

Quality Care is Equitable Care Series

Best Practices for Equitable Health Care

Session 4: Next Learnings and Resources

Next Learnings: (proposed questions for future reflection, discussion and professional collaboration)

1. Has your organization developed and implemented initiatives to address racial and/or ethnic health disparities? If so, do you have a strategy to partner with community leaders of affected patients to work on these health issues?
2. Does your organization provide effective language access services to Limited English Proficient (LEP) individuals?
3. Based on the racial and ethnic diversity of the patients you serve, as well as those in your service area, do you receive education (at orientation and on a continuing basis) about cultural issues important to your patients?

Resources for you and/or your practice/organization:

Beard, Kenya & Gwanmesia, Eunice & Miranda Diaz, Gina. (2015). Culturally Competent Care: Using the ESFT Model in Nursing. *American Journal of Nursing*, 115, 58-62.
10.1097/01.NAJ.0000466326.99804.c4.

Dinos, S., Ascoli, M., Owiti, J. A., & Bhui, K. (2017). Assessing explanatory models and health beliefs: An essential but overlooked competency for clinicians. *BJPsych Advances*, 23(2), 106–114. Cambridge University Press.

HealthPartners Center for International Health. (2008). *Crossing Cultures: Using the L.E.A.R.N. Model*. St. Paul, MN: HealthPartners.

Juckett, G. & Unger, K. (2014). Appropriate use of medical interpreters. *American Family Physician* 90(7), 476-80. <https://pubmed.ncbi.nlm.nih.gov/25369625/>

Kleinman, A. & Benson, P. (2006). Anthropology in the clinic: The problem of cultural competency and how to fix it. *PLoS Med*, 3(10), 1673-1676.
<https://doi.org/10.1371/journal.pmed.0030294>

Ladha, T., Zubairi, T., Hunter, A., Audcent, T., & Johnstone, J. (2018) Cross-cultural communication: Tools for working with families and children. *Paediatrics & Child Health*, 23(1), 66–69.
<https://doi.org/10.1093/pch/pxx126>

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Marks, C. (April 29, 2021). The lonely, vital work of medical interpretation: During the pandemic, a job that is often hidden has become indispensable. *The New Yorker*.

<https://www.newyorker.com/science/medical-dispatch/interpreting-during-a-pandemic>

The National Council on Interpreting in Health Care (NCIHC). (March 2021). Interpreter Advocacy in Healthcare Encounters: A Closer Look. <https://www.ncihc.org/ethics-and-standards-of-practice>

The National Council on Interpreting in Health Care (NCIHC). (September 2005). National Standards of Practice for Interpreters in Healthcare.

<https://www.ncihc.org/assets/z2021Images/NCIHC%20National%20Standards%20of%20Practice.pdf>

Refugee Health Technical Assistance Center. Best Practices for Communicating through an Interpreter. <https://refugeehealthta.org/access-to-care/language-access/best-practices-communicating-through-an-interpreter>

Shepard, S. (September 30, 2020). Reducing risks with multilingual patients. *Medical Economics*. <https://www.medicaleconomics.com/view/reducing-risks-with-multilingual-patients>.

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