



## Cross Cultural Clinical Guideline Project

### Goals and Objectives

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The Cross Cultural Clinical Guideline Project was developed through a collaboration of the University of Massachusetts Medical School, Office of Community Programs and the Executive Office of Health and Human Services, Office of Medicaid Clinical Affairs Department under the direction of *Iris A. Garcia-Caban, PhD, Senior Policy Analyst* through funding in 2002 from the U. S. Department of Health and Human Services Office of Minority Health. A key goal of the Cross-Cultural Guideline Project was to develop clinical practice guidelines that provide guiding principles for improving patient-centered care as a means of reducing disparities in access and health outcomes among diverse populations. The primary objectives are to:

- ◆ Improve skills for gathering information related to those factors that influence patient's health values, beliefs, behaviors and expectations for care.
- ◆ Develop clinically-effective treatment plans that are compatible with patients values, preferences and needs.
- ◆ Increase awareness of individual and institutional factors influencing clinical decision-making processes that affect outcomes of care.
- ◆ Improve communication that promotes a doctor-patient relationship based on mutual respect and trust.

### Project Approach

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The following is a description of the project approach and outcomes:

- ◆ A literature review of relevant journal articles to identify content areas of agreement/disagreement among leading experts regarding the elements of cross cultural clinical care that are considered essential;
- ◆ An expert workgroup was convened which included representation of physicians from various primary and ambulatory care settings to achieve consensus on contents of the draft cross cultural clinical guideline statements;
- ◆ The first version of the clinical guideline statements was developed and refined by the physician workgroup to assist practitioners during the cross-cultural encounter;
- ◆ A key stakeholder workgroup was convened from health care providers and vendors (MCO's, other health insurers, etc.) contracted with the Medicaid program to achieve broad consensus on the guidelines.



### **[Department of Education \(DOE\): Developing Hispanic-Serving Institutions Program](#)**

DOE awards grants to **[Hispanic-serving Institutions](#)** to assist eligible institutions of higher education to expand their capacity to serve Hispanic and low-income students.

EASTBAY **[Works - Connecting People with Opportunities for Employment](#)** The purpose of EASTBAY Works is to advance the economic well-being of the region by developing and maintaining a skilled workforce. This will be accomplished through a customer-focused collaboration of employment, training, economic development and educational partners working together to meet the needs of employers, job seekers and workers. This includes multi-lingual community resources.

### **[Education Policy Studies Laboratory: Language Policy Research Unit--Arizona State University](#)**

Promotes research and policy analysis on the challenges and opportunities posed by national and global multilingualism.

**[Interpreters Office for the United States Attorney's Office for the Southern District of New York](#)** 10/3/2003. This is an effective, well-developed model program for providing interpreter services to the courts.

### **[Let Everyone Participate \(LEP\)](#)**

LEP.gov promotes a positive and cooperative understanding of the importance of language access to federal programs and federally assisted programs.

**[Language Access: Giving Immigrants a Hand in Navigating the Health Care System](#)** (from the National Conference of State Legislatures)  
(From NCSL's State Health Notes, volume 23, number 381, October 7, 2002)

### **[Minnesota Department of Labor and Industry](#)**

Employment related brochures in several languages

### **[Office of Minority Health](#)**

### **[Opportunities Under TANF for Serving Refugee and Immigrant Families: A Checklist for State and Local Policymakers](#)** (from the National Conference of State Legislatures)

The Temporary Assistance for Needy Families (TANF) program provides states with significant flexibility to help low-income families obtain and maintain employment and to improve their economic circumstances. Populations that are facing significant hurdles in the new TANF program are legal immigrant and refugee families, due to language and cultural barriers and the new federal bars and limits on assistance. In the fall of 2000, NCSL's Immigrant Policy Project conducted an informal survey to identify state initiatives in providing or adapting TANF-funded services and programs for refugees, immigrants and/or non-English speaking clients. (Excerpt from article)

**[Providers' Guide to Quality and Culture](#)** at provides links on cultural characteristics for select subgroups.

### **[Smithsonian Center for Latino Initiatives \(SCLI\)](#)**

The Smithsonian Institution, of which the Center for Latino Initiatives is a part, is the world's largest museum and research complex. The Smithsonian's mission, as expressed in its founding charter by Congress in 1846, is "an Establishment for the increase and diffusion of knowledge." Its mission is to advance the knowledge and contributions of Latinos in the United States.

### **[Understanding Health Culture of Recent Immigrants](#)**

### [U.S. Commission on Civil Rights](#)

The United States Commission on Civil Rights is an independent, bipartisan, fact-finding agency of the executive branch established under the Civil Rights Act of 1957.