

Culturally and Linguistically Appropriate Care Resources

Lists of resources and vendors below are not all inclusive and do not imply endorsement, preference or an indication of quality.

1. [Collecting Race, Ethnicity, and Language Data](#)
2. [Training Videos on Communication Access and Cultural Competency Topics](#)
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1. Collecting Race, Ethnicity, and Language Data:

- www.hretdisparities.org - A quality resource on training staff to collect REaL Data.
- Information targeted for physician offices but is beneficial in any setting: *Collecting and Using Race, Ethnicity and Language Data in Ambulatory Settings*: www.ama-assn.org/resources/doc/public-health/cehcd-redata.pdf
- US DHHS OMH Standards present basic categories for data collection: www.minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlid=208
- From AHRQ on the need for locally relevant granular ethnicity categories that can aggregate back to the minimum requirements: www.ahrq.gov/research/iomracereport/reldata3a.htm
- From AHRQ about developing a national standard set of granular ethnicity categories and a roll-up scheme: www.ahrq.gov/research/iomracereport/reldataape.htm
- www.healthynh.com/fhc/initiatives/access/miab/dhhsguidance.php Guidance documents as well as the community education flyer.

2. Training Videos on Communication Access and Cultural Competency Topics:

- Communicating Effectively Through an Interpreter DVD – The Cross Cultural Health Care Program - A 28-minute video designed to help providers choose an appropriate interpreter, recognize the signs of professional and unprofessional interpretation, work effectively with a trained interpreter and guide an untrained interpreter. www.xculture.org/catalog/product_info.php?cPath=22&products_id=29
- The Bilingual Medical Interview I & The Bilingual Medical Interview II: The Geriatric Interview - Prepared by the Section of General Interest Medicine, Boston Medical Center, in collaboration with the Dept. of Interpreter Services and the Boston Area Health Education Center: Call: 617-534-5258
- “Valuing Diversity: Communicating Across Cultures” - video. Examines differences in communication styles. Shows the misunderstandings that can result when people of different national origin or ethnic background (or even personality) try to communicate. Models for more effective communication are provided. Length of video in minutes: 30 minutes. Contact: Griggs Productions, 302 23 rd Avenue, San Francisco , CA 94121. Call: 415-455-1500 / 1-800-210-4200
- Coastal Videos – Cultural Competency www.coastal.com/site/healthtrain/hospitals-and-general-healthcare-training/compliance-ethics-training.html

3. Serving Blind or Visually Impaired:

New Hampshire Association for the Blind led a project to assist New Hampshire healthcare providers in providing quality care to New Hampshire residents who are blind or visually impaired. Working closely with Concord Hospital with support from the New Hampshire Hospital Association the main product of the project was a training DVD to be used in a health care setting to help orient and train health care professionals, volunteers and others on how to assist a person who is blind or visually impaired by simply asking the question, "How can I help you?"

Identified through this project were promising practices for healthcare organizations to best serve people who are blind or visually impaired:

- Identify communication needs for those with vision issues in the patient's record
- Have available audible recordings of important documents (via Adobe Audio Reader, DVD, mp3, other digital recording/listening devices)
- Have Signature Guides readily available to assist with signing documents
- Have Magnifiers available for reading documents and educational materials
- Use Clear Print Guidelines www.cnib.ca/en/services/accessibilities/resources/clearprint/ to create alternative versions of most commonly used printed materials
- Think ahead about typical key interactions with patients (ex. – discharge planning) and ways to improve patients' effective participation in them.

To get a copy of the training DVD or have other questions related to serving those who are blind or visually impaired in your organization, please contact Guy Woodland at the NH Association for the Blind at 603/224-4039 or visit their website at www.sightcenter.org.

4. Serving Deaf and Hard of Hearing:

- www.healthbridges.info/
- www.deafdoc.org/welcome/heath-care-providers-a-organizations.html
- Video Remote Interpreters (VRI). VRI is great for immediate access. Some patients actually prefer it to an in-person interpreter because of privacy concerns. But it isn't always an appropriate modality for providing communication access services. This position paper speaks clearly to its limitations: www.nad.org/issues/technology/vri/advocacy-statement-medical-setting Best practice suggests determining with the patient the modality for best communication access.
- Example of a card Deaf/HH patients can use for self-advocacy: www.opa.ca.gov/healthcare/health-plan/files/communication-asst.pdf
- Another patient self-advocacy resource is a patient initiator card, an inexpensive disposable business size cards that an inpatient can use easily to get their basic needs met or ask for an interpreter. May be useful for patients who are deaf or LEP (limited English proficient). Polyglot also has a chief complaint poster: www.pgsi.com/Products/Resources/OrderSupplies.aspx
- To get the picture boards mentioned in this article: <http://news.nurse.com/apps/pbcs.dll/article?AID=/20071119/PA02/711190343> contact Mike Weston at westcots@aol.com or 305-331-2446. They are made on synthetic paper. More info on the boards: http://tube-enterprises.com/page/1b7dk/Partner_Link_I/Servision.html. To get a closer view: www.ims4beds.com/servision-communication-picture-boardPicture

5. Other Helpful Tools

- Massachusetts General Hospital Point-to-Talk booklets which help bridge a communication gap when an interpreter isn't available. Helps identify simple needs.
<http://www2.massgeneral.org/interpreters/pointtalk.asp>