

Resources for Improving Cultural Competency and Health Literacy

Websites

<http://erc.msh.org>

The Provider's Guide to Quality and Culture: Information on health care problems of different ethnic groups, and information on becoming culturally competent in health care delivery. Good tools for providers on communication, including how to use an interpreter.

<http://www.hsph.harvard.edu/healthliteracy/asthma.html>

Harvard School of Public Health: Contains excellent asthma glossary guide that can be used by provider or patient called Asthma: Key Words in Plain Language.

<http://www.chcs.org/resource/hl.html>

Center for Healthcare Strategies: Fact Sheets give an overview of the literacy problem and give tips for preparing patient education materials that are more easily understood.

www.askme3.org

Partnership for Clear Health Communication: Information and toolkit to improve doctor-patient communication and understanding.

www.amafoundation.org/go/healthliteracy

American Medical Association, AMA Foundation Health Literacy Kit with materials for provider education.

www.healthliteracy.com

Health Literacy Consulting: click on "Articles" to find useful information on how to improve doctor-patient communication with advice for both patients and providers.

www.chia.ws

California Healthcare Interpreters Association: Professional group for those who provide interpreting in health care settings; Calif. Standards for Healthcare Interpreters.

www.omhrc.gov/clas

National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS) with a guide to implementing standards for literacy.