

## Health Literacy:

### *Teaching Clear Communication in Geriatrics and Gerontology* Culture and Health Literacy – Resources

#### I. Overview

- A. The Joint Commission. (2006). *2006 Hospital Requirements Related to the Provision of Culturally and Linguistically Appropriate Health Care*. (PDF). [http://www.jointcommission.org/NR/rdonlyres/A2B030A3-7BE3-4981-A064-309865BBA672/0/hl\\_standards.pdf](http://www.jointcommission.org/NR/rdonlyres/A2B030A3-7BE3-4981-A064-309865BBA672/0/hl_standards.pdf)
- B. U.S. Department of Health and Human Services, OPHS, Office of Minority Health (March 2001). *National Standards for Culturally and Linguistically Appropriate Services in Health Care, Executive Summary*. (PDF). <http://www.omhrc.gov/assets/pdf/checked/executive.pdf>

#### II. Toolkits

- A. California Academy of Family Physicians and CAFP Foundation, *Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members*. <http://futurehealth.ucsf.edu/TheNetwork/Portals/3/ALA%20Toolkit.FINAL.pdf>  
[http://www.medicalleadership.org/educational\\_toolkit.pdf](http://www.medicalleadership.org/educational_toolkit.pdf)
- B. COA360°, *Cultural Competency Organizational Assessment*. [http://apps2.jhsph.edu/coa360/what\\_is\\_the\\_coa.cfm](http://apps2.jhsph.edu/coa360/what_is_the_coa.cfm)
- C. National Institute of Health (NIH): *The Plain Language Initiative*. <http://execsec.od.nih.gov/plainlang/intro.html>
- D. UCSF Center for the Health Professions, *Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies*. <http://futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=426>
- E. UCSF Center for the Health Professions, *Culturally Competent Training Templates*. <http://futurehealth.ucsf.edu/TheNetwork/Portals/3/Halfdaytemplate%20revised%202006.pdf>
- F. UCSF Center for the Health Professions, *Cultural Competency Survey for Managers and Supervisors*. <http://www.futurehealth.ucsf.edu/TheNetwork/Portals/3/Manager%20Supervisor%20Survey%20Final.pdf>

#### III. Articles/Publications

- A. Andrulius, D. P., & Brach, C. (2007). Integrating literacy, culture, and language to improve health care quality for diverse populations. *American Journal of Health Behavior*, 31(Suppl 1), S122-S133. (PDF). <http://www.atypon-link.com/PNG/doi/pdf/10.5555/ajhb.2007.31.supp.S122>
- B. Betancourt, J. R., Green, A. R., Carrillo, J. E. & Ananeh-Firempong, O. (2003). Defining Cultural Competence: A Practical Framework for Addressing Racial/Ethnic Disparities in Health and Health Care. *Public Health Reports*, 118, 293-302. (PDF). [http://www.publichealthreports.org/userfiles/118\\_4/118293.pdf](http://www.publichealthreports.org/userfiles/118_4/118293.pdf)

- C. Howard, D. H., Sentell, T., & Gazmararian, J. A. (2006). Impact of health literacy on socioeconomic and racial differences in health in an elderly population. *Journal of General Internal Medicine*, 21, 857-861. (PDF).  
<http://www3.interscience.wiley.com/cgi-bin/fulltext/118582871/PDFSTART>

**IV. Web Resources**

- A. Health Resources and Services Administration (HRSA). *Unified Health Communication 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency*, <http://www.hrsa.gov/healthliteracy/training.htm>
- B. The Plain Language Initiative, <http://www.plainlanguage.gov>
- C. The Network for Multicultural Health,  
<http://futurehealth.ucsf.edu/TheNetwork/default.aspx?tabid=387%20>
- D. UCSF Center for the Health Professions, <http://futurehealth.ucsf.edu>