

Addressing Health Literacy, Cultural Competency, and Limited English Proficiency





Screen # References Used

# **Module 4—Limited English Proficiency**

Screen #	References Used
1, 4, 13, 14, 15, 21, 39, 40, 44	U.S. Department of Health and Human Services. (2006 rev.). Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons. Available at: <a href="http://www.hhs.gov/ocr/lep/revisedlep.html">http://www.hhs.gov/ocr/lep/revisedlep.html</a>
3, 7, 8, 11, 12, 16, 17, 21, 25, 29, 30, 31, 32, 33, 34, 35, 36, 37, 44, 49	U.S. Department of Health and Human Services, Office of Minority Health. (2004, updated 2006). A physician's practical guide to culturally competent care. Available at: <a href="https://cccm.thinkculturalhealth.org/default.asp">https://cccm.thinkculturalhealth.org/default.asp</a>
3	Divi, C., Koss, R. G., Schmaltz, S. P., & Loeb, J. M. (2007). Language proficiency and adverse events in U.S. hospitals: A pilot study. <i>The Commonwealth Fund</i> 85. Available at: <a href="http://www.commonwealthfund.org/publications/publications_show.htm?docid=472804">http://www.commonwealthfund.org/publications/publications_show.htm?docid=472804</a>
5, 6, 8, 9, 19, 23, 24, 39, 40, 41, 42, 47, 48	Sampson, A. (2006). Language services resource guide. Available at: <a href="http://www.calendow.org/reference/publications/pdf/cultural/ResourceGuideFinal.pdf">http://www.calendow.org/reference/publications/pdf/cultural/ResourceGuideFinal.pdf</a>
5, 6	California Primary Care Association. (n.d.) Providing health care to limited English proficient (LEP) patients: A manual of promising practices.

The views expressed in these documents, websites, or other products do not necessarily reflect the official policies of the U.S. Department of Health and Human Services or the Health Resources and Services Administration, nor does mention of trade names, commercial practices, or organizations imply endorsement by the U.S. Government.



Addressing Health Literacy, Cultural Competency, and Limited English Proficiency





Screen #	References Used
5, 6, 17	Georgetown University Center for Child and Human Development, National Center for Cultural Competence, Bureau of Health Professions Division of Scholarships and Loan Repayment. (n.d.). Dental initiative topic of interest #2.
5	Ginsberg, C, Martin, V., Andrulis, D., Shaw-Taylor, Y., & McGregor, C. (1995). Interpretation and translation services in health care: A survey of U.S. public and private teaching hospitals. Washington, DC: National Public Health and Hospital Institute, pp. 1-49.
6	U.S. Census Bureau. (2003). Nearly 1-in-5 speak a foreign language at home; most also speak English "very well," Census Bureau reports. <i>U.S. Census Bureau News</i> . Available at: <a href="http://www.census.gov/Press-Release/www/releases/archives/census_2000/001406.html">http://www.census.gov/Press-Release/www/releases/archives/census_2000/001406.html</a>
11, 32	U.S. Department of Health and Human Services. (2007). Hospitals and effective communication. Available at: <a href="http://www.hhs.gov/ocr/hospitalcommunication.html">http://www.hhs.gov/ocr/hospitalcommunication.html</a>
12, 25, 26, 28, 29, 30, 33, 36, 37, 39, 40	California Endowment. (2004). Connecting worlds: Training for health care interpreters. Available at: <a href="http://www.calendow.org/uploadedFiles/connecting">http://www.calendow.org/uploadedFiles/connecting</a> worlds manual.pdf
13	Wisconsin Department of Health and Family Services. (2007). <i>Interpreter training resources</i> . Available at: <a href="http://www.dhfs.state.wi.us/civilrights/InterpreterTrainingResources.HTM">http://www.dhfs.state.wi.us/civilrights/InterpreterTrainingResources.HTM</a>
13, 14	White House. (2000). Executive Order 13166, <i>Improving access to services for persons with limited English proficiency</i> . Washington, DC. Available at: <a href="http://www.usdoj.gov/crt/cor/Pubs/eolep.htm">http://www.usdoj.gov/crt/cor/Pubs/eolep.htm</a>



Addressing Health Literacy, Cultural Competency, and Limited English Proficiency





Screen #	References Used
16	U.S. Department of Health and Human Services, Office of Minority Health. (2001). National standards for culturally and linguistically appropriate services in health care: Final report. Washington, DC. Available at: <a href="http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf">http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf</a>
19	U.S. Department of Commerce, Economics and Statistics Administration, U.S. Census Bureau. (n.d.). <i>Language identification flashcard</i> .
19	Wisconsin Department of Health and Family Services. (2007). Language poster. Available at: <a href="http://www.dhfs.state.wi.us/civilrights/LEPposter.pdf">http://www.dhfs.state.wi.us/civilrights/LEPposter.pdf</a>
19	Wisconsin Department of Health and Family Services. (2007). <i>I speak cards</i> . Available at: <a href="http://www.dhfs.state.wi.us/civilrights/ISPEAKCARDS.pdf">http://www.dhfs.state.wi.us/civilrights/ISPEAKCARDS.pdf</a>
22	Hablamos Juntos. (2005). <i>Universal symbols in health care workbook: Executive summary</i> —best practices for sign systems. Available at: <a href="http://www.hablamosjuntos.org/signage/PDF/Best%20Practices-FINALDec05.pdf">http://www.hablamosjuntos.org/signage/PDF/Best%20Practices-FINALDec05.pdf</a>
22	Wong on the Web. (n.d.) <i>Translations of Wong-Baker FACES pain rating scale</i> .  Available at: <a href="http://www3.us.elsevierhealth.com/WOW/facesTranslations.html">http://www3.us.elsevierhealth.com/WOW/facesTranslations.html</a>
22	Wong, D., & Baker, C. (1988). Pain in children: Comparison of assessment scales. <i>Pediatric Nursing</i> 14(1): 9017.
25	Diversity RX. (2003). Choosing a role. Available at: <a href="http://www.diversityrx.org/">http://www.diversityrx.org/</a> )
38, 43	Roat, C. E. (Executive Producer), Braganza, F. M. (Assistant Producer), & VanderHoof, D. (Director). (1998). <i>Communicating effectively through an interpreter</i> [video]. Seattle, WA: The Cross Cultural Health Care Program.



Addressing Health Literacy, Cultural Competency, and Limited English Proficiency





#### Screen # References Used

- 41, 42 Agency for Healthcare Research and Quality. (2006). Case and commentary:
  Language barrier. *Morbidity and Mortality Rounds on the Web*. Available at: http://webmm.ahrq.gov/case.aspx?caseID=123
- National Council on Interpreting in Health Care (NCIHC). (2003). Final report on the pilot of a certification process for Spanish-English interpreters in health care. Available at:

  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%20Pilot%20Final%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Certification%2">http://ncihc.org/NCIHC\_PDF/NCIHC</a>
  <a href="http://ncihc.org/NCIHC\_PDF/NCIHC%20Ce