Mission and Work

Mission

The purpose of DiversityRx is to improve the accessibility and quality of health care for minority, immigrant, and indigenous communities. We support those who develop and provide health services that are responsive to the cultural and linguistic differences presented by diverse populations.

DiversityRx informs, educates, and supports health care providers, policymakers, researchers, and advocates who share our goals. We facilitate the exchange of knowledge and information among professional colleagues. We provide professional development opportunities and offer technical assistance on key practice and policy issues. We also spearhead research and policy development, and advocate for culturally responsive care.

Background

Resources for Cross Cultural Health Care (RCCHC) was launched in 1995 as a small membership organization of individuals and organizations concerned with providing culturally and linguistically appropriate care. It produced the initial DiversityRx website, the CLAS-talk listserv, and the National Conference on Quality Health Care for Culturally Diverse Populations. Working with the US Department of Health and Human Services, Office of Minority Health, RCCHC developed the National Standards for Culturally and Linguistically Appropriate Services in Health Care [1] (the CLAS standards). RCCHC has received support from many government agencies and foundations including the Henry J. Kaiser Family Foundation, The US Department of Health and Human Services, and The California Endowment, and has partnered with The National Conference of State Legislatures, Drexel University School of Public Health’s Center for Health Equality, and many others.

Over the years, the alliance matured into its current state as DiversityRx. With funding from The California Endowment [2], DiversityRx originated the Your Voice initiative, which sponsored peer learning communities, provided virtual learning opportunities, and completely revamped its website to better provide resources for culturally appropriate care.

Major Accomplishments
With the USDHHS Office of Minority Health, led a multi-year process to develop national standards for culturally and linguistically appropriate services in health care (CLAS), including facilitating a national multi-stakeholder review process and publishing final standards in the Federal Register [3].

Developed a consensus-based national research agenda [4] with the Agency for Healthcare Research and Quality to promote outcomes-related research on culturally competent health care.

Analyzed migrant sensitive health services [5] (PDF) and provided technical assistance for the WHO Global Consultation Migrant Health [6].

Launched the interactive DiversityRx website to provide a comprehensive clearinghouse of information on model programs, policies, practices, and legal issues related to cross cultural health and one that supports the rapidly growing international CLAS community.

Initiated the National Conference Series on Quality Health Care for Culturally Diverse Populations [7].

Established online learning and peer support activities through the Your Voice Initiative [8].

Facilitated a national stakeholder dialogue to better integrate cultural competence into national healthcare quality improvement efforts.

Designed CLAS model contract requirements [9] for state Medicaid agencies and the managed care organizations with which they contract.

Developed an assessment tool to evaluate the capabilities of health and social services programs serving limited-English proficient clients, including methods to review compliance with Federal standards.

Ongoing Work

Policy Development and Research

- Conduct policy development and analysis on U.S., European, and global initiatives related to health care for immigrant and minority populations.
- Analysis and promotion of evidence-based research on cultural and linguistic competence interventions in health

Program Design, Assessment, and Best Practices Dissemination

- Regularly publish information on best practices and programs that serve multicultural populations.
- Provide technical assistance, consulting services, and referrals for national, state, and local government organizations; public health departments; community-based organizations; managed care organizations, hospitals and clinics; universities; and advocacy groups.

Information Dissemination and Stakeholder Networking

- Manage the DiversityRx website to provide fresh, relevant content to the CLAS community and encourage the sharing of ideas through the site’s interactive features.
- Host email discussions groups, including the CLAS-talk listserv, for policymakers, health care providers, medical interpreters, and researchers interested in sharing information and best practices.
Convene key stakeholders to explore emerging issues, develop key models and best practices standards, and facilitate consensus on controversial issues.

**Education and Training**

- Sponsor workshops and presentations on a variety of cross-cultural health topics at national and international meetings and institutional training seminars.
- Co-produce the National Conference on Quality Health Care for Culturally Diverse Populations, held biennially since 1998.
- Manage the Your Voice webinar series and peer learning networks.
- Support other organizations who want to host webinars, communities of practice and other peer learning activities.

**Contact Information**

**For more information, contact:**

Julia Puebla Fortier [10]
Executive Director, DiversityRx - Resources for Cross Cultural Health Care

4-11-22 Shinohara Kitamachi, Nada-ku, Kobe, 657-0068 JAPAN

Candice Mathew Healy

115 Williamsburg Drive, Longmeadow, MA 01106 USA

---

Links: