.

### *Culture Clues*

*www.uwmedicine.org*

This series of tip sheets from the University of Washington Medical Center offers health care providers with practical suggestions for communicating with a variety of cultural groups.

### *Cultural Competency and Adolescent Reproductive and Sexual Health*

*www.advocatesforyouth.org*

Youth who face prejudice and discrimination by virtue of their identity, life experience, or family circumstances disproportionately experience teen pregnancy and HIV/STI infection. This resource from Advocates for Youth will be useful to many Family PACT providers.

### *Cultural and Linguistic Competence Policy Assessment*

*www.clcpa.info*

Developed by Georgetown University's National Center for Cultural Competence (NCCC), this guide explains how to incorporate cultural and linguistic competence into clinic policies.

*A Guide for Advancing Family-Centered Culturally and Linguistically Competent Care*

*www.gucchd.georgetown.edu*

This guide developed by NCCC could serve as a good way to help put together your strategic plan for enhancing cultural and linguistic competency at your office.

*A Guide to Planning and Implementing Cultural Competence Organizational Self-Assessment*

*www.gucchd.georgetown.edu*

This guide explains why it is important to conduct cultural competence self-assessment and how to use the results of self-assessment. It was developed by NCCC for health and human services organizations.

## **Videos and Training Opportunities**

*The Cross Cultural Health Care Program*

*www.xculture.org*

CCHCP provides many workshop and training opportunities.

# Health Literacy

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## Helpful Websites

### *American Medical Association Foundation Health Literacy Initiative*

*[www.amafoundation.org](http://www.amafoundation.org)*

This website provides access to a free health literacy newsletter and a variety of tools to enhance health care providers' capacities to provide quality care to patients with low literacy skills.

### *Ask Me 3*

*[www.npsf.org/askme3](http://www.npsf.org/askme3)*

This site developed by Pfizer and the Partnership for Clear Health Communication is designed for health care providers and for patients to learn more about how to communicate clearly about health care.

### *California Family Health Council*

*[www.healthed.org](http://www.healthed.org)*

This site provides many kinds of services from an online database of patient education resources evaluated for literacy by professional health educators to an online store of easy-to-read health education materials.

### *California Health Literacy Initiative*

*[www.cahealthliteracy.org](http://www.cahealthliteracy.org)*

This website provides health care providers information about Health Literacy and access to a useful Health Literacy Resource Center.

*Center for Health Care Strategies**[www.chcs.org](http://www.chcs.org)*

This site features helpful fact sheets on health literacy.

*Family PACT**[www.familypact.org](http://www.familypact.org)*

The California Office of Family Planning provides easy-to-read reproductive health materials in multiple languages, both downloadable and in print.

*Institute for Healthcare Advancement**[www.ih4health.org](http://www.ih4health.org)*

IHA sponsors a yearly conference on Health Literacy and has a number of easy-to-read handbooks for family self-care.

*National Institutes of Health**[www.nih.gov](http://www.nih.gov)*

NIH devotes a section of its website to the importance of health literacy.

*National Institute for Literacy**[www.nifl.gov](http://www.nifl.gov)*

This website features information on adult literacy in general as well as specific information on health literacy.

*Partnership for Clear Health Communication**[www.npsf.org/pchc](http://www.npsf.org/pchc)*

This site highlights the Ask Me 3 Program and provides other ways to partner in promoting clear health communication.

### *Plain Language Network International*

*[www.plainlanguagenetwork.org](http://www.plainlanguagenetwork.org)*

This website provides free plain-language articles, writing tutorials, Web links, news, networking opportunities, and professional support.

### *Pfizer Clear Health Communication Initiative*

*[www.pfizerhealthliteracy.com](http://www.pfizerhealthliteracy.com)*

Several useful resources for health care providers as well as researchers are available at this site, including the Newest Vital Sign and Tips for Providers

## **Articles, Books and Manuals**

### *Checklist for Evaluating Health Education Materials*

*[www.healthed.org](http://www.healthed.org)*

Developed by California Family Health Council, this form focuses on what to look for in a health education material.

### *Clear and Simple: Developing Effective Print Materials for Low-Literate Readers*

*[www.cancer.gov](http://www.cancer.gov)*

This online manual from the National Cancer Institute is a step-by-step guide for developing easy-to-read print materials.

### *Fry Graph*

*[www.healthed.org](http://www.healthed.org)*

The Fry Graph and its instructions can be used to test the reading level of written materials.

*Health Literacy: A Prescription to End Confusion*

*www.iom.edu*

This excellent book from the Institute of Medicine outlines the high cost of low health literacy, backed by research and case studies and offers useful solutions.

*The Health Literacy Environment of Hospitals and Health Centers: Partners for Action: Making Your Healthcare Facility Literacy-Friendly*

*www.ncsall.net*

This guide was developed by the National Center for the Study of Adult Learning and Literacy and the Health and Adult Literacy and Learning Initiative at the Harvard School of Public Health. It offers an approach for analyzing literacy-related barriers to healthcare access and navigation.

*Health Literacy from A to Z: Practical Ways to Communicate Your Health Message*

*www.healthliteracy.com*

This book by Helen Osborne of Health Literacy Consulting is full of great resources and tips.

*Teaching Patients with Low Literacy Skills*

*www.hsph.harvard.edu*

This classic book by Leonard and Cecelia Doak and Jane Root is uniquely helpful. Every Family PACT provider would find this useful. Downloadable at no cost the Harvard School of Public Health website.

## Videos, Training and Consulting

### *California Family Health Council, Inc.*

*[www.healthed.org](http://www.healthed.org)*

The health literacy experts at CFHC can assist health care providers in assessing, writing, editing, designing, translating, field-testing, and producing easy-to-read, culturally competent health education materials as well as providing training in health literacy and clear health communication.

### *Clear Language Group*

*[www.clearlanguagegroup.com](http://www.clearlanguagegroup.com)*

This excellent consortium's services include cross-cultural communication, consulting, writing, editing, training, and producing multimedia.

### *Health Literacy Consulting*

*[www.healthliteracy.com](http://www.healthliteracy.com)*

Health Literacy Consulting provides keynote addresses and presentations, plain language writing and editing services as well as a website with tips on promoting health literacy.

### *Health Literacy: Help Your Patients Understand*

*[www.amafoundation.org](http://www.amafoundation.org)*

This excellent in-service training video and toolkit from the American Medical Association Foundation will help your staff understand the importance of health literacy and clear health communication.

# Interpretation in the Health Care Setting

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## Helpful Websites

*National Association of the Deaf*  
*www.nad.org*

Effective communication with deaf or hard of hearing people is essential for providing quality health care. This site explains the requirements of Title III of the Americans Disability Act for health care providers.

*National Council on Interpreting in Health Care*  
*www.ncihc.org*

The NCIHC is 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. This site has a series of working papers on this topic.

## Articles or Manuals

*The Art of Interpreting: A Manual for Health Care Professionals*  
*www.acebo.com*

This article by Holly Mikkelson provides many practical tips for working with interpreters in a health care setting.

*City of Seattle Interpreter Toolkit: A guide to help you provide interpretation and translation services to multilingual populations.*

*[www.cityofseattle.net](http://www.cityofseattle.net)*

While specific to Seattle's needs, the principles highlighted in this easy-to-use guide can be helpful to Family PACT providers. It features a sample Language Identification Sign.

*Language Barriers in Health Care Settings: An Annotated Bibliography of the Research Literature*

*[www.ncihc.org](http://www.ncihc.org)*

This bibliography from the National Council on Interpreting in Health Care (NCIHC) highlights research on this important topic.

*National Standards of Practice for Interpreters in Health Care*

*[www.ncihc.org](http://www.ncihc.org)*

This document from NCIHC features excellent standards for health care interpreters.

*Providing Language Services in State and Local Health-Related Benefits Offices: Examples from the Field*

*[www.commonwealthfund.org](http://www.commonwealthfund.org)*

This resource explains strategies for providing language services to people with Limited English Proficiency. The real world examples and step-by-step plan make it easy for clinics to make changes.

*The Role of the Health Care Interpreter*

*[www.ncihc.org](http://www.ncihc.org)*

An interesting article on the topic from NCIHC.

### *Sample Language Identification Card*

*www.lep.gov*

Family PACT providers can use this tool available from the US Department of Commerce, Census Bureau to identify a client's language. The client simply points to the preferred language.

## **Telephone Interpreter Services**

### *CyraCom International*

*www.cyracom.net*

Cyracom International provides interpretation services via the telephone. The service is available 24 hours a day, 365 days a year.

### *CTS LanguageLink*

*www.ctslanguagelink.com*

Provides trained and qualified interpreters in any language on-site and over the telephone, 24 hours a day, 7 days a week.

### *Language Line Services*

*www.languageline.com*

Certified medical interpreters can interpret over 150 languages over the phone, over video, and in writing.

### *NetworkOmni*

*www.networkomni.com*

NetworkOmni provides over-the-phone interpretation, translation and localization, on-site interpretation and consulting services.

## Training Opportunities

### *Bridging the Gap Interpreter Handbook*

*www.xculture.org*

This handbook from Cross Cultural Health Care Program (CCHCP) was designed to accompany a 40-hour training course for medical interpreters. It can also be used for interpreters wishing to study on their own.

### *Communicating Effectively Through an Interpreter*

*www.xculture.org*

This instructional video/DVD is available from CCHCP for health care providers to learn to work effectively with an interpreter.

# Outreach and Access

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## Helpful Websites

### *Advocates for Youth*

*[www.advocatesforyouth.org](http://www.advocatesforyouth.org)*

This site features outreach programs that work.

### *The California Wellness Foundation*

*[www.tcwf.org](http://www.tcwf.org)*

This website highlights how agencies might obtain funding for outreach programming as well as other resources and tools for outreach strategies.

### *Engender Health*

*[www.engenderhealth.org](http://www.engenderhealth.org)*

This section of the website highlights how to build a successful male outreach component.

### *Family Health International*

*[www.fhi.org](http://www.fhi.org)*

This website highlights community outreach programs with ideas coming from all over the world.

### *Family PACT*

*[www.familypact.org](http://www.familypact.org)*

This website features a number of resources for building successful outreach programs for various client populations.

## Articles, Books and Manuals

*A Clinic For Teens by Teens: The Peer Provider Manual*  
[www.healthed.org](http://www.healthed.org)

This manual from California Family Health Council (CFHC) highlights the ins and outs of developing and implementing a peer provider program.

*Off-Site Family Planning and Chlamydia Screening Programs: A Toolkit for Developing and Implementing Successful Off-site Programs*  
[www.cfhc.org](http://www.cfhc.org)

This practical toolkit from CFHC provides agencies with everything they need to develop a successful off-site program, from sample Memos of Understanding to equipment and supplies checklists and everything in between.

*The Other Half of the Equation: Serving Young Men in a Young Women's Reproductive Health Care Clinic*  
[www.guttmacher.org](http://www.guttmacher.org)

This article from the Allan Guttmacher Institute provides helpful insight into outreaching to young men.

*Reaching Out for Success: Family PACT Provider Guide for Effective Outreach*  
[www.familypact.org](http://www.familypact.org)

This excellent article from the Family PACT program summarizes the best outreach practices of Family PACT providers statewide.

### *The Source: A Peer Provider Handbook*

*www.healthed.org*

Created by and for teen peer providers, this reproductive health manual from CFHC will be a useful training tool and resource handbook for peer providers.

### *Tips for Effective Family PACT Outreach*

*www.familypact.org*

This tip sheet gives helpful hints for Family PACT providers for successful outreach.

### *Teen Pregnancy Prevention Programs in California*

*www.familypact.org*

This list of California programs funded for teen-pregnancy prevention will help Family PACT providers reach vulnerable and at-risk teens.

## **Videos, Training and Consulting**

### *California Family Health Council, Inc.*

*www.healthed.org*

The trainers at CFHC can train staff in building successful teen-friendly programs, including building successful peer provider programs.

### *Center for Health Training*

*www.centerforhealthtraining.org*

CHT has a number of programs and trainings available including free downloads entitled “Blueprint for Male Involvement” and “Client-centered Care Organizational Assessment: How well does your agency provide client-centered services?” among other topics.

*Meeting the Family Planning Needs of Adolescents and Males*  
*[www.familypact.org](http://www.familypact.org)*

Listen to a helpful previously recorded webcast on the topic of reaching males and teens from the Family PACT program.

*Reaching Teens: The Essentials of Outreach*  
*[www.centerforhealthtraining.org](http://www.centerforhealthtraining.org)*

This 20-minute video from CHT is an excellent training tool for staff and provides an overview of the essentials for building a successful outreach program.