



## Cultural Competency: Selected Resources for Instruction

Prepared by members of the Libraries/Educational Resources Section of the  
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### Assessment

Cultural Competency Assessment Tools (bibliography from the Cross Cultural Health Care Program)	<a href="http://www.xculture.org/assesstools.php">http://www.xculture.org/assesstools.php</a>
Cultural Competence Health Practitioner Assessment (CCHPA) (National Center for Cultural Competence, Georgetown University)	<a href="http://www11.georgetown.edu/research/gucchd/nccc/features/CCHPA.html">http://www11.georgetown.edu/research/gucchd/nccc/features/CCHPA.html</a>
Tool for Assessing Cultural Competence Training (ACCT) (American Association of Medical Colleges)	<a href="http://www.aamc.org/meded/tacct/start.htm">http://www.aamc.org/meded/tacct/start.htm</a>
Tools for Self-Assessment of Cultural and Linguistic Competence (National Center for Cultural Competence (NCCC))	<a href="http://www.ncccricula.info/resources_mod2.html#appendixa">http://www.ncccricula.info/resources_mod2.html#appendixa</a>

### Books, Articles, Reports

Agency for Healthcare Research and Quality. *National healthcare quality & disparities report*. Updated annually. 2008 edition. Available at: <http://www.ahrq.gov/qual/grdr08.htm>.

Berger, B. A. (2009). *Communication skills for pharmacists: Building relationships, improving patient care* (3rd ed.). Washington, DC: American Pharmacists Association.

Bleidt, B. (1993). *Multicultural pharmaceutical education*. Binghamton, NY: Haworth Press. Monograph Published Simultaneously As the Journal of Pharmacy Teaching, Vol. 3 (2)  
“Multicultural Pharmaceutical Education spotlights methods and theory on how to increase representation of minorities in pharmacy schools and practice settings.”

Fadiman, A. *The Spirit catches you and you fall down: A Hmong child, her American doctors, and the collision of two cultures.* (1998). New York: Noonday Farrar, Straus.

Lassiter, S. M. (c1995). *Multicultural clients: A professional handbook for health care providers and social workers.* Westport, Conn: Greenwood Press.

McBride, Gail. "Coming of age of multicultural medicine." *PLoS Medicine*. March 2005 Vol. 2(3).  
<http://www.pubmedcentral.nih.gov/picrender.fcgi?artid=1069660&blobtype=pdf>

Purnell, L. D., & Paulanka, B. J. (c2008). *Guide to culturally competent health care.* (2<sup>nd</sup> ed.) Philadelphia, PA: F.A. Davis Co.

Satcher, D. and Pamies, R. J., eds. (c2006). *Multi-cultural Medicine and Health Disparities.* New York: McGraw-Hill Professional.

Smedley B. D., Stith A. Y., Nelson, A. R. (Eds.) (c2003). *Unequal treatment: Confronting racial and ethnic disparities in health care.* Committee on Understanding and Eliminating Racial and Ethnic Disparities in Health Care, Board on Health Sciences Policy, Institute of Medicine. Washington, DC: National Academy Press. Online (Free): <http://books.nap.edu/openbook.php?isbn=030908265X>

Spector, R. E. (c2009). *Cultural diversity in health & illness* (7th ed.) Upper Saddle River, NJ: Prentice Hall Health.

Waxler-Morrison, N, et al, (Eds.). (c2005). *Cross-cultural caring: A handbook for health professionals* (2nd ed.) Vancouver : UBC Press. "This handbook provides an overview of selected immigrant groups' access to and experiences with the health care system in Canada."

### **Comprehensive or Multi-Topic Web Sites Related to Cultural Competency**

AACP: Cultural Competence	<a href="http://www.aacp.org/RESOURCES/LEARNINGCOMMUNITIES/Pages/default.aspx">http://www.aacp.org/RESOURCES/LEARNINGCOMMUNITIES/Pages/default.aspx</a> Then click on <i>Cultural Competence and Diversity</i>
Center for Healthy Families Cultural Diversity (Robert Wood Johnson Medical School Dept. of Family Medicine) - Cross Cultural Health Links and Selected Resources sections feature extensive listings of Web resources.	<a href="http://www.umdnj.edu/fmedweb/chfcd/index.htm">http://www.umdnj.edu/fmedweb/chfcd/index.htm</a>  <a href="http://www.umdnj.edu/fmedweb/chfcd/cch_links.htm">http://www.umdnj.edu/fmedweb/chfcd/cch_links.htm</a>
Compendium of Cultural Competence Initiatives in Health Care (Henry J. Kaiser Family Foundation)	<a href="http://www.kff.org/uninsured/6067-index.cfm">http://www.kff.org/uninsured/6067-index.cfm</a>
Cultural Competence Resources (Compiled by Sharon Murphy, M.L.S. in support of a workshop,	<a href="http://libweb.lib.buffalo.edu/dokuwiki/hslwiki/doku.php?id=cultural_competence_resources">http://libweb.lib.buffalo.edu/dokuwiki/hslwiki/doku.php?id=cultural_competence_resources</a>

"Incorporating Cultural Competence Skills into Nursing Curricula/Practice," held on November 5, 2004)	
Cultural Competence Resources for Health Care Providers (HRSA) - Sections on Assessment, specific populations; Disease/Condition; Health Professions Education; Web-based Training	<a href="http://www.hrsa.gov/culturalcompetence/">http://www.hrsa.gov/culturalcompetence/</a>
Diversity & Cultural Competency in Medicine (American Medical Student Association)	<a href="http://www.amsa.org/AMSA/Homepage/About/Priorities/Diversity/CulturalCompetency.aspx">http://www.amsa.org/AMSA/Homepage/About/Priorities/Diversity/CulturalCompetency.aspx</a>
Center for the Health Professions at the University of California San Francisco - Publications & Resources: scroll down to "Access & Quality" and check off box for "Cultural Competence"	<a href="http://www.futurehealth.ucsf.edu/Public/Publications-and-Resources.aspx">http://www.futurehealth.ucsf.edu/Public/Publications-and-Resources.aspx</a>
Cultural Competency Tools and Resources (Program for Multicultural Health, University of Michigan Medical School)	<a href="http://www.med.umich.edu/multicultural/ccp/tools.htm">http://www.med.umich.edu/multicultural/ccp/tools.htm</a>
CultureMed (SUNY) - Bibliographies - Dictionaries - Cultural Profiles - Multilingual Language Materials - Much, much more!	<a href="http://culturedmed.binghamton.edu/">http://culturedmed.binghamton.edu/</a>
Diversity Health Institute (Australia)	<a href="http://www.dhi.gov.au/Home/default.aspx">http://www.dhi.gov.au/Home/default.aspx</a>
Diversity Institute Literature Review	<a href="http://www.cirtl.net/DiversityResources/resources/annotated-bibliography/">http://www.cirtl.net/DiversityResources/resources/annotated-bibliography/</a>
Diversity Rx Addresses topics related to linguistics and cultural competency in the delivery of health care. - Models & Practices, Policy, Legal Issues - CLAS listserv to discuss issues with others	<a href="http://www.diversityrx.org/">http://www.diversityrx.org/</a>

<p>Diversity Web: An Interactive Resource Hub for Higher Education (Association of American Colleges and Universities)  - Syllabi from transformed courses, interdisciplinary programs</p>	<p><a href="http://www.diversityweb.org/">http://www.diversityweb.org/</a></p>
<p>EthnoMed  - Information about cultural beliefs and medical issues of recent immigrants to Seattle and the U.S. including people from Asia, Africa, South America.</p>	<p><a href="http://ethnomed.org/">http://ethnomed.org/</a></p>
<p>HealthWeb: Minority Health (Maintained by librarians)</p>	<p>site defunct</p>
<p>HRSA: Bureau of Health Professions: Diversity (Grants Programs to Increase Diversity)</p>	<p><a href="http://bhpr.hrsa.gov/grants/diversity.htm">http://bhpr.hrsa.gov/grants/diversity.htm</a></p>
<p>Minder: Minority and Diversity Educational Resources. The University of Tennessee Health Sciences Library  - Books, videos and more in the library's collection</p>	<p><a href="http://opac.uthsc.edu/search~S1">http://opac.uthsc.edu/search~S1</a>  Search the library's catalog using the term <i>minder</i></p>
<p>Minority Health Concerns: Cultural Competency Resources (National Network of Libraries of Medicine: MidContinental Region)</p>	<p><a href="http://nmlm.gov/mcr/resources/community/competency.html">http://nmlm.gov/mcr/resources/community/competency.html</a></p>
<p>National Center for Cultural Competency (Guidelines and models, assessment tools, "promising and/or evidence based practices".) <b>Some areas require free registration to use.</b>  - Curricula Enhancement Module Series (Cultural Awareness, Cultural Self-assessment, The Process of Inquiry- communicating in a multicultural environment, and Public Health in a Multicultural Environment)  -Teaching tools includes vignettes, guidance for faculty, readings, exercises, online assessment (developed in cooperation with the Div. of Research, Training and Education (DRTE), Maternal and Child Health Bureau, Health Resources and Services Admin., U.S. Dept. of Health and Human Services)</p>	<p><a href="http://www11.georgetown.edu/research/gucchd/nccc/">http://www11.georgetown.edu/research/gucchd/nccc/</a></p> <p><a href="http://www.nccc-curricula.info/assessment/index">http://www.nccc-curricula.info/assessment/index</a></p> <p><a href="http://www.nccc-curricula.info/assessment/D1.html">http://www.nccc-curricula.info/assessment/D1.html</a></p>

- Tools for Self-Assessment of Cultural and Linguistic Competence	<a href="http://www.ncccurrricula.info/resources_mod2.html#appendixa">http://www.ncccurrricula.info/resources_mod2.html#appendixa</a>
National Center for Cultural Healing (NCCH) - Resources section includes Health Professions Education area featuring a bibliography related to Issues in Cultural Competence	No longer available
National Center on Minority Health and Health Disparities - Funding opportunities - National data - Conferences	<a href="http://ncmhd.nih.gov/">http://ncmhd.nih.gov/</a>
The National Minority Quality Forum was established to strengthen national and local efforts to eliminate the disproportionate burden of premature death and preventable illness in racial and ethnic minorities and other special populations through the use of evidence-based, data-driven initiatives.	<a href="http://www.nmqf.org/home.aspx">http://www.nmqf.org/home.aspx</a>
Office of Minority Health and Research (NIH: National Institute Of Neurological Disorders and Stroke) - research support and awards - educational projects,	<a href="http://www.ninds.nih.gov/funding/minorities_and_disabilities.htm">http://www.ninds.nih.gov/funding/minorities_and_disabilities.htm</a>
Professional associations and state government department web sites may include resources related to multicultural health: Example: - California Department of Health Services: Office of Multicultural Health	<a href="http://www.dhs.ca.gov/DHS-REORG/omh.html">http://www.dhs.ca.gov/DHS-REORG/omh.html</a>
Program for Multicultural Health (University of Michigan Health System)	<a href="http://www.med.umich.edu/multicultural/">http://www.med.umich.edu/multicultural/</a>

<p>Provider's Guide to Quality and Culture (Mgmt Sciences for Health, U.S DHHS, HRSA, and the Bureau of Primary Care) Includes sections on: Getting Started</p> <ul style="list-style-type: none"> <li>- Patient Provider Interaction Clinical Exchanges (video scenarios of patient/provider interaction; audio and text topics on Patient Adherence; Working with an Interpreter; Non-verbal Communication)</li> <li>- Cultural Groups (common beliefs, health problems of specific populations)\</li> <li>- Culturally Competent Organizations (guidelines, assessment tools, government policies.)</li> </ul>	<p><a href="http://erc.msh.org/mainpage.cfm?file=1.0.htm&amp;module=provider&amp;language=English">http://erc.msh.org/mainpage.cfm?file=1.0.htm&amp;module=provider&amp;language=English</a></p>
<p>Race, Ethnicity and Multiculturalism: Multimedia Resources on Race, Ethnicity, &amp; Multiculturalism</p>	<p><a href="http://ethics.sandiego.edu/Applied/Race/index.asp">http://ethics.sandiego.edu/Applied/Race/index.asp</a></p>
<p>Race, Gender and Affirmative Action: Resource Page for Teaching &amp; Study (Elizabeth Anderson, University of Michigan Dept. of Philosophy; updated July 2008)</p>	<p><a href="http://www-personal.umich.edu/~eandersn/biblio.htm">http://www-personal.umich.edu/~eandersn/biblio.htm</a></p>
<p>Transcultural and Multicultural Health Links (New Mexico State University)</p> <ul style="list-style-type: none"> <li>- List of bibliographies, government offices, multimedia materials, and Web sites useful to healthcare providers.</li> </ul>	<p><a href="http://web.nmsu.edu/~ebosman/trannurs/index.shtml">http://web.nmsu.edu/~ebosman/trannurs/index.shtml</a></p>
<p>Transcultural Nursing: Basic Concepts &amp; Case Studies. Diversity in Health and Illness</p>	<p><a href="http://www.culturediversity.org/index.html">http://www.culturediversity.org/index.html</a></p>
<p>University of Michigan Health System: Program for Multicultural health: Cultural Competency Division.</p> <ul style="list-style-type: none"> <li>- JCAHO and CLAS Standards on language and culture</li> <li>- Tools and Resources topics include assessment, communication models, interviewing tools</li> </ul>	<p><a href="http://www.med.umich.edu/multicultural/ccp/index.htm">http://www.med.umich.edu/multicultural/ccp/index.htm</a></p>
<p><b>Continuing Education</b></p>	

<p>A Family Physician's Practical Guide to Culturally Competent Care (Pharmacists can earn up to 3 credits C.E.) U.S. Dept. of Health and Human Services - Incorporates self-assessments, video vignettes, case studies, pre and post assessment</p>	<p><a href="https://cccm.thinkculturalhealth.org/">https://cccm.thinkculturalhealth.org/</a></p>
<p>Think Cultural Health: Bridging the Health Care Gap Through Cultural Competency Continuing Education Programs. United States Department of Health and Human Services Office of Minority Health. - Free C.E. online course, A Family Physician's Practical Guide to Culturally Competent Care, accredited for physicians, nurses, and pharmacists - Environmental Scan section provides <i>Teaching cultural competence in health a review of current concepts, policies and practices.</i></p>	<p><a href="https://www.thinkculturalhealth.org/">https://www.thinkculturalhealth.org/</a></p>
<p><b>Guidelines</b></p>	
<p>Supplemental Material: Writing Clearly and Concisely: General Guidelines for Reducing Bias. In, <i>Publication Manual of the American Psychological Association</i>, 6<sup>th</sup> ed., online version only</p>	<p><a href="http://supp.apa.org/style/pubman-ch03.00.pdf">http://supp.apa.org/style/pubman-ch03.00.pdf</a></p>
<p>Supplemental Material: Writing Clearly and Concisely: Reducing Bias by Topic: Sexual Orientation. In, <i>Publication Manual of the American Psychological Association</i>, 6<sup>th</sup> ed., online version only.</p>	<p><a href="http://supp.apa.org/style/pubman-ch03.13.pdf">http://supp.apa.org/style/pubman-ch03.13.pdf</a></p>
<p>Supplemental Material: Writing Clearly and Concisely: Reducing Bias by Topic: Gender. In, <i>Publication Manual of the American Psychological Association</i>, 6<sup>th</sup> ed., online version only.</p>	<p><a href="http://supp.apa.org/style/pubman-ch03.12.pdf">http://supp.apa.org/style/pubman-ch03.12.pdf</a></p>
<p>Guidelines for Reporting and Writing About People with Disabilities. Lawrence, KS. 7<sup>th</sup> ed. Research and Training Center on Independent Living, Univ. of Kansas.</p>	<p><a href="http://www.apastyle.org/manual/related/guidelines-reporting-and-writing.pdf">http://www.apastyle.org/manual/related/guidelines-reporting-and-writing.pdf</a></p>

<p>National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care. (The Office of Minority Health)</p>	<p><a href="http://omhrc.gov/templates/browse.aspx?lvl=2&amp;lvlID=15">http://omhrc.gov/templates/browse.aspx?lvl=2&amp;lvlID=15</a> pdf version: <a href="http://thinkculturalhealth.org/Documents/CLAS_Standards.pdf">http://thinkculturalhealth.org/Documents/CLAS_Standards.pdf</a></p>
<p><b>Searching Tips</b></p>	
<p>Cultural Competence in Healthcare (Ebling Library, University of Wisconsin-Madison) - Includes library call numbers and subject headings to use in MEDLINE, IPA and CINAHL</p>	<p><a href="http://ebling.library.wisc.edu/portals/cultural_competence/index.cfm">http://ebling.library.wisc.edu/portals/cultural_competence/index.cfm</a></p>
<p><b>Specific Populations</b></p>	
<p>CultureMed (SUNY) - Bibliographies - Cultural Profiles - Multilingual Language Materials</p>	<p><a href="http://culturedmed.binghamton.edu/">http://culturedmed.binghamton.edu/</a></p>
<p>National Alliance for Hispanic Health - <i>Hispanic Health Needs Assessment: A Community For Documenting Health Status and Establishing Priorities</i></p>	<p><a href="http://www.hispanichealth.org/">http://www.hispanichealth.org/</a> <a href="http://www.hispanichealth.org/pdf/hhna2001_1.pdf">http://www.hispanichealth.org/pdf/hhna2001_1.pdf</a></p>
<p>StateHealthFacts.org (the Henry J. Kaiser Family Foundation) - Interactive United States map linking to statistics on demographics, health coverage, health status, minority health and more.</p>	<p><a href="http://www.statehealthfacts.org/">http://www.statehealthfacts.org/</a></p>
<p>Transcultural Nursing: Basic concepts and Case Studies The Hispanic American Community</p>	<p><a href="http://www.culturediversity.org/hisp.htm">http://www.culturediversity.org/hisp.htm</a></p>

<p>Tribal Connections: Your American Indian/Alaskan Native Community Health &amp; Information Resource Portal on the Internet</p> <ul style="list-style-type: none"> <li>- Podcasts and streaming audio of Indian radio broadcasts such as "American Indian Living," a one-hour live call-in radio talk show originating in Oklahoma and Tennessee, that focuses on health-related issues of American Indians.</li> </ul>	<p><a href="http://www.tribalconnections.org/">http://www.tribalconnections.org/</a></p>
<p><b>Video and Video Sources</b></p>	
<p>California Newsreel "Film and Video for social change"</p>	<p><a href="http://www.newsreel.org/">http://www.newsreel.org/</a></p>
<p>The Cross Cultural Health Care Program (CCHCP)</p> <ul style="list-style-type: none"> <li>- Understanding Arab Communities</li> <li>- Understanding East African Communities</li> <li>- Understanding Latino Communities</li> </ul>	<p><a href="http://www.xculture.org/">http://www.xculture.org/</a></p>
<p>Fanlight Productions (distributor of videos related to social issues, including those on the topic of health care, aging, disabilities and more).</p> <ul style="list-style-type: none"> <li>- Fanlight features hundreds of cultural videos in their catalog</li> <li>- "Worlds Apart" video series</li> </ul>	<p><a href="http://www.fanlight.com/">http://www.fanlight.com/</a></p>
<p>Filmakers Library (Multicultural Studies)</p> <ul style="list-style-type: none"> <li>- Split Horn: The Life of a Hmong Shaman in America</li> <li>- Between Two Worlds: The Hmong Shaman in America</li> </ul>	<p><a href="http://www.filmakers.com/index.php?a=browseBySubject&amp;subjectID=175">http://www.filmakers.com/index.php?a=browseBySubject&amp;subjectID=175</a></p>
<p>Kaiser Permanente/California Endowment – 2 DVD Video Series, <i>Cultural Issues in the Clinical Setting</i> and <i>Multicultural Health Series</i>.</p> <p>Available in DVD only, the second series also comes with a materials CD with facilitator's guide and participant handouts. The DVD's have vignettes from eight to fourteen minutes long in which professional actors portray patients of diverse age, gender, ethnicity and race. For more information and/or order forms, contact Catherine Yeh, telephone (323) 259-4527, email address, <a href="mailto:catherine.m.yeh@kp.org">catherine.m.yeh@kp.org</a>, or, by mail: Kaiser Permanente, Multimedia Communications, Attn: Duplicating Services, 825 Colorado Boulevard, Suite 2222, Los Angeles, CA 90041.</p>	

- *Cultural Issues in the Clinical Setting*, Parts A & B: five case studies on obstetrical themes, including lesbian parents; Hmong birth practices; gender and acculturation issues in Iranian immigrants; a Latina diabetic in labor; and a circumcised Somali woman in labor. Other issues covered are: problems in using family interpreters; Southeast Asian refugee psychosomatic issues; sickle cell problems with a black teenager in the E.R; conflicting cultural values between parents and physicians in a pediatric asthma case, problems with a digital rectal exam with a black male patient; and a gay teen-ager coming out to his family practice physician.

- *Multicultural Health Series*, Part I: Four videos with accompanying materials: “an elderly Navajo faces surgery; an Orthodox Jewish couple has a Saturday baby; changes in an elderly patient’s care provider; and a pediatrician learns to use telephonic interpreting. “Changes,” about an elderly man and his new South Asian doctor, won the World Gold Medal as best in its category at the New York International Film and Video Festival in 2004.”

- *Multicultural Health Series*, Part II: Six videos and accompanying materials: “an American physician mediates issues around the death of a young Malaysian Chinese girl with her family; a physician assistant confronts the family abuse of a South Asian woman; a middle-class white male physician and a working-class male heart attack patient experience communication difficulties; a medical team works through compliance and medication issues with Afghan refugees; a doctor finds that his semi-literate but well-intentioned Columbian immigrant patient and her husband are using a plethora of South American drugs in addition to their prescribed medications; and a physician assistant helps his pregnant Latina patient find a way to deal with her STD re-infection problem.”

(Or download *Multicultural Health Series Facilitator’s Guide* at: [http://www.calendow.org/Collection\\_Publications.aspx?coll\\_id=26&ItemID=316#](http://www.calendow.org/Collection_Publications.aspx?coll_id=26&ItemID=316#) )

Minnesota Center for Health Care Ethics - Publications on Public Health & Disaster Ethics	<a href="http://www.mnhealthethics.org/">http://www.mnhealthethics.org/</a>
Quality Care for Diverse Populations Video - A Web-based training program developed by the American Academy of Family Physicians. Five video vignettes simulate physician-patient office visits while addressing ethnic and socio-cultural issues.	<a href="http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html">http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html</a>
StirFry Seminars and Consulting - Color of Fear 1 - Art of Mindful Facilitation	<a href="http://www.stirfryseminars.com/">http://www.stirfryseminars.com/</a>