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CULTURALLY COMPETENT HEALTH CARE: SELECTED TRAINING REFERENCES/RESOURCES

Medical Education -- General

Transforming the Face of Health Professions Through Cultural & Linguistic Competence Education: The Role of the HRSA Centers of Excellence <http://www.hrsa.gov/culturalcompetence/curriculumguide>

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Movies, Videos, and CD-ROMs

Communicating Effectively Through an Interpreter (1998) (Available from the Cross Cultural Health Care Program, 270 South Hanford Street, Suite 100, Seattle, Washington 98134; Phone (206)-860-0329; Website www.xculture.org).

The Bilingual Medical Interview I (1987), and The Bilingual Medical Interview II: The Geriatric Interview, Section of General Internal Medicine, Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center (Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258).

The Kaiser Permanente Care Actors Cultural Issues Videos are now available for sale to the public for a nominal price, \$105.00. The brief but dramatic vignettes are each accompanied by support materials for facilitators and participants which will be sent electronically and are included in the price. The vignettes, scripted with the help of physicians, nurses and medical anthropologists, raise numerous issues around differing health beliefs and practices, values in conflict, stereotyping, overt and covert prejudices and language barriers. The format of the tape allows for pauses for facilitated discussion of each vignette. This format lends itself equally well to a series of short modules (30 minutes) or incorporation into a longer workshop. The video is 70 minutes long and contains 10 vignettes, including:

Series A:

Diabetic Compliance: Latino. Deals with how not to and how to handle an encounter interpreted by an inexperienced interpreter.

Sickle-Cell Case in the E.R. An African American adolescent is in crisis and needs pain medication; the E.R. staff is not so sure.

Pediatric Asthma: A Middle-Eastern doctor and an aggressive mother tangle over the care of a young girl...a values clash.

A Somatic Complaint: Long buried painful memories manifest in diffuse symptoms that are not well understood by this physician.

A Gay Adolescent: An adolescent football player comes out to his family doctor. The doctor deals with the situation both knowledgeably and sensitively.

Series B: Birthing Issues

Goes through a day in the life of a young OB/Gyn physician coping with a diverse group of patients. Good advice from another, more experienced physician is at first spurned then sought as the doctor is confronted by special needs and circumstances.

Lesbian Parents: The physician is caught off-guard when she learns that the two women before Her are both the prospective parents and have some special concerns.

The Hmong Way: The physician is startled when young woman's mother wishes to incorporate unusual birthing practices in the birthing care of her pregnant daughter.

A Middle Eastern Dilemma: A conversation between the more experienced physician and one of her Middle Eastern patients reveals conflicts and familial concerns around acculturation in an immigrant family.

A Big Baby is Coming: A non-English speaking woman from Mexico is delivering a very large baby with macrosomia. She is diabetic and has lost several babies at birth. Her husband is very uncomfortable in the labor room and a nurse reveals her tendency to stereotype through prejudicial remarks.

A Circumcised Somali Mother in Labor: A by now tired and concerned physician discovers that the woman presenting for childbirth, having had no prenatal care, must have her vaginal opening enlarged in the presence of thick scar tissue or have a C-section.

Contact:

Gus Gaona (323-259-4776)
Kaiser Permanente MultiMedia Communication
825 Colorado Blvd., Suite 301
Los Angeles, CA 90041

Quality Care for Diverse Populations. Video/CD-ROM/Facilitator's Guide, Contributors:

K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al.) This educational program includes five video vignettes depicting simulated physician-patient visits in an office setting as a means to explore ethnic and sociocultural issues found in today's diverse health care environment.

Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075).

Play It Safe with Medicine! (Toolkit). American Academy of Family Physicians

<http://www.aafp.org/online/en/home/publications/news/news-now/inside-aafp/20061122playitsafe.html>

Community Voices: Exploring Cross-Cultural Care Through Cancer. Video and Facilitator's Guide by Jennie Greene, MS & Kim Newell, MD (Available from the Harvard Center for Cancer Prevention, Harvard School of Public Health, 665 Huntington Avenue, Bldg 2, Rm 105, Boston, MA 02115; Phone (617) 432-0038; Fax: (617)-432-1722; hccp@hsph.harvard.edu, or Fanlight Productions, www.fanlight.com

Worlds Apart. A Four-Part Series on Cross-Cultural Healthcare. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics (available from Fanlight Productions, www.fanlight.com

The Angry Heart: The Impact of Racism on Heart Disease Among African Americans. By Jay Fedigan. (Available from Fanlight Productions, www.fanlight.com

The Culture of Emotions: A Cultural Competence and Diversity Training Program. Harriet Koskoff, Producer/Co-Coordinator, 415 Noe Street, #5, San Francisco, CA 94114; Phone 415-864-0927; Fax 415-621-8969 (Available from Fanlight Productions, www.fanlight.com)

Hold Your Breath. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics (available from Fanlight Productions, www.fanlight.com)

Culture and Connections: Understanding Your Patients. Producer: Laura Val University of Massachusetts Medical Center, 2005.

"Where's Shirley?" A Video Production About Breast Cancer (Available from the Women's Cancer Screening Project, 3 Cooper Plaza, Suite 220, Camden, New Jersey 08103; Phone (609) 968-7324; Fax (609) 338-0628).

Ohio Department of Health and Medical College of Ohio. Cultural Competence in Breast Cancer Care (CD-ROM), 2000.

Continuing Education Programs (selected)

**Second Language and Cultural Competency Training for Continuing Medical Education Credit (funded by the California Endowment)

http://www.calendow.org/Collection_Publications.aspx?coll_id=26&ItemID=316

Free

Office of Minority Health
A Physician's Practical Guide to Culturally Competent Care
<https://cccm.thinkculturalhealth.org>

Office of Minority Health
Culturally Competent Nursing Care: A Cornerstone of Caring
<https://ccnm.thinkculturalhealth.org/>

Health Resources and Services Administration Unified Health Communication 101:
Addressing Health Literacy, Cultural Competency, and Limited English Proficiency
<http://www.hrsa.gov/healthliteracy/training.htm>

UMDNJ CCOE - Cultural Competency and Health Disparities webpage
<http://coe.umdj.edu/catalog/culturalcompetency/index.htm>

UMDNJ CCOE - Cultural Competency for the Physician: A Practical Approach to Improving Patient Outcomes <http://coe.umdj.edu/online/activities/10MS01/index.htm>

Cultural Competence Online for Medical Practice: A Clinician's Guide to Reduce Cardiovascular Disparities <http://www.c-comp.org/>

Initiative for Decreasing Disparities in Depression CME: Provider Self-Assessment CME Model Incorporating Cultural and Linguistic Competence in the Diagnosis and Treatment of Depression
<http://www.gucchdgeorgetown.net/13D>

Medscape - Health Diversity Resource Center (selected CME programs)
<http://www.medscape.com/resource/healthdiverse>

Quality Care for Diverse Populations. Video/CD-ROM/Facilitator's Guide, Contributors: K. Bullock, L.G. Epstein, E.L. Lewis, R.C. Like, J.E. South Paul, C. Stroebel, et al.) Produced by the American Academy of Family Physicians (AAFP), with partial funding by the Bureau of Primary Health Care, Health Resources and Services Administration, June 2002. (Available from the American Academy of Family Physicians, AAFP Order Dept., 11400 Tomahawk Creek Parkway, Leawood, KS 66211; Phone (800)-944-0000; Fax (913)-906-6075
<http://www.aafp.org/online/en/home/cme/selfstudy/qualitycarevideo.html>

Cultural Competency in Healthcare: A Clinical Review and Video Vignettes from the National Medical Association
ME Clarke, CN. DeGannes. Medscape Family Medicine. April 30, 2008
http://www.medscape.com/viewprogram/12540_index

Improving Outcomes of Pharmacotherapy in Minority Patients with Psychosis (authors: Lisa B. Dixon, MD, MPH; Lynnae A. Hamilton, PhD; Richard A. Levy, PhD), Medscape and UMDNJ Center for Continuing Outreach and Education
<http://cme.medscape.com/viewprogram/19234>

Improving Outcomes for Adult Depression in Ethnically and Racially Diverse Patients (authors: Annelle B. Primm, MD, MPH; Richard A. Levy, PhD; Debra Cohen, MBA; Alison Bondurant, MA, Medscape and UMDNJ Center for Continuing Outreach and Education
<http://cme.medscape.com/viewarticle/702891>

University of Pennsylvania School of Medicine – Cultural Competency Medical Education Program
<http://cme-online.med.upenn.edu/index.pl?op=show;id=453790>

Heads Up! A Health Disparities Reduction Project of the American Academy of Physician Assistants, the Physician Assistant Foundation, and Physician Assistants for Health Equity
<http://www.stop-disparities.org/>

Cultural Competency in the Provision of Contraceptive Service Delivery: Overcoming Barriers. Contraception Online.
<http://www.contraceptiononline.org/monographs/cultural-competency>

Hepatitis B in Asian and Pacific Islanders: Steps Towards Cultural Competency. Hepatitis B Foundation
http://www.hepb.org/hepb_course/API_course.php

Cross-Cultural Health Care: Case Studies
Pediatric Pulmonary Centers: A Collaborative Web Site of the MCH Training Network
<http://www.dcs.wisc.edu/pda/online/cc-cases.htm>

Measuring Health Disparities, Interactive CD-ROM. John Lynch, PhD, and Sam Harper, PhD, McGill University. Produced by the Michigan Public Health Training Center (MPHTC)
<http://measuringhealthdisparities.org>

Fee

Quality Interactions: A Patient-Based Approach to Cross-Cultural Care Manhattan Cross Cultural Group and Critical Measures <http://www.qualityinteractions.org/>

Managing Type 2 Diabetes in Diverse Populations
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1787

Communicating Through Health Care Interpreters Medical Directions - The Virtual Lecture Hall and Rush University Medical Center
http://www.vlh.com/shared/courses/course_info.cfm?courseno=155

University of Pennsylvania School of Medicine – Cultural Competency Medical Education Program
<http://www.med.upenn.edu/culture/cme.shtml>

Cultural Competency Challenge CD-ROM Educational Program (AAOS Product #02735). American Academy of Orthopaedic Surgeons, 6300 North River Road, Rosemont, IL 60018-4262
<http://www4.aaos.org/product/productpage.cfm?code=02872>

Culture and Health Care: An E-Learning Course (based on Cultural Sensitivity: A Guidebook for Physicians and HealthCare) Doctors in Touch (DIT)
http://www.doctorsintouch.com/courses_for_CME_credit.htm

Informed: 2008-2009 Physician Update: Cultural Competency
<http://www.njcc.cme.edu/material/index.htm>

Components of culturally competent healthcare—Organizational level. Cultural competence trainings for providers. In a patient-centered culturally sensitive healthcare intervention program based in two community-based primary care clinics in the US cultural sensitivity ratings of providers' behaviors and attitudes by African American patients increased significantly ($F(1, 14) = 4.549, p = .05$) after provider training and more at the intervention clinic than at the control clinic, however, the differences were not significant [55]. Furthermore, providers receiving training within the National Center for Healthcare Leadership Diversity demonstration project in two US hospitals presented greater changes on all three individual level competencies—'increase in diversity attitudes'. The 12 studies of culturally tailored health care interventions for racial/ethnic minority populations focused primarily on treatment of chronic physical or mental health conditions (e.g., diabetes, depression, substance abuse). Two psychological interventions were also tailored for members of the LGBT population. Another common type of intervention was to provide additional resources to encourage or empower patients to interact with the formal health care system and/or health care providers. Virtual interventions were also considered culturally competent point-of-service interventions for some people with disabilities, as they create access in a unique way. The provision of such culturally competent health care is partly a utilitarian matter, since health care dollars can be used most effectively only if patients and health care professionals are not working at cross-purposes or otherwise misunderstanding each other in clinical encounters. Culturally incompetent care ultimately translates into numerous practical problems, such as decreased patient compliance, the impossibility of obtaining truly informed consent, and an increased risk of liability for malpractice. Yet it is also a matter of justice that health care should be designed to meet the