

## Free Online Training Resources

### Cultural Competency/Cross-Cultural Communications

Institute for Healthcare Improvement. **Patient- and Family-Centered Care 101: Dignity and Respect.** 2011. Available at:

<http://app.ihi.org/lms/coursedetailview.aspx?CourseGUID=8eb52137-21d7-4b30-afcd-fd781de6d6d5&CatalogGUID=6cb1c614-884b-43ef-9abd-d90849f183d4>

Management Sciences for Health and the U.S. Department of Health and Human Services/Health Resources and Services Administration. **The Provider's Guide to Quality and Culture.** 2006 (rev. 2008). Available at:

<http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>

New York-New Jersey Public Health Training Center. **Exploring Cross-Cultural Communication.**

Available at: <http://www.empirestatephtc.org/learning/pages/catalog/cc/default.cfm>

<http://www.phtc-online.org/learning/pages/catalog/cc/>

South Central Public Health Partnership. **Cultural Diversity, Health Disparities, and Public Health.**

Available at: [http://lms.southcentralpartnership.org/scphp/mycourse\\_desc.php?&id=187](http://lms.southcentralpartnership.org/scphp/mycourse_desc.php?&id=187)

South Central Public Health Partnership. **Diversity and Cultural Competency in Public Health Settings – Basic Level.**

Available at: [http://moodle01.southcentralpartnership.org/scphp/mycourse\\_desc.php?id=7](http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=7)

U.S. Department of Health and Human Services, Office of Minority Health. **Think Cultural Health – Continuing Education.** Available at: <https://www.thinkculturalhealth.org>

Includes the following online training programs:

- **A Physician's Practical Guide to Culturally Competent Care**  
(<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>)
- **Culturally Competent Nursing Care: A Cornerstone of Caring**  
(<https://www.thinkculturalhealth.hhs.gov/Content/ContinuingEd.asp>)

South Central Public Health Partnership. **Managing Diversity Begins with You.**

Available at: [http://moodle01.southcentralpartnership.org/scphp/mycourse\\_desc.php?id=10](http://moodle01.southcentralpartnership.org/scphp/mycourse_desc.php?id=10)

Upper Midwest Public Health Training Center. **Cross-Cultural Communication and Nutrition Assessment.**

Available at: <http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html>

Upper Midwest Public Health Training Center. **Cultural Competence and WIC Nutrition Assessment: How Culture Affects Food Beliefs and Practices.**

Available at: <http://cph.uiowa.edu/UMPHTC/education-and-training/cultural-comp.html>

U.S. Department of Health and Human Services, Health Resources and Services Administration. **Effective Communication Tools for Healthcare Professionals 101: Addressing Health Literacy, Cultural Competency, and Limited English Proficiency** (formerly titled Unified Health Communication). 2007. Available at: <http://www.hrsa.gov/publichealth/healthliteracy/>

New York-New Jersey Public Health Training Center. **Practicing Cross-Cultural Communication—Community Health Worker Program.**

Available at: <http://www.phtc-online.org/learning/pages/catalog/cc2-chw/>

## Health Literacy

U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. **Health Literacy for Public Health Professionals.**

Available at: [http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res\\_id=2074](http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res_id=2074)

Michigan Public Health Training Center. **Health Literacy and Immunizations: Working at the Local Public Health Level.** 2011. Available at:

[https://practice.sph.umich.edu/mphtc/site.php?module=courses\\_one\\_online\\_course&id=434](https://practice.sph.umich.edu/mphtc/site.php?module=courses_one_online_course&id=434)

Midwest Center for Life-Long-Learning in Public Health. **Culture and Health Literacy: Beyond Access.** University of Minnesota School of Public Health.

Available at: <http://www.sph.umn.edu/details/course/7820/>

New York-New Jersey Public Health Training Center. **Health Literacy and Public Health: Introduction.**

Available at: <http://www.phtc-online.org/learning/pages/catalog/phlit01/>

New York-New Jersey Public Health Training Center. **Health Literacy and Public Health: Strategies for Addressing Low Health Literacy.**

Available at: <http://www.phtc-online.org/learning/pages/catalog/phlit02/>

## Language Services/Limited English Proficiency

Bilingual Communications, Inc. **Working with Interpreters in Healthcare.** Greensboro Area Health Education Center (AHEC).

Available at: <http://www.aheconnect.com/newahec/cdetail.asp?courseid=Inter>

American Academy of Family Physicians. **Quality Care for Diverse Populations** – Video Series and Facilitator’s Guide. Available at:

<http://www.aafp.org/online/en/home/clinical/publichealth/culturalprof/quality-care-diverse-populations.html>

New York University Center for Immigrant Health and Cancer Disparities, and the American Pharmacists Association. **Enhancing Medication Safety for Patients with Limited English Proficiency**. 2011. Available at: <http://pharmacylanguage.net/>

### Other

Midwest Center for Life-Long-Learning in Public Health. **Immigrant Health Online Module**. University of Minnesota School of Public Health. Available at:

<http://www.sph.umn.edu/details/course/10577/>

National Association of City and County Health Officials. **Roots of Inequality: An Online Learning Collaborative**. 2011. Available at: <http://www.rootsofhealthinequity.org/> [Web-based course is particularly targeted to the local public health workforce and it explores the root causes of inequality in the distribution of disease, illness, and death.]

## Fee-based Online Training Resources

### Non-Clinical Staff

Quality Interactions, Inc. **Quality Interactions for Health Care Professionals**. Available at:

[http://www.qualityinteractions.org/prod\\_overview/health\\_care\\_program\\_features.html](http://www.qualityinteractions.org/prod_overview/health_care_program_features.html)

An e-learning program that is geared toward non-clinical staff. Resources also include a Facilitator’s Guide for conducting live follow-up sessions with staff members who have completed the online training module.

Learning objectives include the following:

- Respect and value cultural diversity
- Communicate clearly in cross-cultural interactions
- Understand and explore cultural differences
- Effectively engage an individual in a cross-cultural interaction

## Clinical Staff

Espitia B, Smith L. **El Futuro Series: Module D. He Treated Me Like An Animal—The Impact of Discrimination on Latino Mental Health.** Greensboro Area Health Education Center (AHEC).

Available at: <http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo4>

Web-based course explores a model of learning to understand and identify how individuals are affected by discrimination; and it offers practical strategies for practitioners to address these effects in a therapeutic setting. Continuing education credit is available. Cost is \$5.

Mastrole RK, Root S, LePage C. **Addressing Cultural Competence in Health Care.** 2011. PRIME. *Module 1 available at:*

[http://primeinc.org/cme/online/177/Addressing Cultural Competence in Health Care](http://primeinc.org/cme/online/177/Addressing_Cultural_Competence_in_Health_Care)

*Module 2 available at:*

[http://primeinc.org/cme/online/178/Best Practices to Achieve Cultural Competence in Health Care](http://primeinc.org/cme/online/178/Best_Practices_to_Achieve_Cultural_Competence_in_Health_Care)

Two-part self-guided learning module “focuses on increasing awareness of cultural and linguistic barriers that can occur between health care providers and patients” and discusses strategies for overcoming such barriers. The module also discusses strategies for integrating culturally competent health care practices in diverse practice settings. Both audio and video case examples are provided. Continuing education credit is available. The course fee is \$20 for each module.

Barba BE, Tesh AS, DeBrew JK. **UNCG Geriatric Training Series: Cultural Perspectives of Aging.** Greensboro Area Health Education Center (AHEC).

Available at: <http://www.aheconnect.com/newahec/cdetail.asp?courseid=uncg2>

Web-based course addresses the following learning objectives:

- Recognize that cultural beliefs, practices, and life experiences influence care of older adults
- Describe prominent health belief systems in the U.S. that affect the care of older adults
- Discuss the adaption of nursing interventions to the culture of older adult patients/clients

Continuing education credit is available. Cost is \$10.

Smith L, Stein GL. **El Futuro Series: Module B. Culture Bound Syndromes.** Greensboro Area Health Education Center (AHEC).

Available at: <http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo2>

Web-based course addresses the following learning objectives:

- Describe culture-bound syndromes within context of Latino populations
- Identify types of traditional healers and traditional treatments and healing practices

The goal of the course is to help learners to make clinical decisions that are respectful of patients/clients' cultural beliefs and attitudes. Continuing education credit is available. Cost is \$5.

Tanenbaum Center for Interreligious Understanding. **Improving Religio-Cultural Competence in Patient Care.** 2012. Available at: <https://www.tanenbaum.org/cme>

One-hour web-based course focuses on developing learners' understanding of the impact of cultural and religious beliefs and practices on patient and provider decision-making, treatment options, and delivery of care. Continuing education credit is available. Cost is \$25.

McAuliffe GJ. **Key Practices in Culturally Alert Counseling.** 2009. American Psychological Association. Available at: <http://www.apa.org/education/ce/1360220.aspx>

Online workshop provides counselors over 20 strategies for incorporating cultural dimensions into their counseling practice. Continuing education credit is available. The course fee is \$60.

Smith L, Siu K. **El Futuro Series: Module F. Si Dios Lo Permite: The Role of Spirituality in Working with Latinos.** Greensboro Area Health Education Center (AHEC). Available at: <http://www.aheconnect.com/newahec/cdetail.asp?courseid=elfuturo6>

Web-based course addresses the following learning objectives:

- Explain the role of spirituality and religion in the Latino population
- Describe strategies for working with spiritual or religious clients
- Express the importance of self-assessment of the learners' own beliefs and biases in order to effectively counsel members of Latino or other populations

Continuing education credit is available. Cost is \$5.

American Medical Association. **Working Together to End Racial and Ethnic Disparities: One Physician at a Time Kit.** Available at:

[http://www.amaassn.org/ama1/pub/upload/mm/433/health\\_disp\\_kit.pdf](http://www.amaassn.org/ama1/pub/upload/mm/433/health_disp_kit.pdf)

Training kit is designed for health professionals and their office staff to address the following topics:

- Why health disparities occur and what can be done to address them
- How to establish effective interpersonal and working relationships that acknowledge cultural differences
- Ways to challenge one's knowledge and assumptions about how one delivers care
- The connection between quality of care and health care disparities

The kit includes a discussion facilitation guide; a 22-minute DVD of health care professionals' and patients' firsthand experiences with health disparities; and a CD-ROM with supplemental training material on quality of care, trust and stereotyping, cultural competence, language barriers, and health literacy. Cost is \$15 for non-AMA members.

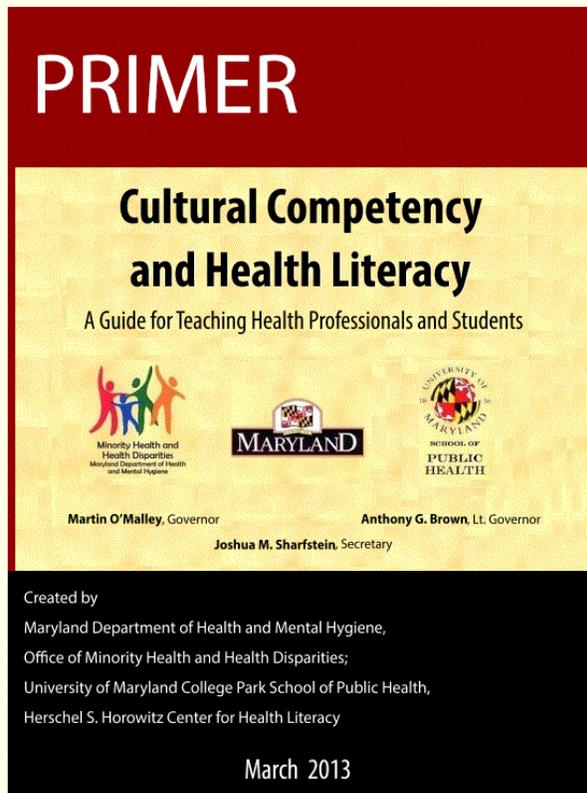
## Examples of Training Videos

**Kaiser Permanente/California Endowment Multicultural Health Series.** This collection of 10 video (and DVD) case studies and training materials was designed for health care professionals who work with ethnically and culturally diverse populations. The curriculum is meant to educate providers about the meaning and importance of cultural competence in health care. Each video case study is accompanied by facilitator notes and participant handouts. A background section provides an information context for the situations portrayed in the video. (*Summary from California Endowment.*) Download the Multicultural Health Series Facilitator's Guide at: [http://www.calendow.org/uploadedFiles/multicultural\\_health\\_series.pdf](http://www.calendow.org/uploadedFiles/multicultural_health_series.pdf)

**Quality Interactions: A Patient-Based Approach to Cross-Cultural Care.** Produced by the Manhattan Cross Cultural Group. This e-learning program provides case-based instruction on cross-cultural health care. The interactive program focuses on common clinical and/or cross-cultural scenarios that build a framework of knowledge and skills for delivering quality care to diverse patient populations. Quality Interactions offers training for physicians, nurses and case managers, and health care employees. (*Summary from [www.advancinghealthequity.org](http://www.advancinghealthequity.org)*) Available at: <http://www.qualityinteractions.org/index.html>

**The Culture of Emotions: A Cultural Competence and Diversity Training Program.** Harriet Koskoff, Producer/Co-Coordinator. Available from Fanlight Productions, [www.fanlight.com](http://www.fanlight.com).  
**Worlds Apart.** A Four-Part Series on Cross-Cultural Healthcare. By Maren Grainger-Monsen, MD, and Julia Haslett, Stanford University, Center for Biomedical Ethics. Available from Fanlight Productions, [www.fanlight.com](http://www.fanlight.com)

## Looking for more cultural competency and health literacy training resources?



The Cultural Competency and Health Literacy Primer is intended to serve as a free resource guide for health professional educators responsible for training the current and future healthcare workforce.

The Primer was co-created by the Maryland Department of Health and Mental Hygiene's Office of Minority Health and Health Disparities, and the University of Maryland, College Park, School of Public Health and the Herschel S. Horowitz Center for Health Literacy.

The Primer is designed to provide users with tools and resources to help guide the integration of cultural and health literacy competencies into everyday healthcare practice.

Download the Primer at  
<http://dhmh.maryland.gov/mhhd/CCHLP>