

Resource Directory

Media and Print Resources

American Academy of Family Physicians. *Quality Care for Diverse Populations* (interactive CD-ROM). 2002.

Betancourt, J.R., Green, A.R. and Carrillo, J.E. *Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches*. New York, NY: The Commonwealth Fund. October 2002.

California Healthcare Interpreters Association. *California Standards for Healthcare Interpreters: Ethical Principles, Protocols, and Guidance on Roles & Intervention*. Sacramento, CA. 2002.

The California Primary Care Association. *Providing Health Care to Limited English Proficient (LEP) Patients: A Manual of Promising Practices*. No Date (post-2000).

The Cross Cultural Health Care Program. *Guidelines for Providing Health Care Services Through an Interpreter*. www.xculture.org. No Date.

The Cross Cultural Health Care Program. *Introduction to Interpreting*. www.xculture.org. June 2003.

Downing, B. and Roat, C.E. *Models for the Provision of Language Access in Health Care Settings*. The National Council on Interpreting in Health Care. February 2002.

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Jacobs, E.A., Agger-Gupta, N., Chen, A.H., Piotrowski, A., and Hardt, E.J. *Language Barriers in Health Care Settings: An Annotated Bibliography of the Research Literature*. Woodland Hills, CA: The California Endowment. August 2003.

Massachusetts Department of Public Health. *Best Practice Recommendations for Hospital-Based Interpreter Services*. Office of Minority Health. No Date (post-2000).

The National Council on Interpreting in Health Care. *Guide to Initial Assessment of Interpreter Qualifications*. April 2001.

The National Council on Interpreting in Health Care. *Models for the Provision of Health Care Interpreter Training*. The California Endowment and The Commonwealth Fund. February 2002.

The National Council on Interpreting in Health Care. *National Standards of Practice for Interpreters in Health Care*. September 2005.

National Health Law Program and The Access Project. *Language Services Action Kit*. 2003.

Okahara, L. and Roat, C. *Directory of Health Care Interpreter Training Programs in the United States and Canada*. Oakland, CA: Asian Health Services, Seattle, WA: Cross Cultural Health Care Program. July 1998.

Youdelman, M. and Perkins, J. *Providing Language Interpretation Services in Health Care Settings: Examples from the Field*. The Commonwealth Fund and National Health Law Program. May 2002.

Online Resources

The Access Project
www.accessproject.org

Asian Health Services
www.ahschc.org

The California Endowment
www.calendow.org

California Healthcare Interpreters Association
www.chia.ws

Center for Cross-Cultural Health
www.crosshealth.com

The Cross Cultural Health Care Program
www.xculture.org

Diversity Rx
www.diversityrx.org

Federal Interagency Working Group on Limited English Proficiency
www.lep.gov

Hablamos Juntos
www.hablamosjuntos.org

Joint Commission on Accreditation of Healthcare Organizations
Hospitals, Language and Culture: A Snapshot of the Nation
www.jcaho.org/about+us/hlc/index.htm

Massachusetts Medical Interpreters Association
www.mmia.org

The National Council on Interpreting in Health Care
www.ncihc.org

National Health Law Program
www.healthlaw.org

New Jersey Department of Health and Senior Services – Office of Minority and Multicultural Health
www.nj.gov/health/commiss/omh/index.shtml

New York University School of Medicine – Center for Immigrant Health
www.med.nyu.edu/cih/language

Office of Minority Health Resource Center
National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care
www.omhrc.gov/CLAS

United States Department of Health and Human Services – Office for Civil Rights
www.hhs.gov/ocr/lep

United States Department of Justice – Civil Rights Division
Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency
www.usdoj.gov/crt/cor/13166.htm

Volunteers in Health Care
www.volunteersinhealthcare.org