

A System That Works: Communication Aids For Culturally and Linguistically Competent Interactions with Patients and Families

Created by Ped-I-Care at The University of Florida – 2017 for the Florida Children’s Medical Services Managed Care Plan (CMS Plan) For Distribution to Employees, Providers, Nurse Care Coordinators, and Others

Section 1: Starting and Supportive Sources

A resource list of cultural competency informational clearinghouses, health literacy and interpretive services; governmental support agencies and links to their websites; and other, related sources salient to the interest of appropriate patient-provider interaction

- 1. US Department of Health and Human Services’ (DHHS) Health Resources and Services Administration (HRSA)**
<http://www.hrsa.gov/culturalcompetence/index.html>
On this site you’ll find guides to creating easy-to- understand materials, using plain language, and making written materials clear and effective. In addition to these toolkits, the site offers information on working with patients of various backgrounds.
- 2. US Department of Health and Human Services’ (DHHS) Office of Minority Health (OMH)**
<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3>
This governmental website is organized with printed guides, web-based versions of guides, e-Learning modules, and an online educational program. As part of the broader website for the OMH, the Cultural Competency section has links to research, publications, and federal clearing houses among other important resources.
- 3. National Center for Cultural Competence (NCCC) at Georgetown University**
<http://nccc.georgetown.edu/>
The NCCC offers perhaps the most comprehensive library of materials available online, relevant to the topic of cultural competency. As a Center, its influence is felt throughout the nation in medicine, education, and other public service spheres. Its ongoing and growing body of work is considered scholarly and authoritative by many, if not most in the field.
- 4. American Translators Association**
www.atanet.org
Near the top left corner of this site is a link to finding interpreter/translator services. Providers may search by known name, need or interest, or other subjects.
- 5. The National Board of Certification for Medical Interpreters**
www.certifiedmedicalinterpreters.org
This site offers a ‘Registry’ link across its top menu, which provides a list of certified medical interpreters listed in its registry, along with location and contact information for each individual.

6. **Understanding Medical Words: A Tutorial from the National Library of Medicine**

<http://www.nlm.nih.gov/medlineplus/medicalwords/>

This animated video tutorial, created for patients, explains known pitfalls in doctor-patient communication as well as ways for patients to better understand what their doctor is telling them. With an emphasis on understanding the meanings of words via roots, prefixes, and suffixes, it explores strategies for patients' own understanding of their health condition.

7. **MedlinePlus – Spanish version**

<http://www.nlm.nih.gov/medlineplus/spanish/>

This link takes users to the Spanish version of the popular MedlinePlus site, created by the US National Library of Medicine and National Institutes of Health, for health consumers. Its organization, information, and resources mirror that of the English site.

8. **Health Information Translations**

<http://www.healthinfotranslations.com/>

This site is a gem for providers and patients alike, with health information available in American Sign Language, Arabic, Spanish, French, Somali, Tagalog, and Vietnamese among others. Users may search by keyword, health topic, and/or language. Multimedia resources include audio and video translation of various topics, from "Caring for Your Baby" and "Diabetes" to "Hand Washing" and "Substance Abuse or Dependence." The site is supported by Ohio State's Wexner Medical Center, Mount Carmel, Ohio Health, Nationwide Children's, and Central Ohio Hospital Council.

9. **National Alliance on Mental Illness (NAMI) Multicultural Action Center**

http://www.nami.org/Content/NavigationMenu/Find_Support/Multicultural_Support/Cultural_Competence/Cultural_Competence.htm

The home page of the NAMI website begins with the Surgeon General's 1999 report calling for equal treatment of all people. The site is further developed relevant statistics, recommended reforms, quotes and resources, and web-based sources of information and support. It is fitting that NAMI is listed within these resources, as cultural competency as a medical concept emerged with the groundbreaking writings of Cross, et al in the 1989. The manuscript, "Toward a Culturally Competent System of Care, Volume 1" stemmed from work in the mental health care field.

10. **Management Sciences for Health**

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

Management Sciences for Health is a nonprofit organization focused on issues of global health. Its 'Tools & Resources' section is rich with links to information on services, procedures, and outreach efforts in various countries of the world. Additionally, it offers a Resource Center (near bottom of left-side menu) with links to fact sheets on various health conditions, relevant to those from numerous areas of the globe. Its publications include organizational and logistic supports for those planning projects overseas.

Mission & Values

Mission

The aspects of cultural competency relevant to the CMSN's mission are:

- 1) to recognize, evaluate, and embrace the specific needs of each individual with whom we communicate;*
- 2) to speak, behave, and function in ways which enhance and elevate mutual respect and understanding;*
- and 3) to regularly evaluate our own performance and update policies, training, and actions accordingly.*

Values

The values upon which the CMSN's mission (and its subsequent cultural competency plan) are based include:

- 1) the belief that all individuals are created equally;*
- 2) the recognition that everyone deserves to be heard, understood, and considered; and*
- 3) the understanding that while cultural competency might begin with policies, procedures, and laws, it is only realized through earnest and sincere efforts to interact with respectful professionalism and an approachable, warm demeanor.*

11. Transcultural Nursing: Basic Concepts & Case Studies

<http://www.culturediversity.org/index.html>

This website is designed specifically for nurses to explore the intricacies of communications with those of various cultures. It is run via non-profit means, with leaders who work in countries around the world. An important portion of this site is the Case Studies link, which begins with explanation of the meanings of 'stereotype' and 'generalization.' This important distinction is not frequently mentioned in other sources on the subject. Within this link also is detailed information on people within the

12. Hispanic, Middle Eastern, Deaf, Asian, Afro-American, and Migrant Communities.

University of Wisconsin – Madison – Health Sciences

http://ebling.library.wisc.edu/portals/cultural_competence/index.php

At this website you'll find an extensive listing of population-specific resources. Examples include language and culture resources relevant to the needs and interests of African-American, Chinese, Hmong, Native American, Spanish, and multilingual patients. Within each section, users might find information on religious traditions, understanding depression across cultures, and improving access to language services in health care.

13. Cultural Orientation Resource Center

<http://www.cal.org/co/publications/profiles.html>

This website offers perhaps the most detailed, expansive base of information available relevant to cultural information of people from around the world. Its home page features links to the Afghans, Haitians, Bosnians, Iraqis, Muslims, Montagnards, Cubans, Somalis, Turks, and Burmese. In addition to textual information, the site features lesson plans and tools, videos, and publications. Some publications are free; others are available at a nominal cost.

14. The Affordable Care Act and The Reconciliation Act

The full text of the May 2010 amended version of this document may be found at

<http://housedocs.house.gov/energycommerce/ppacacon.pdf>.

Section 1946 (p. 508) discusses addressing health care disparities; Section 5301 (p. 546) lists training in cultural competence and health literacy for those given professional development awards; Section 5307 (p. 558) discusses training in cultural competency, prevention, and public health as well as with individuals who have disabilities.

15. Center of Excellence for Cultural Competence

<http://nyculturalcompetence.org/>

This New York-based organization offers videos and resources in addition to leading research initiatives for those working in the field of mental health care.

16. Cultural Competence: Connecticut Clearinghouse

<https://www.ctclearinghouse.org/topics/topic.asp?TopicID=28>

This Connecticut-based organization offers a Hidden Bias Self-Test from Tolerance.org; links to national centers of excellence; and resources for healthcare professionals.

17. Florida Developmental Disabilities Council, Inc.

Available at: <http://www.fddc.org/>.

The Florida Developmental Disabilities Council offers extensive information and assistance to those who have disabilities, as well as those who serve those who have disabilities. Of particular interest is the Council Resources page, which offers information on child development, community living, self-advocacy and leadership items, and legal items.

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18. **Disability Rights Florida**

Available at: <http://www.disabilityrightsflorida.org/>

This website may be of assistance to clinicians in that it lists free and confidential services for Floridians with disabilities; it also offers a Resources page with tips on identifying and reporting abuse, neglect, and exploitation; information on the Americans with Disabilities Act; information on assistive technology; and a host of other items that may augment and/or supplement the prescribed course of care.

Section 2: Professional Materials

Listings of freely-available, professionally-developed, online resources for understanding both foundational and culture-specific elements of cultural competency

1. **Conceptual Frameworks / Models, Guiding Values and Principles**

Available at <http://www11.georgetown.edu/research/gucchd/NCCC/foundations/frameworks.html>

This webpage provides a comprehensive, yet succinct overview of the subject of cultural competency and its place in the healthcare system. It serves as a dynamic launching point from which numerous areas of interest within the broader topic might be explored. The National Center for Cultural Competence at Georgetown University, the publisher of this webpage, is considered one of the leading sources of information on the topic.

2. **Building Our Understanding: Culture Insights Communicating with Hispanics/Latinos**

Available at: http://www.cdc.gov/healthycommunitiesprogram/tools/pdf/hispanic_latinos_insight.pdf

This document, published by the Centers for Disease Control's Healthy Communities Program, offers insights into the various Hispanic cultures represented in the US, as well as communication strategies for health practitioners. It offers statistical references, information on cultural and communicative norms, and traditional health beliefs and practices, and health care-seeking behaviors relevant to those of various Hispanic backgrounds.

3. **Vacunas Recomendadas para Bebés**

Available at <http://www.cdc.gov/vaccines/parents/downloads/rec-iz-babies-sp.pdf>

This document offers a Spanish language version of the 2012 recommended vaccines, published by the US Department of Health and Human Services and the Centers for Disease Control.

4. **American Sign Language video – “Information about Lead”**

Available at <http://www.cdc.gov/nceh/lead/aslvideo.htm>

This 12-minute video offers detailed information about lead in the environment and dangers to health. It is narrated with subtitles available; producers are the Centers for Disease Control and the Deaf Wellness Center at the University of Rochester Medical Center.

5. **Principles and Recommended Standards for Cultural Competence Education of Health Care Professionals**

Available at http://www.calendow.org/uploadedFiles/principles_standards_cultural_competence.pdf

This 94-page report by M. Jean Gilbert, PhD of The California Endowment, offers guiding principles and recommended standards for cultural competency relevant to the training and education of health care professionals.

6. Implementing Multicultural Health Care Standards: Ideas and Examples

Available at:

<http://www.ncqa.org/Portals/0/Publications/Implementing%20MHC%20Standards%20Ideas%20and%20Examples%2004%2029%2010.pdf>

This 20-page document, produced by The National Committee for Quality Assurance (NCQA), goes into detail about the development of culturally competent communication standards and how they were developed. Language data and consideration, practitioner responsiveness, Culturally and Linguistically Appropriate Services programs, and reducing health care disparities are among the topics covered.

7. Medicaid Contract Purchasing Specifications: Cultural Competence in the Delivery of Services through Medicaid Managed Care. A Technical Assistance Document, Updated November 2001

Available at:

<http://www.gwumc.edu/sphhs/departments/healthpolicy/CHPR/newspss/ccs/part1.cfm%20>

The George Washington University School of Public Health and Health Services created an extensive document full of legal citations, explaining the parameters of cultural competence relevant to the interests of those who serve Medicaid populations. In great detail, it covers providers' duties to translate written and informational materials and to make oral interpreter services available, among other topics.

8. Improving Cultural Competency in Children's Health Care: Expanding Perspectives

Available at: http://www.nichq.org/pdf/NICHQ_CulturalCompetencyFINAL.pdf

This 2005 report by the National Initiative for Children's Healthcare Quality (NICHQ) includes case studies and attendant discussions, an introduction to a plan developed via their own research, and introduction to Culturally and Linguistically Appropriate Services (CLAS) standards. The Organizational Cultural Competence Assessment Profile described on page 9 explains that measurement of cultural competency covers seven domains: organizational values, governance, planning and monitoring/evaluation, communication, staff development, organizational infrastructure, and services/interventions.

9. Healthcare Providers' Handbook on Muslim Patients: Second Edition

Available at: http://www.health.qld.gov.au/multicultural/support_tools/islamgde2ed.pdf

Published by the Queensland government in 2010, this 22-page document features 26 topics across three sections: guidelines for health services, Islamic beliefs affecting health care, and additional resources. Includes notes on Muslims' prayer practices, dietary needs, hygiene practices, and expectations in medical examination settings, among other topics.

10. Video: "Racial/Ethnic Disparities and Cross-Cultural Care" by Dr. Joseph R. Betancourt

Available at: <http://www.youtube.com/watch?v=TkeAu-h3i44>

Dr. Betancourt, a stalwart in the field of cultural competency studies in health care, presents at the Fourth Conference on Health Care Disparities in New York City. He shares vignettes of racial minorities whose care is lacking compared to those of whites, and he explores his own racial and ethnic affiliations as relating to care he provides to his own patients. Additionally he addresses challenges to the health care system common to workers in all fields, as relating to stereotyping and discrimination.

11. Spanish Translation of the Florida Medicaid Summary of Services

Available at: <http://ahca.myflorida.com/Medicaid/flmedicaid.shtml>

This is the 2011-2012 version of the Spanish language Medicaid Summary of Services.

12. Cross-Cultural Health Care Resource Guide: We Bring it All Together for You

Available at: <http://www.fhp.org/fhpdocs/CrossCulturalResourceGuide.pdf>

This easy-to-read resource from Children’s Mercy Family Health Partners (2010) covers basic, yet insightful information about communication in the healthcare setting relevant to patients of various cultures. As noted in its introduction, “The comments included are not facts...but generalizations. They will not apply across the board to everyone of the same culture...The most accurate source of information will always be the patients and families themselves...Our intent is that it not be the last word, but a starting point instead, leading you and your patients to better communication and better care.”

13. Select Health Issues Facing Duval County, from the Duval County Health Department, 2010

Available at:

http://www.unf.edu/uploadedFiles/aa/brooks/global_health/2010%20DCHD%20health%20issues.pdf

This one-page fact sheet reveals population-specific health information relevant to Duval County citizens from 2008-2010.

14. Staff White Paper: Infant Mortality by the Jacksonville Community Council, Inc.

Available at:

https://www.unf.edu/uploadedFiles/aa/brooks/global_health/JCCI%20White%20Paper%20Infant%20Mort..pdf

This one-page white paper summarizes the issue of infant mortality and efforts to address and reduce it.

15. Cultural Competence Assessment Tools

The New York State Center of Excellence for Cultural Competence at New York State Psychiatric Institute.

Available at:

http://www.nyspi.org/culturalcompetence/what/pdf/NYSPI-CECC_CulturalCompetenceAssessment.pdf

This December 2010 compendium lists and discusses resources for evaluating cultural competence at the agency level, provider level, consumer/client level, and within medical school curricula.

16. Emergency Preparedness and Response: SNAPS Version 1.5 (Snap Shots of State Population Data). The Centers for Disease Control and Prevention

Available at: <http://www.bt.cdc.gov/snaps/>

Citing the CDC’s own description, “SNAPS provides local- level community profile information nationwide. It can be browsed by county and state and searched by zip code. SNAPS serves as a valuable tool when responding to public health emergency events at the state, Tribal, and local levels. It provides a ‘snap shot’ of key variables for consideration in guiding and tailoring health education and communication efforts to ensure diverse audiences receive critical public health messages that are accessible, understandable, and timely. SNAPS data is derived from the 2000 U.S. Census and several 2003 CDC databases.”

17. Florida County Profiles: Census Information

Available at: <http://edr.state.fl.us/Content/area-profiles/county/index.cfm>

County-specific census data are available via this online resource. Data points include population counts for 1980 through 2010; population estimates and projections through 2020; household and family structure; employment and income; education and quality of life information.

18. **Profile of General Demographic Characteristics: 2010, Geographic Area: Florida**
U.S. Census Bureau, 2010 Census Demographic Profile Summary File. Prepared by: Florida Legislative Office of Economic and Demographic Research.
Available at: http://edr.state.fl.us/content/population-demographics/2010-census/data/2010DP_Florida.pdf.
This resource offers Florida census data that may be used in determining cultural and linguistic needs of populations being served throughout the state.
19. **National Society of Genetic Counselors: A Genetic Counseling Cultural Competence Toolkit**
Available at: <http://www.geneticcounselingtoolkit.com/default.htm>
This well-developed, comprehensive site includes information on cultural competence itself, as well as specific need-to-know items placed within appropriate contextual frameworks.
20. **United States Census 2000: "I Speak" Communicative Tool**
Available at: <http://www.justice.gov/crt/about/cor/Pubs/ISpeakCards.pdf>
This at-a-glance language identification flashcard enables providers to help patients identify the language in which they wish to be communicated.

Section 3: Scholarly Works

Links to historical and recent scholarly researched published on the topic within healthcare journals and media outlets

1. Hirano DM. **Asian American health research: What community agencies on the front line need to know.** Prog Community Health Partnersh. 2012 Spring;6(1):59-64. PMID: 22643789. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=PMID%3A%2022643789>.
2. Powell Sears K. **Improving cultural competence education: the utility of an intersectional framework.** Med Educ. 2012 Jun;46(6):545-51. doi: 10.1111/j.1365-2923.2011.04199.x. PMID: 22626046. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22626046>.
3. Côté D. **Intercultural communication in health care: challenges and solutions in work rehabilitation practices and training: a comprehensive review.** Disabil Rehabil. 2012 May 23. PMID: 22616895. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22616895>.
4. Delphin-Rittmon ME, Andres-Hyman R, Flanagan EH, Davidson L. **Seven Essential Strategies for Promoting and Sustaining Systemic Cultural Competence.** Psychiatr Q. 2012 May 12. PMID: 22581030. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22581030>.
5. Seeleman C, Stronks K, van Aalderen W, Essink-Bot ML. **Deficiencies in culturally competent asthma care for ethnic minority children: a qualitative assessment among care providers.** BMC Pediatr. 2012 May 2;12(1):47. PMID: 22551452. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22551452>.
6. Zeh P, Sandhu HK, Cannaby AM, Sturt JA. **The impact of culturally competent diabetes care interventions for improving diabetes-related outcomes in ethnic minority groups: a systematic review.** Diabet Med. 2012 May 4. doi: 10.1111/j.1464-5491.2012.03701.x. PMID: 22553954. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22553954>.

7. Okoro ON, Odedina FT, Reams RR, Smith WT. **Clinical cultural competency and knowledge of health disparities among pharmacy students.** Am J Pharm Educ. 2012 Apr 10;76(3):40. PMID: 22544957. Abstract available at Full article available at: <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3327238/?tool=pubmed>.
8. Miller BD, Blau GM, Christopher OT, Jordan PE. **Sustaining and expanding systems of care to provide mental health services for children, youth and families across America.** Am J Community Psychol. 2012 Jun;49(3-4):566-79. PMID: 22543719. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22543719>.
9. Wear D, Kumagai AK, Varley J, Zarconi J. **Cultural Competency 2.0: Exploring the Concept of "Difference" in Engagement with the Other.** Acad Med. 2012 Jun;87(6):752-758. PMID: 22534598. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=22534598>.
10. Litzelman DK, Cottingham AH. **The new formal competency-based curriculum and informal curriculum at Indiana University School of Medicine: overview and five-year analysis.** Acad Med. 2007 Apr;82(4):410-21. PMID: 17414200. Abstract available at <http://www.ncbi.nlm.nih.gov/pubmed?term=17414200>.
11. Cross T, Bazron B, Dennis K and Isaacs M. **Toward a Culturally Competent System of Care, Volume 1.** Washington, D.C.: Georgetown University, 1989. Available at <http://eric.ed.gov/PDFS/ED330171.pdf>.
12. Betancourt JR and Green AR. **Commentary: Linking Cultural Competence Training to Improved Health Outcomes: Perspectives from the Field.** Acad Med. 2010 Apr;85(4):583-585. Available at: http://journals.lww.com/academicmedicine/Fulltext/2010/04000/CommentaryCompetence_Training.14.aspx.
13. Peek ME, Wilson SC, Bussey-Jones J, et al. **A Study of National Physician Organizations' Efforts to Reduce Racial and Ethnic Health Disparities in the United States.** Acad Med. 2012 June;87(6):694-700. Available at: http://journals.lww.com/academicmedicine/Fulltext/2012/06000/A_Study_of_National_Physician_Organizations_.12.aspx.
14. Kawachi I, Subramanian SV Almeida-Filho N. **A Glossary for Health Inequalities.** Journal of Epidemiology and Community Health. 2002;56:9 647-652 doi:10.1136/jech.56.9.647. Available at <http://jech.bmj.com/content/56/9/647.full.pdf+html>.
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16. Agency for Healthcare Research and Quality. **Strategies for Improving Minority Healthcare Quality: Summary.** US Department of Health and Human Services, Public Health Service. Evidence Report/Technology Assessment Number 90. AHRQ Publication No. 04-E008-02. 2004. Available at <http://www.ahrq.gov/clinic/epcsums/minqusum.pdf>.
17. Jones CP. **Levels of Racism: A Theoretic Framework and a Gardener's Tale.** American Journal of Public Health; Aug 2000; 90,8; 1212-1215. Available at <http://www.cahealthadvocates.org/pdf/news/2007/Levels-Of-Racism.pdf>.
18. Betancourt JR, Green AR, and Carrillo JE. **Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches.** Field Report October 2002, The Commonwealth Fund. Available at www.cmwf.org.

19. Smedley BD, Stith AY, and Nelson AR eds. **Unequal Treatment: Confronting Racial and Ethnic Disparities in Health Care**. Institute of Medicine of the National Academies, The National Academies Press. 2003. Available at <http://www.iom.edu/Reports/2002/Unequal-Treatment-Confronting-Racial-and-Ethnic-Disparities-in-Health-Care.aspx>.
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23. Harris MS, Purnell K, Fletcher A, and Lindgren K. **Moving toward Cultural Competency: DREAMWork Online Summer Program**. Journal of Cultural Diversity. 2013 Fall;20(3):134-8. Available at: <http://www.ncbi.nlm.nih.gov/pubmed/24279129>.
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25. DeMeester RH, Lopez FY, Moore JE, et al. **A Model of Organizational Context and Shared Decision Making: Application to LGBT Racial and Ethnic Minority Patients**. Journal of General Internal Medicine. 2016 March 17, pp 1-12. Available at <http://link.springer.com/article/10.1007/s11606-016-3608-3>.
26. Carrizales T, Zahradnik A, and Silverio M. **Organizational Advocacy of Cultural Competency Initiatives: Lessons for Public Administration**. Public Administration Quarterly 40.1 (Spring 2016): 126-155.
27. Concha JB, Mayer SD, Mezuk BR, and Avula D. **Diabetes Causation Beliefs among Spanish-Speaking Patients**. The Diabetes Educator. February 2016 vol. 42 no. 1 116-125. Available at <http://tde.sagepub.com/content/42/1/116.short>.

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Section 4: Books

A listing of texts on the topics of cultural and linguistic competence, healthcare disparities, and case studies within the field

1. Hark L and DeLisser H. **Achieving Cultural Competency: A Case-based Approach to Training Health Professionals**. CME-certified activity. Wiley-Blackwell 2009.
2. Satcher, D and Pamies, RJ. **Multicultural Medicine and Health Disparities**. McGraw-Hill 2006.
3. **Milestones in Public Health: Accomplishments in Public Health over the Last 100 Years**. Pfizer Pharmaceuticals, Inc. 2006.

4. National Alliance for Hispanic Health. **Quality Health Services for Hispanics: The Cultural Competency Component.** Department of Health and Human Services, 2001.
5. Mesa-Lago C. **Health Care for the Poor in Latin America and the Caribbean.** Pan American Health Organization and Inter-American Foundation, 1992.
6. King Jr. T and Wheeler M. **Medical Management of Vulnerable and Underserved Populations: Principles, Practice, and Populations.** McGraw-Hill 2007.
7. Dolan K. **Lesbian Women and Sexual Health: The Social Construction of Risk and Susceptibility.** The Haworth Press, 2005.
8. Fong R. **Culturally Competent Practice with Immigrant and Refugee Children and Families.** The Guilford Press 2004.
9. Egan E and Surdyk P. **Living Professionalism: Reflections on the Practice of Medicine.** Rowman & Littlefield Publishers, Inc., 2006.
10. Savitt T. **Race and Medicine in Nineteenth- and Early-Twentieth-Century America.** The Kent State University Press, 2007.
11. Metroso E. **Racial and Ethnic Disparities in Health and Health Care.** Nova Science Publishers, Inc. 2006.
12. Samovar L and Porter E. **Intercultural Communication: A Reader.** Wadsworth Cengage Learning, 2009.
13. Witherspoon P. **Communicating Leadership: An Organizational Perspective.** Allyn & Bacon, 1997.
14. Boateng BA and Black EW (eds.). **Social Media in Medicine: The Impact of Online Social Networks on Contemporary Medicine.** New Forums Press Inc., 2012.
15. Kidder T. Mountains beyond Mountains: **The Quest of Dr. Paul Farmer, A Man Who Would Cure the World.** Random House, 2004.
16. Fadiman A. **The Spirit Catches You and You Fall Down: A Hmong Child, Her American Doctors, and the Collision of Two Cultures.** Farrar, Straus and Giroux, 1997.
17. Ash TA. **The Story GrandPa Told of American and World African Legends and Cultures.** Uprising Publishers Corporation, 2011.
18. Rural HIV/STD Prevention Work Group. **Tearing down Fences: HIV/STD Prevention in Rural America.** Bloomington, IN: Rural Center for AIDS/STD Prevention, 2009.

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