

## **BHNNY PPS Cultural Competency/Health Literacy Resources Page**

### **Definitions**

- [Cultural competence](#) is the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients.
- [Health literacy](#) is the degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions

### **For Organizations: Standards, Guidelines and Mandates**

- **Cultural Competency and Language Access**
  - [National Culturally and Linguistically Appropriate Services \(CLAS\) Standards](#) are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for healthcare organizations.
  - [Section 1557 of the Patient Protection and Affordable Care Act \(ACA\)](#) prohibits discrimination on the basis of race, color, national origin, sex, age, or disability in any health program or activity funded by HHS.
  - [Title VI of the Civil Rights Act of 1964](#) prohibits discrimination on the basis of race, color, or national origin in any program or activity that receives federal funds.
  - [American with Disabilities Act](#) requires healthcare providers to provide appropriate auxiliary aids and services to individuals who are deaf or hard of hearing.
  - [Building a Culturally Competent Organization: The Quest for Equity in Health Care by HRET](#) offers seven recommendations for improving cultural competency in health care organizations.
  - [Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals by the Joint Commission](#) provides recommendations to help hospitals address unique patient needs and meet the Patient-Centered Communication standards.
- **Health Literacy**
  - [Ten Attributes of Health Literate Health Care Organization by the Institute of Medicine Roundtable on Health Literacy](#) describe characteristics of organizations that create an environment to enable patients to access and benefit optimally from the range of health care services.
  - [AHRQ Health Literacy Universal Precautions Toolkit](#) provides evidence-based guidance to clinical practices to ensure that systems are in place to promote better understanding by all patients.

- [Federal Plain Language Guidelines](#) offers tools and instructions to improve complex written communications such as regulations and policies.
- [National Academies of Sciences, Engineering and Medicine, Roundtable on Health Literacy](#) comprises of national experts who produce insightful publications to support development, implementation, and sharing of evidence-based health literacy practices and policies.
- [National Action Plan to Improve Health Literacy by HHS Office of Disease Prevention and Health Promotion](#) identifies the overarching goals and highest priority strategies that we should pursue to create a health literate society.

### Assess Your Own Organization and Individual Cultural and Linguistic Competence

- [Self-Assessment Checklists for Providers by National Center for Cultural Competence \(NCCC\)](#) are intended to heighten the awareness and sensitivity of personnel to the importance of cultural and linguistic competence in health and human service settings.
- [Cultural and Linguistic Competence Policy Assessment by NCCC](#) is a useful tool to assess organizational policies related to cultural and linguistic competence.
- [Indicators of Cultural Competence in Health Care Delivery Organizations: An Organizational Cultural Competence Assessment Profile by HRSA](#) offers seven domains and corresponding structural, process and outcome indicators that contribute to culturally competent organizations.

### Learn more about CCHL-Related Topics

- **Culture and Clinical Practices**
  - [EthnoMed](#) contains information about cultural beliefs, medical issues and related topics pertinent to the health care of immigrants and refugees.
  - [Culture, Language and Health Literacy page on HHS Health Resources & Services Administration \(HRSA\)](#) provides resources on different topics pertaining to cultural competence.
- **Disability Population**
  - [People First Language by CDC](#) explains languages to avoid when communicating with and about people with disabilities.
  - Olmstead Act
- **Geriatric Population**
- **Health Literacy**
  - AMA Foundation's "Health literacy and patient Safety: Help patients understand" ([Link](#))
  - Presentation at CDC by Dr. Rima Rudd, health literacy expert, Harvard School of Public Health ([Link](#))
  - [Health Literacy Improvement page](#) of the Office of Disease Prevention and Health Promotion at HHS provides a wealth of information including tools for improving health literacy and government resources.
  - [Simply Put by CDC](#) helps you transform complicated scientific and technical information into communication materials your audiences can relate to and understand.

- [Single Item Literacy Screener \(SILS\)](#) is an evidence-based health literacy screening tool that can help identify patients with limited reading ability.
- **Language and Communication**
  - [HRET Disparities Toolkit](#) is a web-based tool that provides information and resources for systematically collecting race, ethnicity, and primary language data from patients.
  - [A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations by HHS Office of Minority Health](#) is intended to help healthcare organizations implement effective language access services to meet the needs of their limited-English-proficient patients.
  - [Improving Communication – Improving Care by American Medical Association’s Ethical Force Program](#) is a consensus report that helps healthcare organizations prioritize effective communication and create environments where staff members and patient populations from diverse backgrounds can communicate better.
  - [Limited English Proficiency \(LEP\)](#) is a federal interagency website with information, tools, and technical assistance regarding limited English proficiency and language access services for federally funded programs and services.
- **Lesbian, Gay, Bisexual and Transgender (LGBT) Population**
  - [Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender \(LGBT\) Community: A Field guide by the Joint Commission](#) is intended for hospitals and healthcare organizations to use as an organizational self-assessment tool and an educational resource.
- **Refugee Population**
  - [Supporting Refugees in the Capital Region](#) is a website with resources and organizations that support refugee population in the Capital Region.
  - [Refugee Health Profiles by CDC](#) provide key health and cultural information for specific refugee groups resettling to the U.S.
- **Social Determinants of Health**
  - [Unnatural Causes](#) is a seven-part documentary series exploring racial & socioeconomic inequalities in health.
  - [A New Way to Talk About the Social Determinants of Health by Robert Wood Johnson Foundation](#) offers recommendation on how to create more compelling, effective and persuasive messages about social determinants of health.
- **Spirituality and Health**
  - [National Center for cultural Competence at Georgetown University](#) has online curricula related to spirituality and health, along with other cultural/linguistic competence-related topics.
- **Trauma-Informed Care**
  - Trauma-Informed Care in Behavioral Health Services by HHS Substance Abuse and Mental Health Services Administration (SAMHSA)

**Get Trained and Receive CME/CE Credits**

- [CDC Health Literacy Training Program](#) offers six online courses, including a CME/CEU course.

- [Region 2 Public Health Training Center](#) offers online training courses in various areas, including cultural competency and health disparities. Several courses provide CME and/or other CE credits.
- [Think Cultural Health](#) has free online training for healthcare professionals on culturally and linguistically appropriate services with CME/CE credits.
- [NYNJ Public Health Training Center](#) has two free online courses on health literacy with CME/CE credits.
- UAlbany School of Public Health has [Advancing Cultural Competence Program](#) that addresses structural competency and social determinants of health. The courses offer CME/CE credits for licensed professionals.
- [TRAIN National](#) is a database of numerous public health-related training courses, including those with CEUs.
- [Roots of Health Inequity](#), funded by the National Center for Minority Health and Health Disparities, NIH, is a web-based course that explores root causes of inequity in the distribution of disease, illness, and death and contains CE credits.
- [National LGBT Health Education Center](#) provides educational programs with CME/CEU credit and valuable resources with the goal of optimizing quality, cost-effective health care for LGBT people.

### Patient Resources

- [Ask Me 3](#) is an educational program that encourages patients and families to ask three specific questions of their providers to better understand their health conditions and what they need to do to stay healthy.
- [U.S. Committee for Refugees and Immigrants \(USCRI\)](#) has a library of information and materials related to refugees and immigrants on the topics of health and nutrition, cultural orientation, strengthening families, and financial literacy.

### Get Regular Updates for Webinars and News

- Sign up for email newsletter of [Office of Minority Health, HHS](#) for weekly health resources updates
- Sign up for email newsletter of [Centers for Disease Control and Prevention](#) on a wide range of interested news topics, including health literacy, health equity or any specific health conditions.
- [Clinical Directors Network](#) regularly hosts webcasts on various clinical topics to enhance health equity and improve public health.
- [National Council for Behavioral Health](#) regularly hosts webinars on mental health and addictions topics.