

Being Mindful of Cultural and Linguistic Diversity in Everyday Practice

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Poster Reference List

Ask Me 3: Good Questions for Your Good Health | IHI – Institute for Healthcare Improvement. Retrieved from <http://www.ihl.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx>

Camarota, S & Zeigler, K. (2015). One in Five U.S. Residents Speaks Foreign Language at Home. *Center for Immigration Studies*. Retrieved from www.cis.org

Clay, R.A. (2017). Did you really just say that? *Monitor on Psychology*. 48:1, 46. Retrieved from <https://www.apa.org/monitor/2017/01/microaggressions>

Health literacy and patient safety: Help patients understand. (2006). American Medical Association.

Sue, D.W., Capodilupo, C.M., Torino, G.C., Bucceri, J.M., Holder, A.M.B., Nadal, K.L., & Esquilin, M. (2007). Racial microaggressions in everyday life: Implications for clinical practice. *American Psychologist*, 62(4), 271–286. <https://doi.org/10.1037/0003-066X.62.4.271>

Rhodes, R.L., Ochoa, S. H., & Ortiz, S. O. (2005). *Assessing Culturally and Linguistically Diverse Students: A Practical Guide*. New York, NY: Guilford Publications, Inc.

References for Culturally and Linguistically Diverse Patients and Their Families

1. Contact hearing aid, bone conduction device, and cochlear implant manufacturers to request non-English manuals
2. Free Materials in Spanish
 - a. <https://www.cdc.gov/ncbddd/hearingloss/freematerials.html>
 - b. <https://www.nidcd.nih.gov/es/espanol>
3. Academy Neurologic Physical Therapy: Vestibular Information
 - a. Spanish: <http://www.neuropt.org/special-interest-groups/vestibular-rehabilitation/patient-education-fact-sheets/spanish-patient-education-fact-sheets>
 - b. Portuguese: <http://www.neuropt.org/special-interest-groups/vestibular-rehabilitation/patient-education-fact-sheets/portuguese-patient-education-fact-sheets>
 - c. Traditional Chinese: <http://www.neuropt.org/special-interest-groups/vestibular-rehabilitation/patient-education-fact-sheets/traditional-chinese-patient-education-fact-sheets>
4. Laurent Clerc National Deaf Education Center
 - a. Simplified Chinese: <https://www3.gallaudet.edu/clerc-center/info-to-go/multicultural-considerations/resources-chinese.html>
 - b. Spanish: <https://www3.gallaudet.edu/clerc-center/info-to-go/multicultural-considerations/resources-spanish.html>

Resources About Cultural and Linguistic Diversity (Great for Students!)

1. Cleveland Clinic Diversity Toolkit: <https://my.clevelandclinic.org/-/scassets/files/org/about/diversity/2016-diversity-toolkit.ashx>
2. Joint Commission Resources:
 - a. https://ogg.osu.edu/media/healthliteracy/pdfs/Cultural_Sensitivity.pdf
 - b. <https://www.jointcommission.org/-/media/deprecated-unorganized/imported-assets/tjc/system-folders/assetmanager/roadmapforhospitalsfinalversion727pdf.pdf?db=web&hash=20A89BE3D501EA49AFBA7EA3AC416EF5>