



**Better Communication,
Better Care:**

**Provider Tools to Care
for
Diverse Populations**



Introduction for Healthcare Professionals:

Why was this tool kit created? How can it help my practice?

This set of materials was produced by a nation-wide team of healthcare professionals who, like you, are dedicated to providing high quality, effective, and compassionate care to their patients. Because of changes in demography, in our awareness of differences in individual belief and behavior, and new legal mandates, we are constantly presented with new challenges in our attempts to deliver health care to a diverse patient population. The material in this tool kit will provide you with resources to address the very specific operational needs that often arise in a busy practice because of the changing service requirements and legal mandates.

The tool kit contents are organized into four sections, each containing helpful background information and tools that can be reproduced and used as needed. Below you will find a list of the section topics and a small sample of their contents.

Interaction with a diverse patient base: encounter tips for providers and their clinical staff, a mnemonic to assist with patient interviews, help in identifying literacy problems, and an interview guide for hiring clinical staff who have an awareness of diversity issues.

Communication across language barriers: tips for locating and working with interpreters, common signs and common sentences in many languages, language identification flashcards, and language skill self-assessment tools.

Understanding patients from various cultural backgrounds: tips for talking about sex with a wide range of people, pain management across cultures, and information about different cultural backgrounds.

References and resources: some key legal requirements, a summary of the “Culturally and Linguistically Appropriate Service (CLAS) Standards,” which serve as a guide on how to meet legal requirements, a bibliography of print resources, and a list of internet resources.

We consider this tool kit a work in progress. Patient needs and the tools we use to work with those changing needs will continue to evolve. We understand that some portions of this tool kit will be more useful than others for individual practices or service settings, after all, practices vary as much as the places where they are located. We encourage you to use what is helpful, disregard what is not, and, if possible communicate your reaction to the contents to the ICE Cultural and Linguistics Workgroup at: CL_Team@iceforhealth.org

On behalf of the ICE Cultural and Linguistic Workgroup,

Margie Akin, Ph.D.
Molina Healthcare, Inc.
Research Anthropologist
University of California, Riverside

Diana Carr, MA
Health Net of California, Inc.
Medical Anthropologist

Peggy Payne, MA
SCAN Health Plan
Certified Gerontologist
Certified Diabetes Educator



Better Communication, Better Care: Provider Tools to Care for Diverse Populations

Section Document

A RESOURCES TO ASSIST COMMUNICATION WITH A DIVERSE PATIENT POPULATION BASE

- 01 *A Guide to Information in Section A***
- 02 **Working with Diverse Patients: Tips for Successful Patient Encounters****
- 03 **Partnering with Diverse Patients: Tips for Office Staff to Enhance
Communication****
- 04 **Nonverbal Communication and Patient Care****
- 05 **“Diverse”: A Mnemonic for Patient Encounters****
- 06 **Tips for Identifying and Addressing Health Literacy Issues****
- 07 **Interview Guide for Hiring Office/Clinic Staff with Diversity Awareness****

B RESOURCES TO COMMUNICATE ACROSS LANGUAGE BARRIERS

- 01 *A Guide to Information in Section B***
- 02 **Tips for Communicating Across Language Barriers****
- 03 **10 Tips for Working with Interpreters****
- 04 **Tips for Locating Interpreter Services****
- 05 **Telephonic Interpreting Companies****
- 06 **Language Identification Flashcards****
- 07 **Common Signs in Multiple Languages (English-Spanish-Vietnamese-Chinese)****
- 08 **Common Sentences in Multiple Languages (English-Spanish-Vietnamese-
Chinese)****
- 09 **Employee Language Skills Self-Assessment Tool****

C RESOURCES TO INCREASE AWARENESS OF CULTURAL BACKGROUND AND ITS IMPACT ON HEALTH CARE DELIVERY

- 01 *A Guide to Information in Section C***
- 02 **Let’s Talk About Sex****
- 03 **Pain Management Across Cultures****
- 04 **Cultural Background: Information on Special Topics****
- 05 **Promoting Cultural and Linguistic Responsiveness: A Self-Assessment
Checklist for Personnel Providing Health Care Services****

D

REFERENCE RESOURCES FOR CULTURAL AND LINGUISTIC SERVICES

- 01** *A Guide to Information in Section D*
- 02** Title VI of the Civil Rights Act of 1964
- 03** Standards to Provide “CLAS” Culturally and Linguistically Appropriate Services
- 04** Executive Order 13166, August 2000
- 05** Bibliography of Major Sources Used in the Production of the Tool Kit
- 06** Cultural Competence Web Resources
- 07** Acknowledgement of Contributors from the ICE Cultural and Linguistic Workgroup