

jhopewell

From: Kath Anderson [dempander@earthlink.net]
Sent: Monday, April 10, 2006 6:26 AM
To: heptalk@migrantclinician.com
Subject: March/April HepTalk Listserv

March/April 2006 HepTalk Listserv Announcements from HepTalk

Note: HepTalk is gearing up to offer all of the participating clinics training! We will contact you soon to set up either on-site or distance learning training on migration health, hepatitis basics, risk assessment and more! We think your staff will enjoy the interactive and informative HepTalk training.

Our focus for March/April 2006 is on cross cultural communication. We begin with some information on recruiting and retaining bi-lingual staff, and then offer information on some helpful sites for resources and information about translation and interpretation.

The following links and articles are available In the January Listserv:

1. **Recruitment and Retention:** Advice and information from the Migrant Clinicians Network
2. **Hablamos Juntos "We speak together"** A website with loads of useful information on the following: Increasing the availability and quality of interpreter services for Spanish-speaking patients in health care facilities; Providing useful health care related materials in Spanish; Developing easy-to-understand ways for non-English speaking patients to navigate health care facilities.
3. **The Cross Cultural Health Care Program** A website with excellent resources that you can order on-line.
4. **Roadmaps for Clinical Practice series - Improving Immunization: Addressing Racial and Ethnic Populations:** from the American Medical Association

Finally, so that we don't miss hepatitis altogether, we pass along this link from CDC:

5. **Hepatitis Serology Online Training** Centers for Disease Control and Prevention
<http://www.cdc.gov/serology> Free Continuing Education Credits! - 1.5 CME (for physicians)

- 1.5 CME (attendance for non-physicians) - 1.6 CNE (for nurses)

Please note that the articles and links in the HepTalk listserv do not comprise recommendations from HepTalk, or from the CDC. They are mainly intended to stimulate discussion of issues you may find relevant to your client population. The HepTalk team does try to pass along resources we have found useful that we think might be useful to clinics serving mobile populations.

Check the HepTalk webpage on the Migrant Clinicians Network website at <http://www.migrantclinician.org>. You can get to our page by clicking on "Clinical Excellence" on the Home page, and then clicking on "Hepatitis" on the menu at the left (<http://www.migrantclinician.org/excellence/hepatitis>).

If others at your clinic would like to be on the listserv, or if you have questions about the listserv or resources listed here, or if you would like to add something to the posts, please contact Kathryn Anderson, HepTalk listserv administrator, at dempander@earthlink.net. You can also contact the listserv administrator if you would like to unsubscribe from the list.

1. Migrant Clinicians Network Recruitment & Retention

<http://www.migrantclinician.org/development/recruitment/>

Along with general information about recruitment and retention, the MCN website includes these four sub-categories:

- Recruitment Overview

- Health Center Recruitment & Retention Effectiveness Review

- Health Center Self-Assessment

- Web Resources for Recruitment & Retention

2. Hablamos Juntos

<http://www.hablamosjuntos.org/resources/default.resources.asp>

Hablamos Juntos is a project funded by the Robert Wood Johnson Foundation, and administered by the UCSF Fresno Center for Medical Education & Research, a major educational and clinical branch of the UCSF School of Medicine. Their website is rich and very easy to use. Their section of "Literature, Papers, Reports, and Data" includes these categories:

- € The State of Health Care for LEP (Limited English Proficiency)
- € Population Change and Language Data
- € The Business Case for Language Access
- € Legal Requirements and Government Policy Related to Language

Access

- € Organizational Approaches to Language Access
- € Interpreters and Interpreting
- € Translation and Quality Written Materials
- € Signage
- € Ethics and Culture

They also offer Bibliographies, Training Tools, Dictionaries/Glossaries, Professional Associations, Related Websites and Organizations, News Coverage.

3. The Cross Cultural Health Care Program

<http://www.xculture.org>

"Recognizing the diversity and the different ways to health, the mission of the Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate. Through a combination of cultural competency trainings, interpreter trainings, research projects, community coalition building, and other services, the CCHCP serves as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate."

CCHCP offers an on-line store for resources and books, training programs, interpreter information, and information about research programs. We have found **"Communicating Effectively Through an Interpreter: An instructional video for health care providers"** to be very useful. It's an investment (\$150.00) but it is quick, to the point, and helpful.

You will also find a document called **Medical Interpreter Code of Ethics** at this site (<http://www.xculture.org/interpreter/overview/ethics.htm>)

You may find this document useful as a guide for staff who often find themselves in the position of interpreting.

4. Roadmaps for Clinical Practice series - Improving

Immunization: Addressing Racial and Ethnic Populations

<http://www.ama-assn.org/ama/pub/category/9958.html> Wang CC, Catron D, Catron, C, Tan L. Roadmaps for Clinical Practice: Case Studies in Disease Prevention and Health Promotion— Improving Immunization: Addressing Racial and Ethnic Populations. Chicago, Ill: American Medical Association; 2004. © 2004, The American Medical Association

All 4 booklets can be downloaded free at this link. Booklet 3, *Adult Immunizations* and Booklet 4, *Resources for Physicians and Patients* may

be the most relevant for your clinics. Below are two excerpts:

“Racial and ethnic disparities clearly exist in both pediatric and adult immunization rates, but the extent and cause of these disparities are different. Accordingly, physicians may need to employ multiple strategies to effectively eliminate all pockets of need in their patient population. One overarching principle, however, is the delivery of culturally sensitive care. Among other things, this can involve placing pamphlets in multiple languages in clinic waiting rooms, knowing how to access translators, and being knowledgeable about community-based services available to different racial and ethnic populations. It is especially important for physicians to be sensitive to the cultural beliefs and practices of their patients and to understand their patients’ barriers to immunization.” (p.4)

“The primary barrier to increasing immunization rates in adolescents and adults is the high number of missed opportunities to vaccinate these populations during contacts with physicians. Many patients report that physicians neither ask about nor offer vaccines during their medical visits. (p. 9)

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HepTalk is a project of the Migrant Clinicians Network and Community Health Education Concepts. HepTalk is funded by the Centers for Disease Control and Prevention. The goal of HepTalk is to help clinicians serving migrants and recent immigrants engage in productive discussions about hepatitis risks with their clients and help them make prevention plans. The HepTalk listserv is a support service for clinics participating in the project. This is a post-only listserv and postings will come from HepTalk staff about once a month. If others at your clinic would like to be on the listserv, or if you have questions about the listserv or resources listed here, or if you would like to add something to the posts, please contact Kathryn Anderson, HepTalk training and education coordinator and listserv administrator, at dempander@earthlink.net. You can also contact the listserv administrator if you would like to unsubscribe from the list.