CALIFORNIA AB 1195
California Assembly Bill 1195 requires continuing medical education activities with patient care components to include curriculum in the subjects of cultural and linguistic competency. It is the intent of the bill, which went into effect July 1, 2006, to encourage physicians and surgeons, CME providers in the State of California, and the Accreditation Council for Continuing Medical Education to meet the cultural and linguistic concerns of a diverse patient population through appropriate professional development. The planners, speakers, and authors of this UCSF CME activity have been encouraged to address issues relevant in their topic area. In addition, a variety of resources are available that address cultural and linguistic competency, some of which are included in your syllabus or handout materials. Additional resources and information about AB 1195 may be found at our website at http://cme.ucsf.edu.

A. Major Resources
1. University of California-Center for the Health Professions
2. Kaiser Permanente National Diversity Department:
   http://kphci.org/resources/links.html
3. The Office of Minority Health
   http://www.omhrc.gov
4. California Academy of Family Physicians:
   http://www.familydocs.org/multicultural_health.php
5. Institute for Medical Quality:
   http://www.imq.org
6. On-line dictionary providing translations into 25 different languages:
7. Foreign Language Assessment Guide (F.L.A.G.), Produced by Medi-Flag Corporation
   http://www.medi-flag.com

B. Best and Promising Practices
   http://www.naph.org/Template.cfm?Section=The_Safety_Net_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407
2. Andrulis DP. “Study of How Urban Hospitals Address Sociocultural Barriers to Health Care Access”:
   http://www.rwjf.org/portfolios/resources/grantsreport.jsp?filename=023299s.htm&iaid=133

C. Ambulatory Care
1. Center for the Health Care Professions- Towards Culturally Competent Care: Toolbox for Teaching Communication Strategies
2. National Center for Cultural Competence, Georgetown University. “Self-Assessment Checklist for Personnel Providing Primary Health Care Services”
   http://gucchd.georgetown.edu/nccc/documents/Checklist%20PHC.pdf
3. National Initiative for Children’s Healthcare Quality (NICHQ), Improving Cultural Competency in Children’s Health Care: Expanding Perspectives
D. Care Plans
1. “National Standards For Culturally And Linguistically Appropriate Services In Health Care Executive Summary”
   http://www.ahip.org/content/default.aspx?docid=8414

E. Caring for Individuals with Limited English Proficiency
1. Center for the Health Professions-Common Sentences in Multiple Languages (ICE) Tool for Office Staff
   http://futurehealth.ucsf.edu/TheNetwork/Portals/3/CommonSentences.pdf
2. National Council on Interpreting in Health Care
   http://www.ncihc.org
3. Addressing Language Access in Your Practice Toolkit
   California Academy of Family Physicians
   http://www.familydocs.org/multicultural_health.php
4. Hablamos Juntos: Improving Patient-Provider Communication for Latinos
   http://www.hablamosjuntos.org
5. Process of Inquiry: Communicating in a Multicultural Environment, Georgetown University National Center for Cultural Competence
   http://www.nccccurricula.info/
6. Cross-Cultural Communication in Health Care: Building Organizational Capacity
   http://www.hrsa.gov/reimbursement/broadcast/default.htm

F. Health Literacy
1. AMA/AMA Foundation’s Health Literacy toolkits, videos, partnerships
   http://www.ama-assn.org/ama/pub/category/8115.html

G. Movies, Videos, and CD-ROM Resources
3. The Bilingual Medical Interview I (1987), and The Bilingual Medical Interview II: The Geriatric Interview , Section of General Internal Medicine, Boston City Hospital, in collaboration with the Department of Interpreter Services and the Boston Area Health Education Center (Available from the BAHEC, 818 Harrison Ave., Boston, MA 02118; Phone (617)-534-5258).
4. The Kaiser Permanente/California Endowment Clinical Cultural Competency Video Series . In 2000, Kaiser Permanente, with funding from The California Endowment, embarked on a project to create "trigger" videos as teaching tools for training healthcare professionals in cultural competence.. These now completed videos comprise three sets, each with accompanying facilitator's guide and contextual materials. Each set costs $35.00 or $105 for all 20. The scenarios are from eight to fourteen minutes long.

6. Community Voices: Exploring Cross-Cultural Care Through Cancer. Video and Facilitator’s Guide by Jennie Greene, MS & Kim Newell, MD (Available from the Harvard Center for Cancer Prevention, Harvard School of Public Health, 665 Huntington Avenue, Bldg 2, Rm 105, Boston, MA 02115; Phone (617) 432-0038; Fax: (617)-432-1722; hccp@hsph.harvard.edu, or Fanlight Productions, http://www.fanlight.com).


H. Continuing Education Programs

1. Office of Minority Health
   A Family Physician’s Guide to Culturally Competent Care
   http://cccm.thinkculturalhealth.org

2. Quality Interactions: A Patient-Based Approach to Cross-Cultural Care
   Manhattan Cross Cultural Group and Critical Measures
   http://www.criticalmeasures.net/cross-cultural/elearning.htm

3. Delivering Culturally Effective Care for Patients with Diabetes
   Medical Directions - The Virtual Lecture Hall and Department of Family Medicine, University of Arizona College of Medicine at the Arizona Health Sciences Center
   http://www.vlh.com/shared/courses/course_info.cfm?courseno=1786

4. Communicating Through Health Care Interpreters
   Medical Directions - The Virtual Lecture Hall and Rush University Medical Center
   http://www.vlh.com/shared/courses/course_info.cfm?courseno=1705

5. Culture and Health Care: An E-Learning Course (based on Cultural Sensitivity: A Guidebook for Physicians and HealthCare)
   Doctors in Touch (DIT)
   http://www.doctorsintouch.com/courses_for_CME_credit.htm


I. Recent Articles and References on Cultural and Linguistic Competency

Compiled by: The University of California, Continuing Medical Education Consortium, University of California, Davis, University of California, Irvine, University of California, Los Angeles, University of California, San Diego, and University of California, San Francisco.

Contact Anna Lincoln, web manager at lincolna@ocme.ucsf.edu for questions about this web resource. Additional resources and information about AB1195 may be found on the UCSF CME website at https://www.cme.ucsf.edu/news.aspx.