TITLE	DESCRIPTION (CULTURAL COMPETENCY)	WEBSITE ADDRESS	PHONE #/ EMAIL
The Office of Minority Health: What is Cultural Competency?	The Office of Minority Health, a branch of the U.S. Department of Health and Human Services, explains what cultural competency is, why it is important, and how culture and language may influence health. It provides a glossary of terms and their relation to the health care field.	http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=11	800-444-6472 info@minorityhealth.hhs.gov
National CLAS Standards	The Office of Minority Health: Think Cultural Health provides the National CLAS Standards with guidance and implementation strategies. CLAS stands for the National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care. It intends to advance health equity, improve quality, and help eliminate health care disparities.	https://www.thinkculturalhealth.hhs.gov/Content/clas.asp	703-810-8100 ext. 238 contact@ThinkCulturalHealth.hhs.gov
National Center for Cultural Competence (Georgetown University)	"The mission of the NCCC is to increase the capacity of health care and mental health care programs to design, implement, and evaluate culturally and linguistically competent service delivery systems." Their website provides assessments and information for: organizations and programs, providers and practitioners, faculty and trainers, and families and communities.	http://www11.georgetown.edu/research/gucchd/nccc/	202-687-5387 cultural@georgetown.edu

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Advancing Effective Communication, Cultural Competence, and Patient-and Family-Centered Care: A Roadmap for Hospitals (The Joint Commission)	This PDF is broken into chapters that address how hospitals can become more culturally competent and overcome the language barrier. Chapters include the admission of patients, assessment, treatment, end-of-life care, discharge and transfer, and organization readiness. Each chapter dives into how to create an environment that is inclusive of all types of patients, communication barriers, and recommendations for each step of the health care process.	http://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf	630-792-5800
Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches (Commonwealth Fund)	This PDF defines cultural competence, the barriers to culturally competent care, the benefits of cultural competency, and recommendations and practical approaches. It includes models of culturally competent care in settings that include: academia, government, managed care, and community health.	http://www.commonwealthfund.org/usr_doc/betancourt_culturalcompetence_576.pdf	888-777-2744

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Culture, Language, and Health Literacy	The U.S. Department of Health and Human Services Health Resources and Services Administration provides a plethora of information regarding cultural competency. The main page provides a short video showing how effective healthcare communication policies and practices contribute to improving the quality of services for diverse populations. Furthermore, this website provides links to resources and guides for the following categories: Race/Ethnicity, General, Gender, Special Populations, and Age.	http://www.hrsa.gov/culturalcompetence/index.html	888-275-4772 ask@hrsa.gov
National Partnership For Action to End Health Disparities	This toolkit was developed with the mission of creating a nation where all people have a change to reach their full health potential. It helps individual, communities, and organization raise awareness about health disparities, engage others in conversations about problems and solutions, and takes action for change. Specifically it explains what health disparities are and who they impact, social factors, economic factors, the health care system, and the Affordable Care Act.	http://minorityhealth.hhs.gov/npa/files/Plans/Toolkit/NPA_Toolkit.pdf	855-564-6672 npainfo@minorityhealth.hhs.gov

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Cultural Competence Works (US Dept of Health & Human Services, Health Resources & Services Admin)	This PDF gives an introduction to cultural diversity and cultural competence. It also provides successful practices in delivering culturally competent care and cultural competence and managed care. It states that the most successful health care tend to: 1) define culture broadly; 2) value clients' cultural beliefs; 3) recognize complexity in language interpretation; 4) facilitate learning between providers and communities; 5) involve the community in defining and addressing service needs; 6) collaborate with other agencies; 7) professionalize staff hiring and training; and 8) institutionalize cultural competence.	http://minority-health.pitt.edu/278/1/cultural-competence_works-(assessment_tool).pdf	888-275-4772