

Language Access Online Resources for California & the Nation:

A supplement to the report, Improving Language Access in California Hospitals, which can be found at:

<http://futurehealth.ucsf.edu/hwtc/languageaccess.html>

The following list of websites, while not exhaustive, provides a sampling of the many online resources available that can be utilized to improve language access. This project was supported by grants from The California Endowment, The California Wellness Foundation, and the California HealthCare Foundation.

General Resource Lists

California Healthcare Interpreting Association (CHIA): Related Links

<http://www.cms.chiaonline.org/content/view/21/76/>

California Health Care Safety Net Institute (SNI): Language Access Resources

http://www.safetynetinstitute.org/programs/languageaccess_resources.html

California Office of Multicultural Health (OMH): Language Access General Resources

<http://www.dhs.ca.gov/director/omh/html/language.htm>

& <http://www.dhs.ca.gov/director/omh/html/related.htm>

HHS Office of Minority Health: Center for Cultural and Linguistic Competence in Health Care

<http://www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=3>

HRSA: Cultural Competence Resources for Health Care Providers

<http://www.hrsa.gov/culturalcompetence/>

National Center for Cultural Competence: Resources & Tools

<http://www11.georgetown.edu/research/gucchd/nccc/resources/index.html>

National Council on Interpreting in Health Care: Language Access Resources

<http://www.ncihc.org/hot.htm>

National Network of Libraries of Medicine (NNLM) Minority Health Concerns: Cultural Competency Resources

<http://nnlm.gov/mcr/resources/community/competency.html>

National Health Law Program (NHeLP): Language Access Resources

<http://www.healthlaw.org/library.cfm?fa=detail&id=56882&appView=folder>

The Joint Commission (formerly JACHO): Resources, Standards, & Links

http://www.jointcommission.org/PatientSafety/HLC/Resources_Standards.htm &

http://www.jointcommission.org/PatientSafety/HLC/source_Links.htm

The Network for Multicultural Health: Resources

<http://www.futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=387>

Publication Lists

California Healthcare Interpreting Association (CHIA): Publications

<http://www.cms.chiaonline.org/content/view/42/100/>

California Office of Multicultural Health (OMH): Language Access General Resources

<http://www.dhs.ca.gov/director/omh/html/publicat.htm>

Health Consumer Alliance (HCA): Issue Briefs for Advocates and Consumers

<http://healthconsumer.org/publications.htm>

Health Services & Resources Administration (HRSA): Publications

<http://www.ask.hrsa.gov/Search.cfm>

Kaiser Family Foundation: Immigrants: Coverage & Access to Care – Policy Research

http://www.kaiseredu.org/topics_reflib.asp?id=442&rID=2&parentid=67

National Center for Cultural Competence (NCCC): Publications

<http://www11.georgetown.edu/research/gucchd/nccc/resources/publicationstitle.html>

National Council on Interpreting in Health Care (NCIHC): Publications

<http://www.ncihc.org/research.htm> & <http://www.ncihc.org/workingpapers.htm>

National Health Law Program (NHeLP): Language Access Publications

<http://www.healthlaw.org/library.cfm?fa=detail&id=71343&appView=folder>

National Public Health and Hospital Institute (NPHHI): Publications

http://www.naph.org/NPHHI.cfm?Section=NPHHI_Publications

Robert Wood Johnson Foundation (RWJF): Access & Barriers to Care

<http://www.rwjf.org/pr/topic.jsp?topicid=1044>

The California Endowment (TCE): Culturally Competent Health Systems

http://www.calendow.org/Collection_Publications.aspx?coll_id=22&ItemID=312

Tools/Guides/Training

California Healthcare Interpreting Association (CHIA): Training

http://www.cms.chiaonline.org/images/Publications/Training_for_Healthcare_Interpreters.pdf

California Office of the Patient Advocate (OPA): 2006 Healthcare Quality Report Card - Language Services

http://www.opa.ca.gov/report_card/hmolanguagetopic.aspx

Diversity Rx: Models & Practices

<http://www.diversityrx.org/HTML/MODELS.htm>

Hablamos Juntos: Organizational Readiness Guide

http://www.hablamosjuntos.org/resource_guide_portal/how_to_resource_guide/default.how_to_resource_guide.asp

Health Research & Educational Trust (HRET): A Toolkit for Collecting Race, Ethnicity, and Primary Language Information from Patients

<http://www.hretdisparities.org/hretdisparities/html/makingthecase.html>

HHS Office of Minority Health (OMH): A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations

<http://www.omhrc.gov/templates/content.aspx?ID=4375&lvl=2&lvlID=107>

HHS Office of Minority Health (OMH): Think Cultural Health: Bridging the Health Care Gap through Cultural Competency Continuing Education Programs

<http://www.thinkculturalhealth.org/>

HHS Office of Minority Health (OMH): Tools

<http://www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=3>

National Center for Cultural Competence (NCCC): Tools & Processes for Self-Assessment

<http://www11.georgetown.edu/research/guchd/nccc/foundations/assessment.html>

National Health Law Program (NHeLP): Promising Practices

<http://www.healthlaw.org/library.cfm?fa=detail&id=71232&appView=folder>

The California Endowment (TCE): Multicultural Health Evaluations & Training

http://www.calendow.org/Collection_Publications.aspx?coll_id=74&ItemID=416 &
http://www.calendow.org/Collection_Publications.aspx?coll_id=26&ItemID=316

The Network for Multicultural Health: Cultural Competency Resources & Tools

<http://www.futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=390> &
<http://www.futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=391>

Policies/Standards

California Healthcare Interpreting Association (CHIA): California & National Standards for Healthcare Interpreters <http://www.cms.chiaonline.org/content/view/42/100/>

California Safety Net Institute (SNI): Straight Talk: Model Hospital Policies and Procedures on Language Access <http://www.safetynetinstitute.org/publications/documents/StraightTalkFinal.pdf>

Diversity Rx: Policy <http://www.diversityrx.org/HTML/POLICY.htm>

HHS Office of Minority Health (OMH): National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care <http://www.omhrc.gov/assets/pdf/checked/finalreport.pdf>

HHS Office of Minority Health (OMH): Policies
<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=14>

National Center for Cultural Competence (NCCC): Policies to Advance and Sustain Cultural and Linguistic Competence <http://www.clcpa.info/>

The Joint Commission (formerly JACHO): Requirements & Policies <http://www.jcrinc.com/2815/>

Regulations/Legislation

California Office of the Patient Advocate (OPA): Consumer Rights <http://www.opa.ca.gov/education/>

Health Consumer Alliance (HCA): Language Access Responsibilities Under Federal Civil Rights Law <http://healthconsumer.org/cs042LanguageAccess.pdf>

HHS Office of Civil Rights (OCR): Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons <http://www.hhs.gov/ocr/lep/revisedlep.html> (2006) & <http://www.hhs.gov/ocr/lepfinal.htm> (1998)

HHS Office of Minority Health (OMH): Cultural Competency Legislation
http://www.thinkculturalhealth.org/cc_legislation.asp

HHS Office of Minority Health (OMH): Laws
<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=14>

Let Everyone Participate (LEP) <http://www.lep.gov/>

National Council on Interpreting in Health Care (NCIHC): Policy Initiatives

<http://www.ncihc.org/policyissues.aspx>

National Health Law Program (NHeLP): Federal & State Activities

<http://www.healthlaw.org/library.cfm?fa=detail&appView=folder&id=56882>

Data/Statistics

California Office of Multicultural Health (OMH): Publications

<http://www.dhs.ca.gov/director/omh/html/publicat.htm>

HHS Office of Minority Health (OMH): Data/Statistics

<http://www.omhrc.gov/templates/browse.aspx?lvl=1&lvlID=2>

Kaiser Family Foundation: Immigrants: Coverage & Access to Care – Key Data

http://www.kaiseredu.org/topics_reflib.asp?id=442&rID=1&parentid=67

The California Endowment (TCE): CA LEP Population by County & by Legislative District

http://www.calendow.org/uploadedFiles/ca_county_profiles.pdf &

http://www.calendow.org/uploadedFiles/california_speaks.pdf