

Multicultural Resources

The Conditions for Coverage, Condition 494.70 (2) Patients' rights states that the patient has the right to receive information in a way that he or she can understand which includes consideration of the patients' literacy level and their primary language (http://www.therenalnetwork.org/home/Conditions_for_Coverage.php). In addition, developing relationships based on respect and trust with patients who have differences in communication styles and values may eliminate barriers to care and avoid challenging situations.

United States Department of Justice

The facility must comply with legal requirements for communicating with those with limited English proficiency under the Title VI of the Civil Rights Act of 1964 and the Executive Order 13166: *Improving Access to Services for Persons with Limited English Proficiency*.

<http://www.usdoj.gov/crt/cor/coord/titlevi.php>

<http://www.usdoj.gov/crt/cor/13166.php>

Cultural Diversity and Health Care

This PowerPoint presentation provides a comprehensive approach to understanding cultural differences. It has information on teaching cultural sensitivity, patient and staff perceptions, resources for working with interpreters, and it lists the staff's responsibilities in working with a culturally diverse patient population.

<http://www.hr.healthcare.ucla.edu/download/cultural%20Diversity%20and%20Health%20Care.ppt>

Multicultural Toolkit to Improve Cultural Sensitivity

The Toolkit discusses barriers to cross-cultural collaboration and provides methods for assessing and improving communication patterns and cultural competence on an organizational basis and on an individual basis. It was created as a result of a study of collaboration styles of African American, Asian American, Native American, Hispanic American, and Anglo American communities.

<http://www.awesomelibrary.org/multiculturaltoolkit.html>

Cultural Diversity Issues in Healthcare

The University of Iowa, Human Resources Department, Cultural Linguistic Services has provided information on evaluating one's attitude toward diversity and includes Seven Lessons to Learn about Cross-Cultural Communication.

http://www.uiowa.edu/hr/administration/linguistics/healthcare_diversity.pdf

National Resource Center on Advancing Emergency Preparedness for Culturally Diverse Communities

This center provides resources and information on communication, education and training, evaluation and research on emergency preparedness for culturally diverse communities. The Web site includes a link to a wide variety of preparedness information in multiple languages.

<http://www.diversitypreparedness.org/Language/34/>

The Provider's Guide to Quality & Culture

This resource is directed at health care organizations to ensure high quality, culturally competent services to multi-ethnic populations.

<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>

