**Syllabus**

**CCHC 530**

**Cross Cultural Communication, Language Access and Health Literacy**

## Format: Fully Online

## Course Description

Growing diversity in the US requires a core set of competencies, policies and procedures addressing culture and language among health care organizations and professionals. This course examines how language and communication impact delivery of effective health care services to culturally and linguistically diverse communities. The course will review standards, policies and accreditation mandates impacting language access. Students will learn strategies on how to communicate cross culturally, as well as the most effective way to ensure language access for diverse communities. Finally, students will be able to identify strategies necessary to ensuring language access and improving health literacy among the diverse U.S. population.

# Student Learning Outcomes:

After completing this course students will be able to:

* Recognize language and communication issues impacting diverse communities in the US healthcare system.
* Identify solutions and best practices in ensuring language access in healthcare.
* Assess regulatory and accreditation policies related to delivery of culturally and linguistically appropriate health services.
* Increase capacity for cross-cultural communication and understanding in the health care setting.
* Illustrate the role of health literacy among healthcare consumers.
* Develop key health messages appropriate for diverse communities.

**Grading**

Each requirement will be graded on a point system. Final grades will be calculated using a standard percentage scale.

# Points Available Grade Scale

Reading Exercises 120 points A, A-=100-90%

Writing Assignments 150 points B, B+, B-=89-80%

Discussion in Forums 120 points C, C+, C-=79-70%

Final Paper 100 points D, D+, D-=69-60%

Syllabus Quiz 10 points F=59% and below

Total 500 points

**Required Texts**

Required readings are listed in the Course Outline. Many readings are available on-line; a packet of other readings will be assembled. Required films are available through Video on Demand via Cougar Courses.

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| **COURSE ACTIVITIES AND SCHEDULE** | | | | |
| **Week** | **Dates** | **Topics** | **Reading** | **Activities and Assignments** |
| 1 | Jan. 25 | Language Access | The Legal Framework for Language Access in Healthcare Settings: Title VI and Beyond, Chen, Alice eta. J. Gen. Internal Medicine (2007) | Syllabus Quiz  Discussion Forum  Reading Exercise 1: Language Access issues in health care  Watch lecture (Camtasia) |
| Jan. 27 |
| 2 | Feb. 1 | Use of communication technologies to cost-effectively increase the availability of interpretation services in healthcare settings., Masland MC and Snowden, L. Telemed J E Health (2008; July-Aug; 16(6): 739-45 | Watch Lecture (Worldview)  Exercise 2: Inventory of language access services in your community |
| Feb. 3 |
| 3 | Feb. 8 | Providing linguistically appropriate services to persons with limited English proficiency: a needs and resources investigation., Carter Pokras et al. (2004) Am Journal of Managed Care. Sept. 10. | Discussion Forum  Watch: Lecture |
| Feb. 10 |
| 4 | Feb. 15 | Cross Cultural Communication | Cross Cultural Care and Communication, Betancourt, Joseph et al. | Watch Lecture  Exercise 3: Finding your communication styles  Discussion Forum |
| Feb. 17 | The Illness Narratives, Arthur Kleinman | Discussion Forum  Watch OMHRC Vignettes on Cross cultural Communication (Office of Minority Health) |
| 5 | Feb. 22 | [Toward Culturally Competent Care: A Toolbox for Teaching Communication Strategies](http://futurehealth.ucsf.edu/cnetwork/resources/curricula/diversity.html). Center for Health Professions, UC San Francisco | Watch Lecture  Reading Exercise 4: Best practices in Cross cultural communication |
| Feb. 24 |
| 6 | Mar. 1 | Health Literacy | Shaw, Susan et al. “The Role of Culture in Health Literacy and Chronic Disease Screening and Management. Journal of Immigrant and Minority Health. 2008 | Read Case Studies  Reading Exercise 5: Culture and language. |
| Mar. 3 | Nielsen-Bohlman, Lynn et al. Health Literacy: A Prescription to End Confusion. Institute of Medicine, The National Academies Press, Washington D.C. | Watch Lecture |
| 7 | Mar. 8 | Shaw, Susan. “Chronic Disease Self-Management and Health Literacy in Four Ethnic Groups. Journal of Health Communication. October 2012 | Discussion Forum  Watch Lecture |
| Mar. 10 |
| 8 | Mar. 15 | Final Paper Revisions | Exercise 6:  Discussion Forum  Sample Health Literacy Lessons-Final Paper: Policies and practices in local communities |
| Mar. 17 |