



SCHOOL OF PUBLIC HEALTH

UNIVERSITY AT ALBANY State University of New York

December 2014 Public Health Live Bridging Gaps: The Vital Role of Cultural Competence in Healthcare

REFERENCES AND RESOURCES (URL'S EMBEDDED)

[Think Cultural Health](#): the Department of Health and Human Services website for the CLAS Standards

[New York State Spanish AIDS \(SIDA\) Hotline](#)

[Centro Civico's Community Development Initiative](#)

[Hudson River HealthCare](#)

Slides 12-15:

Kaiser Family Foundation fact sheet, based on [U.S. Census Bureau, 2008, Projected Population by Single Year of Age, Sex, Race, and Hispanic Origin for the United States: July 1, 2000 to July 1, 2050](#).

[Advancing Effective Communication](#). The Joint Commission

[Multicultural Health Care: A Quality Improvement Guide](#). National Center for Quality Assurance

LaVeist, T. A., Gaskin, D. J., & Richard, P. (2011). [The Economic Burden of Health Inequalities in the United States](#). Fact Sheet retrieved from the Joint Center for Political and Economic Studies website

[Improving Patient Safety Systems for Patients with Limited English Proficiency](#) (2012). Agency for Healthcare Research and Quality, Rockville, MD.

Lindholm, MD, Mary; Hargraves, PhD, J. Lee; Ferguson, MD, Warren J.; and Reed, PhD, George. [Professional Language Interpretation and Inpatient Length of Stay and Readmission Rates](#) (2012). Journal of General Internal Medicine.

[The Use of Interpreters to Improve the Quality and Safety of Healthcare Through Better Communication in Obstetric Patients: Effect on Primary Cesarean Delivery Rate](#) (2012). Master of Science in Healthcare Quality and Safety (MS-HQS) Capstone 2 Presentation, Thomas Jefferson University.

[Education in Palliative Care and End-of-Life Care for Oncology: Cultural Considerations When Caring for African Americans](#). Module 7: Communicating Effectively. National Institutes of Health: National Cancer Institute.

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[Cultural Competency: Respecting and Responding to LGBT Health Needs](#), National Coalition for LGBT Health

[When Health Care Isn't Caring](#) (2010). Lambda Legal Survey on Discrimination Against LGBT People and People Living with HIV

[National Center on Birth Defects and Developmental Disabilities, Overcoming Barriers: NCBDDD 2012 Annual Report](#)

Alliance of Community Health Plans Foundation [Family Centered Maternity Suites: Holy Cross Hospital](#) (2007). Appendix C in Making the Business Case for Culturally and Linguistically Appropriate Services in Health Care: Case Studies from the Field

Slide 26:

Youdelman, M. [The High Cost Of Language Barriers In Medical Malpractice](#) (2009). The National Health Law Program