

**Cultural competency** is defined as a set of integrated attitudes, knowledge, and skills that enables health care professionals or organizations to care effectively for patients from diverse cultures, groups, and communities.

**Linguistic competency** is defined as the ability to provide patients who do not speak English or who have limited ability to speak English, direct communication in the patient's primary language.

This activity is in compliance with California Assembly Bill 1195 which requires that all CME activities comprising a patient care element include curriculum addressing the topic of cultural and linguistic competency. The intent of this bill is to ensure that health care professionals are able to meet the cultural and linguistic concerns of a diverse patient population through effective and appropriate professional development. Cultural and linguistic competency was incorporated into the planning of this activity.

#### **A) Major Resources**

1. University of California-Center for the Health Professions  
<http://futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=387>
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](http://www.familydocs.org/multicultural_health.php)

#### **B) Best and Promising Practices**

1. National Association of Public Hospitals and Health Systems. "Serving Diverse Communities in Safety Net Hospitals and Health Systems," *The Safety Net* 2003; 17(3): Fall.  
[http://www.naph.org/Template.cfm?Section=The\\_Safety\\_Net\\_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407](http://www.naph.org/Template.cfm?Section=The_Safety_Net_Archive&template=/ContentManagement/ContentDisplay.cfm&ContentID=3407)

#### **C) Ambulatory Care**

1. Center for the Health Care Professions- Towards Culturally Competent Care: Toolbox for Teaching Communication Strategies  
<http://futurehealth.ucsf.edu/TheNetwork/Default.aspx?tabid=290>

#### **D) Managed Care**

1. "National Standards for Culturally and Linguistically Appropriate Services in Health Care Executive Summary"  
<http://www.omhrc.gov/assets/pdf/checked/executive.pdf>

#### **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>

#### **F) Health Literacy**

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

#### **H) Continuing Education Programs**

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

#### **I) Recent Articles and References on Cultural and Linguistic Competency**

1. Brach C, Fraser I, and Paez K. "Crossing the Language Chasm," *Health Affairs* 2005 (March); 24(2):424-434.