University of California (UCCME)  
Cultural and Linguistic Competency Resources  
June 2006

A). **Major Resources**  
1. University of California-Center for the Health Professions  

2. Kaiser Permanente National Diversity Department:  
   [http:kphci.org/resources/links.html](http:kphci.org/resources/links.html)

3. The Office of Minority Health  
   [http://www.omhrc.gov](http://www.omhrc.gov)

4. California Academy of Family Physicians:  

5. Institute for Medical Quality:  
   [www.imq.org](http://www.imq.org)

6. Online dictionary providing translations into 25 different languages:  

7. Foreign Language Assessment Guide (F.L.A.G.), Produced by Medi-Flag Corporation  
   [www.medi-flag.com](http://www.medi-flag.com)

B). **Hospital Care**  
   [http://www.naph.org/Template.cfm?Section=The_Safety_Net_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407](http://www.naph.org/Template.cfm?Section=The_Safety_Net_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407)

2. Andrulis DP. “Study of How Urban Hospitals Address Sociocultural Barriers to Health Care Access”:  
   [http://www.rwjf.org/portfolios/resources/grantsreport.jsp?filename=023299s.htm&iaid=133](http://www.rwjf.org/portfolios/resources/grantsreport.jsp?filename=023299s.htm&iaid=133)

C). **Ambulatory Care**  
1. Center for the Health Care Professions- Towards Culturally Competent Care: Toolbox for Teaching Communication Strategies  


4. “Cultural Positivity — Culturally Competent Care For Diverse Populations” http://www.gvhc.org/

D). Managed Care


E). Caring for Individuals with Limited English Proficiency
1. Center for the Health Professions-Common Sentences in Multiple Languages (ICE) Tool for Office Staff http://futurehealth.ucsf.edu/TheNetwork/Portals/3/CommonSentences.pdf


3. Addressing Language Access in Your Practice Toolkit


5. Process of Inquiry: Communicating in a Multicultural Environment, Georgetown University National Center for Cultural Competence http://www.nccccurricula.info/

F). **Health Literacy**
   1. AMA/AMA Foundation’s Health Literacy toolkits, videos, partnerships


G). **Movies, Videos, and CD-ROM Resources**

   2. 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](http://www.xculture.org)).

   3. 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).

   4. The Kaiser Permanente/California Endowment Clinical Cultural Competency Video Series. In 2000, Kaiser Permanente, with funding from The California Endowment, embarked on a project to create "trigger" videos as teaching tools for training healthcare professionals in cultural competence. These now completed videos comprise three sets, each with accompanying facilitator’s guide and contextual materials. Each set costs $35.00 or $105 for all 20. The scenarios are from eight to fourteen minutes long.

   5. 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; [http://www.aafp.org/x13887.xml](http://www.aafp.org/x13887.xml)).
6. 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).


H). Continuing Education Programs
1. Office of Minority Health
A Family Physician's Guide to Culturally Competent Care
http://cccm.thinkculturalhealth.org

2. Quality Interactions: A Patient-Based Approach to Cross-Cultural Care
Manhattan Cross Cultural Group and Critical Measures
http://www.criticalmeasures.net/cross_cultural/elearning.htm

3. Delivering Culturally Effective Care for Patients with Diabetes
Medical Directions - The Virtual Lecture Hall and Department of Family Medicine, University of Arizona College of Medicine at the Arizona Health Sciences Center
http://www.vlh.com/shared/courses/course_info.cfm?courseno=1786

4. 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=1705

5. 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


8. Cross-Cultural Health Care: Case Studies
Pediatric Pulmonary Centers: A Collaborative Web Site of the MCH Training Network
http://ppc.mchtraining.net/custom_pages/national_ccce

http://measuringhealthdisparities.org

I). Recent Articles and References on Cultural and Linguistic Competency
5. AB 801 Assembly Bill – Chaptered. Official California Legislative Information website.
<http://www.leginfo.ca.gov/pub/03-04/bill/asm/ab_0801>
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