Conference Sponsors

We recognize and express our sincere gratitude to our generous sponsors without whom this conference series would not be possible.

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About the Conference

Partnerships between providers and communities, research into better ways to deliver care, and changes in health care policy are creating new opportunities to achieve health equity for culturally diverse populations. In this time of transition, practitioners, policymakers, researchers, and advocates can focus attention on improving access, service delivery, and health outcomes for individuals and communities. The 2013 conference will offer participants the opportunity to hear from experts and front-line leaders about how diverse populations are affected by state and national reform efforts, innovative technology for information management and outreach, and other practice and financing developments.

Conference Presenting Organizations

**DiversityRx - Resources for Cross Cultural Health Care**

Our mission is to improve the accessibility and quality of health care for culturally diverse populations in the US and globally. Our goals are to transform the patient-provider relationship by acknowledging and addressing cultural and linguistic issues, and to support quality health care to diverse populations by promoting best practices, standards of care, and performance measures.

DiversityRx informs, educates, and supports healthcare 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. Among our many projects, we sponsor the DiversityRx website (www.diversityrx.org), and spearheaded the development of the National Standards for Culturally and Linguistically Appropriate Health Services (CLAS) for the HHS Office of Minority Health.

**Texas Health Institute**

The Texas Health Institute (THI) is a 501(c)(3) non-profit organization committed to finding feasible solutions to Texas’ health policy problems. The mission of THI is to provide leadership to improve the health of Texans and their communities through education, research and health policy development.

Texas Health Institute also coordinates several multi-state projects including the Mountain States Genetics Regional Coordinating Center and a sixteen-state obesity prevention effort. Through these projects, THI’s non-biased, non-partisan approach to health and well-being assists stakeholders create sound strategies and viable solutions to some of our nation’s most pressing health issues. In addition, THI is the state affiliate for The Benefit Bank of Texas.

Working together with community leaders, healthcare providers and consumers, policy makers, Texas Health Institute is raising the bar on solutions to create healthier communities.
National Advisory Group

Representatives from the following key organizations contribute to the planning of the DiversityRx National Conference Series. We thank them for their commitment and guidance.

Agency for Healthcare Research and Quality Cindy Brach
Asian & Pacific Islander American Health Forum (APIAHF) Priscilla Huang
Asian Pacific American Legal Center Doreena Wong
Association of American Medical Colleges Norma Poll-Hunter, Juan Amador
California Health Care Safety Net Institute (SNI), California Association of Public Hospitals Boris Kalanj
California Pan-Ethnic Health Network (CPEHN) Ellen Wu
Center for the Elimination of Minority Health Disparities, University at Albany, State University of New York Wilma Alvarado-Little
Center for Health Professions, University of California, San Francisco Sunita Mutha
Cross Cultural Communications, LLC Marjory Bancroft
Cross Cultural Health Care Program Ira SenGupta
Cultural Horizons Nancy Lang
Cultures in the Clinic Jean Gilbert
CyraCom Jonathan Levy
George Washington University Medical Center Cathy West
Grantmakers in Health Cara Chervin
The Joint Center for Political and Economic Studies Brian Smedley
Health Policy & Philanthropy Consultant Rea Pañařes
Health Resources and Services Administration Leonard Epstein
Ignatius Bau Consulting Ignatius Bau
Integrated Clinical Services Highmark Inc Rhonda Johnson
Kaiser Permanente Elize M. Brown, John Edmiston, Gayle Tang, Winston Wong
Maryland Department of Health and Mental Hygiene Carlessia Hussein
National Association of Public Hospitals and Health Systems Linda Cummings, Edward Martinez
National Center for Cultural Competence Tawara Goode
National Committee for Quality Assurance Jessica Briefer French
National Council on Interpreting in Health Care Joy Connell
National Health Law Program Mara Youdelman
National Hispanic Medical Association Elena Rios
National Quality Forum Helen Burstin
Office of Minority Health, US Department of Health and Human Services
Patient-Centered Outcomes Research Institute Anne Beal, Romana Hasnain-Wynia
The California Endowment Beatriz Solis
The Disparities Solutions Center, The Institute for Health Policy, Massachusetts General Hospital, Harvard School of Medicine Joseph R. Betancourt
UMDNJ-Robert Wood Johnson Medical School, Center for Healthy Families and Cultural Diversity Robert Like
Office for Civil Rights, US Department of Health and Human Services Michael Leoz
Wilson-Stronks, LLC, Working Collaboratively and Acting Collectively to Improve Healthcare Amy Wilson-Stronks
WK Kellogg Foundation Jocelyn Sargent
ZeroDivide Miya Iwataki
California Planning Committee and Conference Partners.

Representatives from the following organizations have contributed to the planning and promotion of the conference. We appreciate and thank them for their efforts.

Alameda Health Consortium
Asian and Pacific Islander American Health Forum
Asian Health Services
Asian Pacific American Legal Center
Asian Pacific Fund
Association of Asian Pacific Community Health Organizations
California Academy of Family Physicians
California Association of Physician Groups
The California Endowment
California Family Health Council, Inc.
California Health Care Safety Net Institute (SNI), California Association of Public Hospitals
California Medical Association Foundation
California Office of the Patient Advocate
California Pacific Medical Center
California Pan-Ethnic Health Network (CPEHN)
The California Wellness Foundation
Center for Health Professions, UCSF
Children’s Hospital and Research Center Oakland
CIGNA Healthcare, Inc.
Contra Costa County Cultures in the Clinic
Health Access Foundation
Health Net of California
Human Rights Campaign Foundation
Ignatius Bau Consulting
Johns Hopkins Center for Health Disparities Solutions
Kaiser Permanente
La Clínica de La Raza, Inc.
National Council of Asian & Pacific Islander Physicians
National Academy for State Health Policy
Prevention Institute
Public Health Institute
Rancho Los Amigos National Rehab Center
San Francisco Medical Society
San Francisco State University
San Mateo County Health System
Stanford Geriatric Education Center, Stanford University School of Medicine
Stanford Internal Medicine
United States Department of Health and Human Services
University of California Davis Health System
University of California San Francisco Center for LGBT Health & Equity
University of California San Francisco Medical Center/University of California San Francisco Benioff Children’s Hospital
University of California San Francisco School of Medicine, Office of Outreach and Academic Advancement
University of Medicine and Dentistry New Jersey-Robert Wood Johnson Medical School, Center for Healthy Families and Cultural Diversity
University of Southern California WellPoint, Inc.
Wilson-Stronks, LLC

Conference Organizers & Staff

DiversityRx/Resources for Cross Cultural Health Care
Julia Puebla Fortier, Candice Mathew Healy, Gale Petersen, Brittany Smith

Texas Health Institute
Dennis Andrulis, Stephanie Ondrias, Michelle Araiza, Priscilla Taylor, Cecilia Lage
## Conference Schedule At-A-Glance

### TUESDAY, MARCH 12, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:30am–8:30am</td>
<td>Registration and Continental Breakfast</td>
</tr>
<tr>
<td>8:30am–10:15am</td>
<td>Opening Plenary Session: California Foundation Perspectives on Health Systems Change and Health Care Reform</td>
</tr>
<tr>
<td>10:15am–10:45am</td>
<td>Break</td>
</tr>
<tr>
<td>10:45am–12:15pm</td>
<td>A Workshops: 10 Concurrent Sessions</td>
</tr>
<tr>
<td>12:15pm–1:45pm</td>
<td>Networking Lunch &amp; Presentation of National Recognition Award to Guadalupe Pacheco</td>
</tr>
<tr>
<td>1:45pm–3:45pm</td>
<td>B Workshops: 10 Concurrent Sessions</td>
</tr>
<tr>
<td>3:45pm–4:00pm</td>
<td>Break</td>
</tr>
<tr>
<td>4:00pm–6:00pm</td>
<td>Late Afternoon Workshops &amp; Film Festival</td>
</tr>
<tr>
<td>6:00pm–7:30pm</td>
<td>Opening Reception - Resource Center (Exhibits, Posters)</td>
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### WEDNESDAY, MARCH 13, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30am–8:30am</td>
<td>Continental Breakfast – Resource Center</td>
</tr>
<tr>
<td>8:30am–9:45am</td>
<td>Plenary Session: Redressing the Legacy of Racism to Make Meaningful Progress on Health Equity</td>
</tr>
<tr>
<td>9:45am–10:15am</td>
<td>Break – Resource Center</td>
</tr>
<tr>
<td>10:15am–12:15pm</td>
<td>C Workshops – 10 Concurrent Sessions</td>
</tr>
<tr>
<td>12:15pm–1:45pm</td>
<td>Lunch &amp; Resource Center</td>
</tr>
<tr>
<td>1:45pm–3:45pm</td>
<td>D Workshops – 9 Concurrent Sessions</td>
</tr>
<tr>
<td>3:45pm–4:00pm</td>
<td>Break – Resource Center</td>
</tr>
<tr>
<td>4:00pm–5:30pm</td>
<td>Late Afternoon Workshops, Affinity Groups and Resource Center</td>
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### THURSDAY, MARCH 14, 2013

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:30am–8:15am</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:15am–10:15am</td>
<td>Plenary Session: Innovations in Health Equity and Health Systems Transformation</td>
</tr>
<tr>
<td>10:15am–10:30am</td>
<td>Break</td>
</tr>
<tr>
<td>10:30am–12:30pm</td>
<td>E Workshops – 8 Concurrent Sessions</td>
</tr>
<tr>
<td>12:30pm–2:00pm</td>
<td>Luncheon with Closing Address by Dr. J. Nadine Gracia</td>
</tr>
</tbody>
</table>
**Oakland Marriott City Center**

- **Registration/Help Desk** - Ground Floor, Atrium/Foyer
- **Plenary Sessions** - Ground Floor, West Hall
- **Resource Center** - Ground Floor, East Hall

**GROUND FLOOR**
- Oakland Convention Center: Exhibit Halls
- Oakland Marriott City Center: Grand Ballroom

**SECOND FLOOR**
- Oakland Convention Center: Meeting Rooms
- Oakland Marriott City Center: Junior Ballroom & Meeting Rooms
Tuesday, March 12, 2013

A WORKSHOPS 10:45am–12:15pm - 10 Concurrent Sessions

Registration & Breakfast: Atrium
7:30am–8:30am

Welcome & Introductions: West Hall
8:30am–10:15am

Dennis Andrulis, PhD, MPH Senior Research Scientist, Texas Health Institute (Austin, TX)
Julia Puebla Fortier, Director, DiversityRx - Resources for Cross Cultural Health Care (Kobe, Japan)
Sherry Hirota, Chief Executive Officer, Asian Health Services (Oakland, CA)

California Foundation Perspectives on Health Systems Change and Health Care Reform
Mark Smith, MD, MBA President & Chief Executive Officer, California HealthCare Foundation (Oakland, CA)
Diana Bontá, RN, DrPH President & CEO, The California Wellness Foundation (Woodland Hills, CA)
Peter Long, PhD President and CEO, Blue Shield of California Foundation (San Francisco, CA)
Moderator: Tessie Guillermo, President and CEO ZeroDivide (San Francisco, CA)

Break: Atrium/Foyer
10:15am-10:45am
Sponsored by CyraCom, LLC

Workshop A-1: Grand Ballroom ABC
Med school in the community: collaborative development of cultural competence initiatives
Oluwatoyosi Adekeye, MBBS, MPH Cultural Competency Program Director, Morehouse School of Medicine (Atlanta, GA)
Stacey Brown, PhD Director, Community Based Education, University of Connecticut, School of Medicine (Farmington, CT)
Moderator: M. Jean Gilbert, PhD Director, Cultures in the Clinic (Glendale, CA)

Workshop A-2: Grand Ballroom DE
Using technology to enhance interpreter services
Carla Fogaren, RN System Director of Diversity Initiatives and Interpreter Services, ADA/504 Compliance Coordinator, Steward Health Care System (Westwood, MA)
Leah Karliner, MD, MAS Associate Professor, University of California San Francisco (San Francisco, CA)
Moderator: Jonathan Levy, MA Director of Language Services, CyraCom International Inc. (Tucson, AZ)

Workshop A-3: Grand Ballroom FGH
Communication and disparities initiatives from the HHS Office for Civil Rights
Michael Leoz, JD Regional Manager, Office for Civil Rights (San Francisco, CA)
Sheila Fischer, JD Supervisory Equal Opportunity Specialist, Department of Health and Human Services (San Francisco, CA)
Moderator: Dennis Andrulis, PhD, MPH Senior Research Scientist, Texas Health Institute (Austin, TX)

Workshop A-4: OCC 203
How to achieve LGBT equity & inclusion at your healthcare organization
Shane Snowdon, MA Director, LGBT Health & Aging Program, HRC, Human Rights Campaign Foundation (Albany, CA)

Workshop A-5: OCC 202
Using quality improvement tools to address disparities and cultural competence
Cheri Wilson, MA, MHS, CPHQ Faculty Research Associate/Program Director, Johns Hopkins Bloomberg School of Public Health (Baltimore, MD)
Alexander R. Green, MD, MPH Associate Director, Massachusetts General Hospital (Boston, MA)
Moderator: Cindy Brach, MPP Senior Health Policy Researcher, Agency for Healthcare Research and Quality (Rockville, MD)

Workshop A-6: Junior Ballroom 1
Certification for medical interpreters: updates from two national programs
Tina Peña Chair, National Board of Certification for Medical Interpreters, National Board of Certification for Medical Interpreters (Stow, MA)
Karin Ruschke, MA CCHI Vice-Chair, Commission for Healthcare Interpreters (CCHI) (Washington, DC)
Moderator: Wilma Alvarado-Little, MA Director, Community Outreach and Information Dissemination, University at Albany, State University of New York (Albany, NY)
Workshop A-7: Junior Ballroom 4

State-wide collaborative initiatives to address cultural competence and disparities

Carlessia A. Hussein, RN, DrPH Director, Maryland Department of Health and Mental Hygiene (Baltimore, MD)
Rachel Gilmer Communications and Policy Coordinator, Oregon Health Authority (Portland, OR)
Moderator: Robert C. Like, MD, MS Professor and Director, Center for Healthy Families and Cultural Diversity, UMDNJ-Robert Wood Johnson Medical School (New Brunswick, NJ)

Workshop A-8: Junior Ballroom 2,3

Promoting Health Equity: two organizational perspectives

Sue Schlotterbeck, MS, RD, LD Director, Cultural and Language Services, Edward M. Kennedy Community Health Center (Worcester, MA)
Elizabeth Walker Anderson, JD System Director, Equitable Care, Cross Cultural Services, HealthEast Care System (St. Paul, MN)
Moderator: Edward L. Martinez, MS Senior Consultant, National Association of Public Hospitals and Health Systems (Viroqua, WI)

Workshop A-9: OCC 201

Medical school resident training on mental health issues: cultural competence and trauma/torture evaluations

Russell Lim, MD, MEd Health Sciences Clinical Professor, UC Davis School of Medicine (Sacramento, CA)
Lucia Roncalli, MD Family Physician, Vista Family Health Centers (Santa Rosa, CA)
Moderator: Jeffrey M. Ring, PhD Director, Behavioral Sciences, White Memorial Medical Center (Los Angeles, CA)

Workshop A-10: OCC 210/11

Cultural competence training in a global context

Rani H. Srivastava, RN, MScN, PhD Deputy Chief, Nursing Practice, Centre for Addiction and Mental Health (CAMH) (Toronto, ON, Canada)
Janet Mawhinney, MA Manager, Diversity & Equity, Centre for Addiction and Mental Health (CAMH) (Toronto, ON, Canada)
David Hunt, JD President and CEO, Critical Measures, LLC. (Minneapolis, MN)
Moderator: Camille D. Miller President/CEO, Texas Health Institute (Austin, TX)

Networking Lunch & Award Ceremony: West Hall 12:15pm–1:45pm

Connect by location - tables are arranged by geographic area to facilitate networking with other colleagues from your region.

2013 DiversityRx National Champion for Health Care Equity & Quality Honoree

Guadalupe Pacheco recently retired from federal service as Senior Health Advisor to the Deputy Assistant Secretary for Minority Health, U.S. Department of Health and Human Services. Mr. Pacheco assisted in developing policies and initiatives to mitigate health disparities that affected racial and ethnic minority communities. He served as project officer for agency contracts, grants, and other procurement instruments. Moreover, he concurrently staffed the Office of Minority Health's Center for Linguistic and Cultural Competence in Health Care and the OMH's Center for Emergency Preparedness in Underserved Communities portfolios. Under the cultural competency portfolio, Mr. Pacheco served as the project officer for the initial development of the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS) and the version 2.0 of CLAS.

The American Hospital Association’s Institute for Diversity in Health Management will also present an award of recognition and appreciation to Mr. Pacheco for his valuable contributions to the improvement of health and health care for our nation’s diverse communities.

Poster Session I: East Hall noon-7:30pm

See pages 13-15
Workshop B-1: Grand Ballroom ABC

Pre-college to health professions training: introducing cultural competence early and often

Nidhi Mahendra, PhD, CCC-SLP Associate Professor, California State University East Bay (Hayward, CA)

Nimisha Ghosh Roy Cultural Competency Program Manager, Cross Cultural Health Care Program (Seattle, WA)

Peter Lewis, MD Professor; Department of Family & Community Medicine, Penn State College of Medicine (Hershey, PA)

Maria Chun, PhD, CHC, CPC-A Specialist and Associate Chair Administration and Finance, University of Hawaii at Manoa (Honolulu, HI)

**Moderator: Carlessia A. Hussein, RN, DrPH Director, Maryland Department of Health and Mental Hygiene (Baltimore, MD)**

Workshop B-2: Grand Ballroom DE

Assessment, training, and program development for bilingual staff interpreters

Fatima Nunez de Jaimes, RN Training Coordinator, Language Services Program, Golden Valley Health Centers (Merced, CA)

Jacqueline Burandt, MEd Senior Director, Center for Learning Excellence, University Health System (San Antonio, TX)

Gayle Tang, RN, MSN Senior Director, Kaiser Permanente (Oakland, CA)

**Moderator: Elizabeth Nguyen, MA CCHI Secretary, Certification Commission for Healthcare Interpreters (CCHI) (Los Angeles, CA)**

Workshop B-3: Grand Ballroom FGH

Interpreter training in tight times: finding the time, money, and support

Erin Rosales, BA, CPLP® STC, Co-chair of the Webinars Workgroup, National Council on Interpreting in Health Care (Washington, DC)

Michelle Harris Director, University of Michigan Health System (Ann Arbor, MI)

Fern Chan Director, CUNY CareerPATH, Hostos Community College of the City University of New York (Bronx, NY)

**Moderator: Amy Wilson-Stronks, MPP, CPHQ Principal, Wilson-Stronks, LLC (Chesterton, IN)**

Workshop B-4: Junior Ballroom 1

Health Plans’ Innovative Cultural and Linguistic Programs and Services To Improve Patient-Centered Care

Wayne Rawlins, MD, MBA National Medical Director, Racial & Ethnic Equality Initiatives, Aetna (Hartford, CT)

Peggy Payne Director Multicultural Communications, Cigna (Irvine, CA)

Araceli “Celi” Esquivel, MBA Senior Manager, Enterprise Health Care Management, Health Care Service Corporation (Chicago, IL)

Rhonda Johnson, MD, MPH Medical Director, Highmark Inc. (Pittsburgh, PA)

Jill McGougan, MA Cultural and Linguistic Specialist II, Molina Healthcare of California (Long Beach, CA)

**Moderator: Rita Carreon, BS Director, Clinical Strategies & Health Care Equity, America’s Health Insurance Plans (Washington, DC)**

Workshop B-5: OCC 203

Ethnic specific interventions for Chinese, Burmese, and African American communities

Anne Tang, MD, FACP Chief, Bilingual Chinese Clinic; Chief, Pharmacy & Therapeutics; Chair, Pharmacy Education Committee, California Regions, Kaiser Permanente (San Francisco, CA)

Marjeta Daja, MBA/MHA Diversity Consultant, Texas Health Resources (Arlington, TX)

Terri Richardson, MD Physician Lead, African American Center of Excellence in Culturally Competent Care, Kaiser Permanente Colorado (Colorado, CO)

**Moderator: Ira SenGupta Executive Director, Cross Cultural Health Care Program (Seattle, WA)**
Workshop B-6: OCC 202

Community Health Workers and Patient Guides: designing programs and training participants

Axelle Janczur, MA, MBA Executive Director, Access Alliance Multicultural Health and Community Services (Toronto, ON, Canada)

Rosha Hamilton, RN, BSN, MSW Director, Community and Patient Health Services, Wheaton Franciscan Healthcare (Glendale, WI)

Grace Ting, MHA Director, Health Services, Wellpoint (Thousand Oaks, CA)

Juan Felipe Gutierrez Sanin, MD, MPH Curriculum Developer, The Cross Cultural Health Care Program (Seattle, WA)

Devina Kuo, MPH Health Promoters Program Specialist, L.A. Care Health Plan (Los Angeles, CA)

Moderator: Alicia Riley, MA, MPH Task Lead, Promotores e-Learning Programs, SRA International Inc (Rockville, MD)

Workshop B-7: Junior Ballroom 2,3

Implementing the Affordable Care Act

Ignatius Bau, Health Policy Consultant (San Francisco, CA)

Mara Youdelman, JD, LLM Managing Attorney (DC Office), National Health Law Program (Washington, DC)

Sherry Hirota, Asian Health Services (Oakland, CA)

Thu Quach, Asian Health Services (Oakland, CA)

Moderator: Jonathan Levy, MA Director of Language Services, CyraCom International Inc. (Tucson, AZ)

Workshop B-8: Junior Ballroom 4

Using race, ethnicity, and language data: innovative sources and approaches

Zachary Vernon, BA Senior Health Information Consultant, WellPoint, Inc. (Roanoke, VA)

Carolyn Wang Kong, MPP, MPH Practice Leader - Language Access, Kaiser Permanente Northern California (Oakland, CA)

Lynne Carter Head of Equality & Diversity, NHS Bradford & Airedale (Bradford, United Kingdom)

Moderator: Linda Kongnetiman, MSW Professional Practice Leader Social Work, Alberta Health Services (Calgary, AB, Canada)

Workshop B-9: OCC 201

Innovative approaches to cultural competence quality improvement

Randa Kutob, MD, MPH Assistant Professor of Family and Community Medicine, University of Arizona (Tucson, AZ)

Vivianne Challita-Ajaka, RN, MA, Diversity Health Manager, St George Hospital (Sydney NSW, Australia)

Margaret Handley, PhD, MPH Associate Professor, University of California, San Francisco Center for Vulnerable Populations (San Francisco, CA)

Moderator: Camille D. Miller President/CEO, Texas Health Institute (Austin, TX)

Workshop B-10: OCC 210/11

Conscious and Unconscious Bias in Health Care

Kimberly Papillon, JD Senior Education Specialist, California Judicial Council (Oakland, CA)

David Newhouse, Physician Assistant Physician-in-Chief, Kaiser Permanente (Fremont, CA)

Sheryl McCalla, Esq. Associate Director, American College of Rheumatology (Atlanta, GA)

Suzanne Bronheim, Ph.D Associate Research Professor, Georgetown University (Washington, DC)

Moderator & Organizer: Tawara D. Goode, MA Assistant Professor & Director, National Center for Cultural Competence, Center for Child and Human Development, Georgetown University (Washington, DC)
### Workshop I: Junior Ballroom 2,3

**Planning, costs, and lessons learned on video/remote interpreting**

**Yolanda Robles**
President, CulturaLink, Inc.
(Indianapolis, IN)

**Kathleen To**
BA Manager, Swedish Medical Center
(Seattle, WA)

**Maria Moreno**
MPH Health Services Researcher,
Sutter Health (San Francisco, CA)

**Sally McFalone**
Contra Costa Health Services
(Martinez, CA)

**Moderator:** Joy Connell
President, National Council on Interpreting in Health Care (NCIHC) (Boston, MA)

### Workshop II: Junior Ballroom 4

**Uniting health professionals and community members to improve care**

**Debra Bryan**, MEd Manager, Educational Program Development, HealthPartners Institute for Medical Education
(Bloomington, MN)

**Dave Johnson**, MBA Regional Clinic Director, HealthPartners Medical Group (Bloomington, MN)

**Moderator:** Tonya Hampton, EdD, MBA Senior Director Diversity Inclusion & Engagement, HealthPartners
(Bloomington, MN)

### Roundtable A: Grand Ballroom ABC

**Role of International Partnerships in Advancing Health Care Cultural Competency: Lessons from the Trenches of Jerusalem and New York City**

**Hagai Agmon-Snir**, PhD Executive Director, Jerusalem Intercultural Center (Jerusalem, Israel)

**Robert Kaplan**, Rabbi Director, Intergroup Relations, Jewish Community Relations Council of New York, Jewish Community Relations Council of New York (New York, NY)

**Moderator & Organizer:** Young Lee, MA, ACHE Director, Training & Development, Coney Island Hospital, New York City Health and Hospitals Corporation (Brooklyn, NY)

### Roundtable B: Grand Ballroom FGH

**The New Frontier: Religious Diversity in Patient Care**

**Lynn Stoller**, MA Program Associate, Tanenbaum Center for Interreligious Understanding (New York, NY)

**C. Darryl Hughes**
Manager, Cultural Diversity, Meridian Health (Neptune, NJ)

**Virginia S. Tong**
MSW Vice President, Lutheran HealthCare (Brooklyn, NY)

**Robert C. Líke**, MD, MS Professor and Director, Center for Healthy Families and Cultural Diversity, UMDNJ-Robert Wood Johnson Medical School (New Brunswick, NJ)

**Moderator:** Mark E. Fowler
Director of Programs, Tanenbaum Center for Interreligious Understanding (New York, NY)

### Roundtable C: Junior Ballroom 1

**Centers of Excellence in Culturally Competent Care: Learning Laboratories for Disparities Elimination and Health Care Equity Promotion**

**David Newhouse**, MD Assistant Physician-in Chief, Kaiser Permanente (Fremont, CA)

**Gina Gregory-Burns**, MD Director, Center of Excellence in Linguistic and Cultural Services, Kaiser Permanente Northern California (San Francisco, CA)

**Terri Richardson**, MD Physician Lead, African American Center of Excellence in Culturally Competent Care, Kaiser Permanente Colorado (Colorado, CO)

**Organizer:** Lorena de Anda, MSW Manager, Kaiser Permanente Health Plan (Oakland, CA)

**Moderator:** Tawara D. Goode, MA Assistant Professor & Director, National Center for Cultural Competence, Center for Child and Human Development, Georgetown University (Washington, DC)
Roundtable D: OCC 201

Achieving eHealth Equity: How to realize the promise of health information technology for diverse populations
Tessie Guillermo, President and CEO, ZeroDivide (San Francisco, CA)
Carladenise Edwards, PhD, ZeroDivide (San Francisco, CA)
Julia Puebla Fortier, Director, DiversityRx - Resources for Cross Cultural Health Care (Kobe, Japan)

Focus Group A: OCC 210/11

Think (Speak – Act – Brainstorm) Cultural Health
J. Nadine Gracia, MD, MSCE Deputy Assistant Secretary for Minority Health, US HHS Office of Minority Health (Rockville, MD)
Darci L. Graves, MA, MA, MPP Senior Health Education and Policy Specialist, SRA International, Inc. (Rockville, MD)
Jennifer Kenyon, BA Health Care Analyst, SRA International, Inc. (Rockville, MD)

Film Festival: Grand Ballroom DE

Film Festival
Chairperson: Jonathan Levy, MA Director of Language Services, CyraCom International Inc. (Tucson, AZ)
Lorrie Greenhouse Gardella, JD, MSW, ACSW Associate Dean and Professor of Social Work, University of Saint Joseph (West Hartford, CT)
Francis Lu, MD Luke & Grace Kim Endowed Professor in Cultural Psychiatry, University of California, Davis (Sacramento, CA)
Vivian Chavez, DrPH-MPH Associate Professor, San Francisco State University (San Francisco, CA)
Victoria Gardner, EdD Director, Office of Multicultural Affairs, University of Washington School of Medicine (Seattle, WA)
Felicia Batts, MPH Research Program Manager, Golden Valley Health Centers (Merced, CA)

OPENING RECEPTION – RESOURCE CENTER 6:00pm–7:30pm
Exhibits: East Hall
See page 26 for detail
Poster Presentations: East Hall

Poster Session I

Tuesday, March 12, 2013: East Hall 12:00pm–7:30pm

1. LIBRARY OF NON-PRINT-BASED PATIENT EDUCATION RESOURCES
Linda Golley, MA Patient and Family Education Committee, University of Washington Medical Center (Seattle, WA)

2. BUILDING AN ASTHMA CLINICAL DECISION SUPPORT TOOL TO IMPROVE COMPREHENSIVE ASTHMA MANAGEMENT AND SUPPORT PATIENT ENGAGEMENT
Lois Wessel, CFNP Associate Director for Programs, Association of Clinicians for the Underserved (ACU) (Tysons Corner, VA)

3. LOST IN TRANSLATION: HOW LANGUAGE AND CULTURE AFFECT THE PERCEPTION OF CARE OF HMONG PATIENTS AT A MIDWESTERN PRIMARY CARE CLINIC
Karla Peterson, EdD Manager, Planned Parenthood of Minnesota, North and South Dakota (St. Paul, MN)

4. THIRTY YEARS OF DISPARITIES INTERVENTION RESEARCH: WHAT ARE WE DOING TO CLOSE RACIAL AND ETHNIC GAPS IN HEALTH CARE?
Amanda Clarke, MPH Senior Project Manager, University of Chicago (Chicago, IL)

5. CULTURAL AND HEALTH LITERACY COMPETENCY PRIMER: A RESOURCE GUIDE FOR HEALTH PROFESSION EDUCATORS
Monica McCann, MA, MPH Workforce Diversity Director, Maryland Department of Health and Mental Hygiene (Baltimore, MD)

6. DETERMINING COMPETENCY; HIRING QUALITY INTERPRETERS
Michelle Harris, Director, University of Michigan Health System (Ann Arbor, MI)
7. ADDRESSING RACE & RACISM AS A STRATEGY TO IMPACT WORKFORCE DIVERSITY IN HEALTHCARE
Martha Barry, PhD Racial Justice Director, YWCA Greater Milwaukee (Milwaukee, WI)

8. INTERVENTIONS TO IMPROVE CULTURAL COMPETENCY IN HEALTHCARE: A SYSTEMATIC REVIEW OF REVIEWS
Mandy Truong, BOptom, MPH PhD candidate, University of Melbourne (Carlton, Australia)

9. THE 5 P’S OF PREPARATION: A STRATEGY TO IMPROVE EFFICIENCY OF SERVICE AND QUALITY OF CARE FOR DEAF/HOH PATIENTS
Christa Moran, NIC, MEd Sign Language Interpreter, University of Michigan Health System (Ann Arbor, MI)

10. LANGUAGE ACCESS & HEALTH CARE REFORM BREAKDOWN: TECHNOLOGY & TOOLS FOR COMPLIANCE
Elizabeth Colon President, Metaphrasis Language & Cultural Solutions (Chicago, IL)

11. CAPITALIZE ON COLLABORATION: DEVELOPMENT OF A HEALTH CURRICULUM FOR ADULT EDUCATION
Cindy Westley, RN, BC, MSN, ANP-C Program Manager Patient & Family Education, UVA Health System (Charlottesville, VA)

12. TRANSFORMING THE CULTURAL COMPETENCY TRAINING PARADIGM
Suzanne Selig, PhD, MPH, MSW Director and Professor, University of Michigan-Flint (Flint, MI)

13. MASSAGE, YOGA AND SOMALI WOMEN: DARYEL, THE SOMALI WOMEN’S WELLNESS PROJECT
Bria Chakofsky-Lewy, RN, MN Supervisor, Harborview Medical Center (Seattle, WA)

14. CLIMATE CHANGE AND CULTURALLY DIVERSE COMMUNITIES: ASSESSING LEGACIES OF THE PAST, BUILDING OPPORTUNITIES FOR THE FUTURE
Nadia Siddiqui, MPH Senior Health Policy Analyst, Texas Health Institute (Austin, TX)

15. COLLABORATION IS OUR MIDDLE NAME: CULTURAL COMPETENCY TRAINING FOR CONSISTENCY’S SAKE
Terri Amano, MPH Sr. Product Manager, WellPoint, Inc. (Thousand Oaks, CA)

16. DIRECTLY INCENTIVIZING PATIENTS WITH MONETARY REWARDS COMBINED WITH CULTURALLY TAILORED MATERIALS TO REDUCE DISPARITIES IN DIABETES CLINICAL OUTCOMES – LESSONS LEARNED
Terri Amano, MPH Sr. Product Manager, WellPoint, Inc. (Thousand Oaks, CA)

17. LANGUAGE ACCESS FOR CHALDEANS IN SAN DIEGO COUNTY, CA
Jill McGougan, MA Cultural and Linguistic Specialist II, Molina Healthcare of California (Long Beach, CA)

18. NICE: INFUSING HEALTH LITERACY AND CULTURAL COMPETENCY INTO CONTINUING EDUCATION NEWSLETTERS
Patricia Sawyer, PhD Associate Professor, University of Alabama at Birmingham (Birmingham, AL)

19. FROM CONFLICT TO COMFORT: ENGAGING AND DEVELOPING AGENTS OF CHANGE
Joel Jackson, BA Senior Educator, Barnes-Jewish Hospital (St. Louis, MO)

20. OUTCOMES FROM THE FIRST STANFORD GERIATRIC EDUCATION CENTER FACULTY DEVELOPMENT PROGRAM IN ETHNOGERIATRICS (SGEC-FDPE) COHORT: EXPERIENCE OF INFUSING ETHNOGERIATRIC CONTENT INTO HEALTH PROFESSIONS CURRICULA
Sally Ellis Fletcher, PhD, RN Clinical Nurse Researcher, North Kansas City Hospital (North Kansas City, MO)

21. LESSONS LEARNED: USING A DIVERSE EMPLOYEE BASE TO CREATE AN INNOVATIVE APPROACH TO ENGAGE A HARD TO REACH POPULATION
Crystal Duran, MPH, MCHES Clinical Program Manager, Multicultural Communications, Cigna (Denver, CO)

22. USE OF FINANCIAL INCENTIVE AND EDUCATIONAL OUTREACH TO ADDRESS DISPARITIES IN HYPERTENSION
Peggy Payne Director Multicultural Communications, Cigna (Irvine, CA)

23. IMPLEMENTATION AND IMPACT OF ORGANIZATIONAL CULTURAL COMPETENCE IN COMMUNITY-BASED SUBSTANCE ABUSE TREATMENT
Erick Guerrero, PhD Assistant Professor, University of Southern California (Los Angeles, CA)
24. INTEGRATED CARE USING AN ORGANISATIONAL TARGETED APPROACH BASED ON EQUITY CONSIDERATIONS
Astrid Perry, Dr Manager Multicultural Health, South Eastern Sydney Local Health District (Randwick, Australia)

25. TEXTING TO PROMOTE HEALTHY OUTCOMES AMONG MINORITY YOUTH AND YOUNG ADULTS
Veronica Halloway, MA Public Service Administrator, Illinois Department of Public Health (Springfield, IL)

26. LANGUAGE ACCESS IN THE COMMUNITY HEALTH CENTERS OF ARIZONA
Hong Chartrand, MPA, & MA Program Manager, Arizona Department of Health Services (Phoenix, AZ)

27. INTERPERSONAL CARE, LANGUAGE CONCORDANCE AND HEALTH OUTCOMES AMONG RURAL LATINOS WITH DIABETES
Gerardo Moreno, MD, MSHS Assistant Professor, Family Medicine, UCLA (Los Angeles, CA)

28. ACCESS TO INTERPRETING SERVICES FOR DEAF/HARD-OF-HEARING MEDICAID MANAGED CARE MEMBERS
Nai Kasick, MPH, CHES Director, Health Education Cultural and Linguistic Services, L.A. Care Health Plan (Los Angeles, CA)

29. IMPROVING COMPLIANCE WITH CONSENTS FOR PATIENTS IDENTIFIED AS NEEDING PROFESSIONAL INTERPRETERS
Vivianne Challita-Ajaka, RN, MA Diversity Health Manager, St George Hospital (Sydney, Australia)

Roiyah Saltus, BA, (hons), MA, PhD Principal Research Fellow Director, Wales Ethnicity Research Collaboration (WERC), University of Glamorgan (Pontypridd, Wales, United Kingdom)

31. INTEGRATING CULTURAL COMPETENCY ACROSS THE MEDICAL EDUCATION CONTINUUM: THE UNIVERSITY OF WASHINGTON’S CENTER FOR CULTURAL PROFICIENCY IN MEDICAL EDUCATION (CC-PRIME) - OUR FIVE YEAR EXPERIENCE
David Acosta, MD Chief Diversity Officer/Director, Center for Equity, Diversity & Inclusion, University of Washington School of Medicine (Seattle, WA)

32. BEYOND TRANSLATION - IS THERE A NEED FOR MORE CULTURALLY TARGETED COMMUNICATIONS IN HEALTH CARE
Grace Ting, MHA Director, Health Services, Wellpoint (Thousand Oaks, CA)

33. TRANSFORMING THE CULTURE: HOW NURSING TOOK THE LEAD TO INITIATE CHANGE
Sara Moldenhauer, MS, RN, AOCNS, CTN-B Nursing Education Specialist-Oncology, University of Wisconsin Hospital and Clinics (Madison, WI)

34. CULTURAL COMPETENCE RECOGNIZING DIFFERENCES AND BUILDING- UP SELF AWARENESS: AN INPATIENT UNIT INITIATIVE
Paule Joseph, MSN, FNP-BC, CRRN, CLNC-B, CTN-B Nurse Educator, Mount Sinai Hospital (New York, NY)

35. ACCESS TO HEALTH CARE SERVICES: PERSPECTIVES FROM PATIENTS WITH MENTAL HEALTH ILLNESS
Stanton Hudson, MA Associate Director, University of Missouri (Columbia, MO)

36. MULTIDISCIPLINARY CROSS-CULTURAL COMMUNICATION WORKSHOP FOR NEW STAFF PHYSICIANS AT A LARGE ACADEMIC INSTITUTION - FIVE YEARS OF EXPERIENCE
Onelis Quirindongo-Cedeno, MD Consultant, Primary Care Internal Medicine, Mayo Clinic (Rochester, MN)

37. LANGUAGE AND COMMUNICATION ASSISTANCE: A COMPREHENSIVE CANCER CENTER PERSPECTIVE
Roberto Ramos, MA-Ed Diversity & Inclusion Specialist, H. Lee Moffitt Cancer Center & Research Institute (Tampa, FL)

38. DIFFERENCES ON CULTURAL COMPETENCE TRAINING FOR HEALTH PROVIDERS ACCORDING TO THEIR RACE
Margarita Echeverri, PhD Assistant Professor, Xavier University (New Orleans, LA)
Wednesday, March 13, 2013

C WORKSHOPS 10:15am–12:15pm - 10 Concurrent Sessions

### Workshop C-2: Grand Ballroom ABC

**From Plain Language to high tech: communication strategies across language barriers**

- **Christine Wilson Owens**
  Public Information Specialist, Harborview Medical Center, University of Washington (Seattle, WA)
- **Michelle A. Scott**, MA, RN President & CEO, Voices For Health, Inc. (Grand Rapids, MI)
- **Katharine Allen**, MA Co-President, InterpretAmerica (Monterey, CA)
- **Moderator: Rhonda Johnson**, MD, MPH Medical Director, Highmark Inc. (Pittsburgh, PA)

### Workshop C-3: Grand Ballroom FGH

**Interpreting in complex situations: palliative care, mental health, and emergency services**

- **Cynthia E. Roat**, MPH National Consultant on Language Access in Health Care, Consultant (Shoreline, WA)
- **Marla Lipscomb**, MSW, LCSW Clinician, Social Work and Consultant, Saint Alphonsus CARE-Culturally Appropriate Resources and Education Maternal Child Health Program (Boise, ID)
- **Jason Roberson**, MA Training Manager, Pacific Interpreters (Dallas, TX)
- **Moderator: Elizabeth Abraham**, MA, MSc, CTran Manager, University Health Network (Toronto, ON, Canada)

### Workshop C-4: OCC 203

- **Amy Wilson-Stronks**, MPP, CPHQ Principal, Wilson-Stronks, LLC (Chicago, IL)
- **Mateo Ledezma**, MD Clinical Director, Center of Excellence in Culturally Competent Care for LGBTI Health Equity, Kaiser Permanente (Los Angeles, CA)
- **Riikka Salonen**, MA Manager, Workforce Equity and Engagement, Oregon Health & Science University (Portland, OR)
- **Moderator: Darci L. Graves**, MA, MA, MPP Senior Health Education and Policy Specialist, SRA International, Inc. (Rockville, MD)

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**Continental Breakfast: Resource Center East Hall 7:30am–8:30am**

**Poster Presentations: East Hall 7:30am–5:30pm**

- See pages 21-23

**Plenary Session: West Hall 8:30am–9:45am**

**Redressing the Legacy of Racism to Make Meaningful Progress on Health Equity**

- **Gail Christopher**, DN Vice President - Program Strategy, W.K. Kellogg Foundation (Battle Creek, MI)
- **Kathy Ko Chin** President & CEO, Asian & Pacific Islander American Health Forum (San Francisco, CA)
- **Manuel Pastor**, PhD Professor of Sociology and American Studies and Ethnicity, University of Southern California (Los Angeles, CA)
- **James Allen Crouch**, MPH Executive Director, California Rural Indian Health Board (Sacramento, CA)
- **Cecilia Chung** Health Commissioner at San Francisco Department of Public Health (San Francisco, CA)
- **Moderator: Brian Smedley**, PhD Vice President and Director of the Health Policy Institute The Joint Center for Political and Economic Studies (Washington, DC)

**Break: Resource Center East Hall 9:45am–10:15am**

### Workshop C-1: Grand Ballroom DE

**Cultural competence training: core competencies, measurement, and impact on health outcomes**

- **Lidia Horvat** Senior Policy Officer, Department of Health (Melbourne, Australia)
- **Tawara D. Goode**, MA Assistant Professor & Director, National Center for Cultural Competence, Center for Child and Human Development (Washington, DC)
- **Diana Carr**, MA Manager, Cultural and Linguistic Services, Health Net of California, Inc (Pasadena, CA)
- **Moderator: Rani H. Srivastava**, RN, MScN, PhD Deputy Chief, Nursing Practice, Centre for Addiction and Mental Health (CAMH) (Toronto, ON, Canada)
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<tr>
<th>Workshop C-5: OCC 202</th>
<th>Workshop C-8: OCC 201</th>
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<tr>
<td><strong>Understanding and caring for the needs of culturally diverse aging communities</strong></td>
<td><strong>Stories, conversations and video: using qualitative tools to design and improve programs</strong></td>
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<td><strong>David Truswell</strong>, BSc, MSc(Econ), MBA Senior Project Manager, Central and North West London NHS Foundation Trust (London, United Kingdom)</td>
<td><strong>Kell Julliard</strong>, MA Asst Vice President, Lutheran Medical Center (Brooklyn, NY)</td>
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<td><strong>Linda Hassler</strong>, RN, MS, GCNS-BC Gerontological Program Manager/NICHE Coordinator, Meridian Health (Neptune, NJ)</td>
<td><strong>Berny Gould</strong>, RN, MNA Senior Director, Quality, Hospital Oversight, &amp; Equitable Care, Kaiser Permanente (Oakland, CA)</td>
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<td><strong>Rosellen M. Rosich</strong>, PhD Professor of Psychology, University of Alaska Anchorage (Anchorage, AK)</td>
<td><strong>Liza Creel</strong>, MPH Project manager, Mountain States Genetics Regional Collaborative (Austin, TX)</td>
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<td><strong>Melen R. McBride</strong>, PhD, RN, FGSA Associate Director, Emeriti, Stanford University (Manhattan Beach, CA)</td>
<td><strong>Moderator: Camille D. Miller</strong>, President/CEO, Texas Health Institute (Austin, TX)</td>
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<td><strong>Moderator: Camille D. Miller</strong> President/CEO, Texas Health Institute (Austin, TX)</td>
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<th>Workshop C-9: Junior Ballroom 4</th>
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<tr>
<td><strong>Listening to the patient - how attitudes and culture affect the health care experience</strong></td>
<td><strong>Partnering with Blue Cross Blue Shield Health Plans to Transform Communities</strong></td>
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<td><strong>Linda Kongnetiman</strong>, MSW Professional Practice Leader Social Work, Alberta Health Services (Calgary, AB, Canada)</td>
<td><strong>Mary Anne Harmer</strong> Chair of the Regence Blue Cross BlueShield Health Disparities Committee, Regence Blue Cross BlueShield (Portland, OR)</td>
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<td><strong>Susan J. Shaw</strong>, PhD Assistant Professor, University of Arizona (Tucson, AZ)</td>
<td><strong>Susan Towler</strong> Vice President of the Blue Cross and Blue Shield of Florida Foundation, Inc. and Executive Director of Community Affairs, Blue Cross and Blue Shield of Florida Foundation, Inc. (Jacksonville, FL)</td>
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<td><strong>Linda Xiong</strong>, MPH, CHES Co-Founder of Project Prevention Coalition, Project Prevention Coalition (Merced, CA)</td>
<td><strong>Doris Watson</strong> CareFirst BlueCross BlueShield (Owings Mills, MD)</td>
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<td><strong>Moderator: Marjeta Daja</strong>, MBA, MHA Diversity Consultant, Texas Health Institute (Arlington, TX)</td>
<td><strong>Equilla Wainwright</strong>, Blue Cross Blue Shield of Michigan (Detroit, MI)</td>
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<td><strong>Moderator: Wendy Jameson</strong> MPH, MPP Health Policy Consultant (Oakland, CA)</td>
<td><strong>Moderator &amp; Organizer: Abigail Berube</strong>, MPH Senior Consultant, Blue Cross and Blue Shield Association (Chicago, IL)</td>
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<th>Workshop C-7: Junior Ballroom 2,3</th>
<th>Workshop C-10: OCC 210/11</th>
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<tr>
<td><strong>Asian Pacific Islander advocacy for health reform</strong></td>
<td><strong>Health disparities and cultural competence measures: Meet the developers</strong></td>
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<td><strong>Winston Wong</strong>, MD, MS NCAPIP Vice Chair - Policy, National Council of Asian Pacific Islander Physicians (Washington, DC)</td>
<td><strong>Matthew K. Wynia</strong>, MD, MPH Director, Institute for Ethics, American Medical Association (Chicago, IL)</td>
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<td><strong>Jacob Yang</strong>, APIAHF (San Francisco, CA)</td>
<td><strong>Cindy Brach</strong>, MPP Senior Health Policy Researcher, Agency for Healthcare Research and Quality (Rockville, MD)</td>
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<td><strong>Tung Nguyen</strong>, MD Commissioner, White House Initiative on Asian Americans and Pacific Islanders (San Francisco, CA)</td>
<td><strong>Beverly Weidmer</strong>, MA Senior Survey Director, RAND Corporation (Santa Monica, CA)</td>
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<td><strong>Moderator: Miya Iwataki</strong> Board Member, Zero Divide (Los Angeles, CA)</td>
<td><strong>Moderator: Dennis Andrus</strong> PhD, MPH Senior Research Scientist, Texas Health Institute (Austin, TX)</td>
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**Networking Lunch & Resource Center:**
West & East Halls 12:15pm–1:45pm

**Connect by Interest Area** Tables will be arranged by interest area/topic.
D WORKSHOPS 1:45pm–3:45pm - 9 Concurrent Sessions

Workshop D-1: Grand Ballroom ABC
Cross-Cultural Education in International Settings: Experiences from the US, Italy and New Zealand
Bruno Ciancio, Coordinator of the Masters Program and Transcultural Masters, University and Policlinico of Modena (Modena, Italy)
Monique Faleafa, DClinPsy Le Va (Auckland, New Zealand)
Moderator & Organizer: Joseph R. Betancourt, MD, MPH Director, Massachusetts General Hospital (Boston, MA)

Workshop D-2: Grand Ballroom DE
The search for quality: interpreter and translation service providers
Elizabeth Abraham, MA, MSc, CTran Manager, University Health Network (Toronto, Canada)
Carolyn Wang Kong, MPP, MPH Practice Leader - Language Access, Kaiser Permanente Northern California (Oakland, CA)
Nirupama Deshpande, Translation Project Manager, Kaiser Permanente (Oakland, CA)
DeLana Browning, PhD Quality Improvement Manager, Northern Virginia AHEC (Alexandria, VA)
Moderator: Jonathan Levy, MA Director of Language Services, CyraCom International Inc. (Tucson, AZ)

Workshop D-3: Grand Ballroom FGH
Organizational strategies to address health literacy
Cindy Brach, MPP Senior Health Policy Researcher, Agency for Healthcare Research and Quality (Rockville, MD)
Neil Parrish, MBA Marketing Communications Manager, WellPoint, Inc. (Woodland Hills, CA)
Nai Kasick, MPH, CHES Director, Health Education Cultural and Linguistic Services, L.A. Care Health Plan (Los Angeles, CA)
Moderator: Camille D. Miller, President/CEO, Texas Health Institute (Austin, TX)

Workshop D-4: OCC 201
Caring for transgender patients: practice and policy
Masen Davis, MSW Executive Director, Transgender Law Center (San Francisco, CA)
Tara Borelli, JD Staff Attorney, Lambda Legal (Los Angeles, CA)
J. Aleah Nesteby, FNP Nurse Practitioner, Baystate Health (Springfield, MA)
Moderator: Doreena Wong, JD Project Director, Health Access Project, Asian Pacific American Legal Center (Los Angeles, CA)

Workshop D-5: OCC 210/11
Community partnership models to improve access, satisfaction, and outcomes
Auleria Eakins, MPA Manager, L.A. Care Health Plan (Los Angeles, CA)
Russ Kuzel, MD, MMM Chief Medical Officer/Senior Vice President, UCare (Minneapolis, MN)
Erica Ferro Morse, MA Project Manager, Kaiser Permanente Colorado (Denver, CO)
Moderator: Rea Pañares, Health Policy & Philanthropy Consultant (Oakland, CA)

Workshop D-6: Junior Ballroom 1
Engaging the patient: strategies for practice and provider training
Suzanne Mitchell, MD Assistant Professor of Family Medicine, Boston University School of Medicine (Boston, MA)
Patricia Shane, PhD, MPH Assoc Professor, Touro University (Vallejo, CA)
Debbie Lu, PharmD, MPH, BCPS Assistant Professor/Clinical Pharmacist, Touro University California College of Pharmacy (Vallejo, CA)
Moderator: Sheila Fischer, JD Supervisory Equal Opportunity Specialist, Department of Health and Human Services (San Francisco, CA)
Workshop D-7: Junior Ballroom 2,3

Affordable Care Act and Opportunities for Advancing Equity for Racially and Ethnically Diverse Communities: Taking Vision and Promise to Reality

Dennis Andrulis, PhD, MPH Senior Research Scientist, Texas Health Institute (Austin, TX)
Nadia Siddiqui, MPH Senior Health Policy Analyst, Texas Health Institute (Austin, TX)
Maria Cooper, MA Health Policy Analyst, Texas Health Institute (Austin, TX)
Lauren Jahnke, MPAff Consultant, LRJ Research & Consulting (Austin, TX)
Ebbin Dotson, PhD Adjunct Professor, University of Texas School of Public Health (Houston, TX)

Moderator: Guadalupe Pacheco, MSW President/CEO, The Pacheco Consulting Group, LLC (Washington, DC)
Juliet Choi, JD Chief of Staff and Senior Advisor, Office for Civil Rights (Washington, DC)

Workshop D-8: Junior Ballroom 4

Collecting and using race, ethnicity, and language data

Rita Carreon, BS Director, Clinical Strategies & Health Care Equity, America’s Health Insurance Plans (Washington, DC)
Sara Smith, BS, CHES Health Promotion & Quality Improvement Specialist, ODS (Portland, OR)
Edward Tepporn Vice President of Engagement and Capacity Building, Asian & Pacific Islander American Health Forum (San Francisco, CA)

Moderator: Mara Youdelman, JD, LLM Managing Attorney (DC Office) National Health Law Program (Washington, DC)

Workshop D-9: OCC 202

Cultural competence and disparity reduction in mental health for minority and refugee communities

Jacqueline Richardson-Melecio, LMSW, PhD, Candidate Assistant Executive Director NASW-NYS, PhD Student, University at Albany (Albany, NY)
Beth Farmer, LICSW Program Director, Pathways to Wellness, (SeaTac, WA)
Stacie Hiramoto, MSW Director of the Racial and Ethnic Mental Health Disparities Coalition (REMHDCO), Mental Health Association in California (Sacramento, CA)

Moderator: Francis Lu, MD Luke & Grace Kim Endowed Professor in Cultural Psychiatry, University of California, Davis (Sacramento, CA)

Break: Resource Center
3:45pm–4:00pm
**Roundtable E: Junior Ballroom 2,3**

**National multicultural health strategies from around the world**

- **Antonio Chiarenza** Coordinator, WHO-Health Promoting Hospitals Network Task Force on Migrant-Friendly and Culturally Competent Health Care (Reggio Emilia, Italy)
- **Lidia Horvat** Senior Policy Officer, Department of Health (Melbourne, Australia)
- **Karen Sappleton**, MSED, MSW, RSW Manager, Child and Family-Centred Care and Health Equity, The Hospital for Sick Children (SickKids) (Toronto, Canada)
- **C. Godfrey Jacobs** Program Manager, SRA International, Inc. (Rockville, MD)

**Moderator:** **Julia Puebla Fortier** Director, DiversityRx - Resources for Cross Cultural Health Care (Kobe, Japan)

**Roundtable F: Junior Ballroom 1**

**Strategies to Ameliorate the Effect of Bias and Stereotyping on Health Outcomes**

**Moderator & Organizer:** **Olivia Carter-Pokras**, PhD Associate Professor, University of Maryland College Park, School of Public Health (College Park, MD)

**Your Voice I: Junior Ballroom 4**

**Reaching beyond the Choir: Strategies for building innovative partnerships in the era of health reform**

**Ira SenGupta**, Executive Director, Cross Cultural Health Care Program (Seattle, WA)

**Your Voice II: OCC 201, 202, 203, 210, 211**

**Affinity Groups**

The purpose of these sessions is to give conference attendees with a common interest the opportunity to:
- talk with each other about successful programs and models, challenges in the workplace, promising ideas, and needs for the future
- share information and resources
- develop connections that can be helpful and supportive beyond the conference

Conference participants selected which affinity groups are offered at the conference by voting on the DiversityRx website. Please check the message board by registration for final list of affinity groups and sign-up sheets.

**Special Session: Grand Ballroom DE**

**THE ROLLER COASTER: Come and Perform “Extreme Interpreting” Without a Safety Net and Take the Lessons Home**

**Creator & Organizer:** **Marjory Bancroft**, MA Executive Director, THE VOICE OF LOVE (501(c)(3); Director, Cross-Cultural Communications, LLC (Ellicott City, MD)
**Poster Session II**

**Wednesday, March 13, 2013: East Hall 7:30am–5:30pm**

| 1. EARLY ENCOUNTERS: USING NATIONAL REQUIREMENTS AND RECOMMENDATIONS TO SUPPORT AN EQUITABLE PRACTICE ENVIRONMENT FOR NEW GRADUATES IN AN RN RESIDENCY PROGRAM |
| Kristi Miller, RN, MSN/Ed Manager, Versant (Hollister, CA) |

| 2. PROVEN METHODS FOR DEVELOPING CULTURAL COMPETENCE IN HEALTH CARE STUDENTS AND FACULTY |
| Helen Fagan, MA Doctoral Candidate, University of Nebraska Lincoln (Lincoln, NE) |

| 3. CROSS-CULTURAL DIVERSITY FORUMS |
| Manzar Lari, LP, LICSW Cultural Capabilities Project Lead, Cigna (Hopkins, MN) |

| 4. DIGITAL DIVIDE: UNDERSTANDING THE USE OF INFORMATION TECHNOLOGY FOR HEALTH CARE AMONGST PARENTS IN KAISER PERMANENTE |
| Sharon Durousseau, MD, MPH Staff pediatrician, Kaiser Permanente (Hayward, CA) |

| 5. MULTIVERSE: CONTEXTUAL BORDER CROSSINGS |
| Tia Jamir, PhD, BCC Chaplain, Baylor Health Care System (Plano, TX) |

| 6. CULTURALLY TAILORED AUDIO-VISUAL PATIENT EDUCATION ABOUT FOODS THAT AFFECT BLOOD SUGAR IN THE PRIMARY LANGUAGE OF THE PATIENT WITH DIABETES |
| Yetta Levine Program Coordinator EthnoMed Pathways Project, Harborview Medical Center, University of Washington (Seattle, WA) |

| 7. THRIVE: FACILITATING THE POWER OF COMMUNITY TO ADDRESS HEALTH EQUITY |
| Shayla Spilker, BA Program Assistant, Prevention Institute (Oakland, CA) |

| 8. CULTURAL TAILORING OF COMMUNICATION TOOLS FOR BUILDING TRUSTING RELATIONSHIPS BETWEEN AFRICAN AMERICAN PATIENTS AND HEALTHCARE PROVIDERS |
| Andrea Arnett, RN, MS National Program Leader, Kaiser Permanente (Oakland, CA) |

| 9. STRATEGIES FOR IMPROVING HEALTHCARE DELIVERY TO THOSE WITH DISABILITIES |
| Bettye Torres-Saleh, PT, DPT, CLT Physical Therapist, American’s with Disabilities Committee Co-Chair Woodland Hills Kaiser, Kaiser Permanente (Oxnard, CA) |

| 10. BECOMING A CULTURALLY COMPETENT ORGANIZATION, A REVIEW OF THE JOINT COMMISSION REPORT ON HOSPITALS, LANGUAGE, AND CULTURE: A SNAPSHOT OF THE NATION |
| Yilu Ma, MA, MS Director, Interpreter Services, Brigham and Women’s Hospital (Boston, MA) |

| 11. THE DEFINITION AND DELIVERY OF CULTURALLY COMPETENT CARE TO LGBT PATIENTS: EVIDENCE FROM A COMMUNITY DRIVEN MODEL |
| Elizabeth Kaminsky, PhD Associate Professor, Central Connecticut State University (New Britain, CT) |

| 12. DEVELOP PARTNERSHIPS ACROSS THE ORGANIZATION/S TO PROVIDE PROFESSIONAL DEVELOPMENT WORKSHOPS ON SOCIAL DETERMINANTS OF HEALTH |
| Hong Chartrand, MPA, & MA Program Manager, Arizona Department of Health Services (Phoenix, AZ) |

| 13. ADDRESSING HEALTH CARE DISPARITIES THROUGH TECHNICAL ANALYSIS |
| Zachary Vernon, BA Senior Health Information Consultant, WellPoint, Inc. (Roanoke, VA) |

| 14. THAT’S NOT EXACTLY WHAT I MEAN: A CURRICULUM FOR SUCCESSFULLY WORKING WITH AN INTERPRETER |
| Stacey Brown, PhD Director, Community Based Education, University of Connecticut, School of Medicine (Farmington, CT) |

| 15. RX: SPANISH P R N |
| Rosa Lilia Lopez-Becerra, PhD Associate Professor, University of Arkansas for Medical Sciences (Little Rock, AR) |

| 16. CULTURAL COMPETENCY: CREATING MATERIALS AND PROVIDING SUPPORT TO PEOPLE AFFECTED BY CANCER |
| Laura Riley, JD, Esq Staff Attorney, Cancer Legal Resource Center, joint program of the Disability Rights Legal Center and Loyola Law School (Los Angeles, CA) |
17. BUILDING A STRONG FOUNDATION TOWARDS HEALTH EQUITY: AN INTEGRATED HEALTH CARE DELIVERY SYSTEM’S JOURNEY
Rowena Bartolome, RN, PHN, BSN, MHA National Program Leader, Kaiser Permanente (Oakland, CA)

18. “I HAVE A ROLE IN REDUCING HEALTH DISPARITIES”: DEVELOPING CHANGE AGENTS AND ALLIES THROUGH HOSPITAL-BASED CULTURAL COMPETENCE TRAINING
Jelena Todic, MSW, LCSW Manager, Education, Quality and Research, Barnes-Jewish Hospital (St. Louis, MO)

19. COALITION-BUILDING AND LEGISLATIVE STRATEGIES TO PROMOTE HEALTH EQUITY
Paulo Pontemayor Policy Analyst, Asian & Pacific Islander American Health Forum (Washington, DC)

20. A COMMUNITY-ACADEMIC PARTNERSHIP TO REDUCE MAMMOGRAPHY DISPARITIES FOR LATINAS WITH DIABETES
Christine Noguera, MS Golden Valley Health Centers (Merced, CA)

21. BEAT THE BLUES: A TAILORED DEPRESSION INTERVENTION FOR AFRICAN AMERICAN OLDER ADULTS
Nancy Chernett, MA, MPH Instructor and Director, Academic and Student Services, Thomas Jefferson University (Philadelphia, PA)

22. HMONG CULTURAL SURVIVAL PRACTICES TO REDUCE HEALTH DISPARITIES
Bouapanh Lor Research Assistant, Alliance for Community Research and Development (Merced, CA)

23. DISPARITIES IN ACCESS TO HEALTH CARE SERVICES: PERSPECTIVES FROM REFUGEE AND IMMIGRANT PATIENTS
Hudson Stanton, MA Associate Director, University of Missouri (Columbia, MO)

24. CHILD LANGUAGE BROKERS: HOW YOUNG AND IN WHAT SITUATIONS?
Sarah Sanders Undergraduate Student, University of California, Merced (Merced, CA)

25. SOCIAL DETERMINANTS OF HEALTH CARE ACCESS FOR DISADVANTAGED SUBGROUPS OF ASIAN AMERICANS
Won Cook, PhD, MPH Research & Data Manager, Asian & Pacific Islander American Health Forum (San Francisco, CA)

26. TOOLKIT FOR PRIMARY CARE PROVIDERS TREATING NEWLY ARRIVED REFUGEES
Joseph Sherman, MD Clinical Associate Professor, Harborview Medical Center, University of Washington (Seattle, WA)

27. DEVELOPING A CULTURAL COMPETENCE EDUCATION PROGRAM IN AN URBAN HOSPITAL SETTING
Karen Sappleton, MSED, MSW, RSW Manager, Child & Family Centred Care and Health Equity, The Hospital for Sick Children (SickKids) (Toronto, ON, Canada)

28. BUILDING A CULTURALLY COMPETENT HEALTH CARE SYSTEM ONE ORGANIZATION AT A TIME: A CULTURAL COMPETENCE KNOWLEDGE DISSEMINATION STRATEGY
Sean Martin, MHS, RRT Inter-professional Education Specialist, The Hospital for Sick Children (SickKids) (Toronto, ON, Canada)

29. NEIGHBORHOOD PERCEPTIONS AND HEALTH-RELATED OUTCOMES AMONG LATINOS WITH DIABETES FROM A RURAL AGRICULTURAL COMMUNITY
Gerardo Moreno, MD Assistant Professor, UCLA (Los Angeles, CA)

30. THE ECONOMICS OF LANGUAGE ACCESS IN HEALTHCARE
Douglas Green Director of Business Development, Language Line Services (Monterey, CA)

31. SUPPORT GP’S IN THE NETHERLANDS ON GOOD QUALITY CARE TO MINORITIES
Maria van den Muijsenbergh, Dr, PhD Senior Researcher - Family Physician, Pharos, Dutch Knowledge Centre for Migrants, Asylumseekers, Refugees and Healthcare (Utrecht, Netherlands)

32. STRATEGIES FOR INSTITUTIONALIZING CULTURAL & LINGUISTIC COMPETENCE: A CANCER CENTER’S APPROACH
Roberto Ramos, MA-Ed Diversity & Inclusion Specialist, H. Lee Moffitt Cancer Center & Research Institute (Tampa, FL)

33. IMPROVING PATIENT SAFETY FOR PATIENTS WITH LIMITED ENGLISH PROFICIENCY
Joseph R. Betancourt, MD, MPH Director, Massachusetts General Hospital (Boston, MA)
34. IMPLEMENTING CULTURAL COMPETENCY TRAINING THROUGHOUT AN ENTIRE HEALTH SYSTEM
Kent Guion, MD Vice President for Diversity and Inclusion, Georgia Health Sciences University (Augusta, GA)

35. CHANGING SYSTEMIC ATTITUDES: IMPACTING HEALTH SYSTEMS
Juanyce Taylor, PhD Assistant Professor and Chair, The University of Mississippi Medical Center (Jackson, MS)

36. CULTURAL COMPETENCE TRAINING: CREATIVE TOOLS, VARIOUS FORMATS, LOW COST AND IMPACTFUL!
Leslie Galloway Sherard, SPHR, and, MILR Director, Diversity & Inclusion Programs, Wheaton Franciscan Healthcare (Glendale, WI)

37. “WE CAN’T TALK ABOUT THAT!”: INCORPORATING CRITICAL CONSCIOUSNESS INTO ORGANIZATIONAL CHANGE STRATEGIES
Brenda Battle, RN, MBA Director, Barnes-Jewish Hospital (St. Louis, MO)

38. APPLYING HEALTH LITERACY BEST PRACTICES INCREASES ORGANIZATION’S CAPACITY TO REACH OUT HISPANICS/ LATINOS
Aracely Rosales, BS Chief Content Expert and Multilingual Director, Health Literacy Innovations (Bethesda, MD)

39. PRIMARY CARE PEDIATRICIAN IDENTIFICATION OF AUTISM SPECTRUM DISORDER IN LATINO CHILDREN
Katharine Zuckerman, MD, MPH Assistant Professor of Pediatrics, Child & Adolescent Health Measurement Initiative, Oregon Health & Science University (Portland, OR)
Thursday, March 14, 2013

E WORKSHOPS 10:30am–12:30pm - 8 Concurrent Sessions

Continental Breakfast: Atrium/Foyer
7:30am–8:15am

Plenary Session: West Hall
8:15am–10:15am

Innovations in Health Equity and Health Systems Transformation

Antonio Chiarenza, Coordinator, WHO-Health Promoting Hospitals Network Task Force on Migrant-Friendly and Culturally Competent Health Care (Reggio Emilia, Italy)
Alan Weil, JD, MPP Executive Director, National Academy for State Health Policy (Washington, DC)
Romana Hasnain-Wynia, PhD Senior Program Director, Health Disparities, Patient Centered Outcomes Research Institute (Washington, DC)
Tom Eckstein, MBA Principal, Arundel Street Consulting, Inc. (Saint Paul, MN)

Moderator: Katherine Haynes-Sanstad, MBA
Regional Executive Director, Diversity Kaiser Foundation Health Plan (Oakland, CA)

Break: Atrium/Foyer
10:15am–10:30am

Workshop E-1: Grand Ballroom ABC

Cultural competence, disparities, and patient safety: education strategies for people in practice

Kala Mehta, DSc, MPH Program Evaluation Consultant, Stanford Geriatric Education Center (Stanford, CA)
Mauritha Hughes, MSEd, RN Diversity Coordinator for Clinical Development, Kaiser Permanente Colorado (Denver, CO)
Melanie Wasserman, Abt Associates, Inc. (Cambridge, MA)

Moderator: Joseph R. Betancourt, MD, MPH Director, Massachusetts General Hospital (Boston, MA)

Workshop E-2: Grand Ballroom DE

Unique training approaches in medical interpretation

Natalya Mytareva, MA Communications Programs Director, International Institute of Akron, Inc. (Akron, OH)
Javier Gonzalez, MFA Director of Linguistic and Cultural Responsiveness, Immigrant Health and Cancer Disparities, Memorial Sloan Kettering Cancer Center (New York, NY)
Lisa Diamond, MD, MPH Assistant Attending, Memorial Sloan-Kettering Cancer Center (New York, NY)

Moderator: Boris Kalanj Sr. Program Associate, Quality and Health Care Equity, California Health Care Safety Net Institute (Oakland, CA)

Workshop E-3: Grand Ballroom FGH

Advocacy, policy, and practice: state initiatives on language access

Sara Chute, MPP Assistant Section Manager and International Health Coordinator, Immunization, Tuberculosis and International Health Section, Minnesota Department of Health (St. Paul, MN)
Mary Esther Diaz, MEd, CT Chair, Texas Advisory Committee on Qualifications for Health Care Translators and Interpreters (Austin, TX)
Barry Fatland, Medical Interpreter training manager, Cross Cultural Health Care Program (Seattle, WA)

Moderator: Ignatius Bau, Health Policy Consultant (San Francisco, CA)

Workshop E-4: OCC 201

Sharing perspectives on unconscious bias in health care

David Newhouse, Physician Assistant Physician-in-Chief, Kaiser Permanente (Fremont, CA)
Howie Schaffer, Vice President, Cook Ross Inc. (Silver Spring, MD)

Moderator & Discussant: David Hunt, JD President and CEO, Critical Measures, LLC. (Minneapolis, MN)
Workshop E-5: Junior Ballroom 1

**Patient Navigation: A model for improving healthcare quality and efficiency**

Blanca Fields Patient Navigator, Seattle Children’s Hospital (Seattle, WA)

Ivonne Poveda-Leyva Patient Navigator, Seattle Children’s Hospital (Seattle, WA)

Douglass Jackson, DMD, MS, PhD Chief, Center for Diversity and Health Equity, Seattle Children’s Hospital (Seattle, WA)

Ali Adem, BS Patient Navigator, Seattle Children’s Hospital (Seattle, WA)

Moderator: Cynthia E. Roat, MPH National Consultant on Language Access in Health Care, Consultant (Shoreline, WA)

Workshop E-6: Junior Ballroom 4

**Comprehensive Strategies to Building Organizational Cultural Competency: Lessons from the Equality in Health Initiative**

Chris Armijo, MSPH Program Officer, The Colorado Trust (Denver, CO)

Erica Baruch, MA, JD Co-Director, Equality in Health Initiative, The Partnership for Families & Children (Denver, CO)

Organizer & Presenter: Suzuho Shimasaki, MPH Co-Director, Equality in Health Initiative, Catalysts for Achieving Racial and Ethnic Equity (CARE Equity) (Denver, CO)

Workshop E-7: Junior Ballroom 2,3

**The challenge of enrollment and access: helping diverse communities get full benefit from health reform**

Daphna Gans, PhD Research Scientist, UCLA (Los Angeles, CA)

Ying-Ying Meng, DrPH Senior Research Associate, UCLA Center for Health Policy Research (Los Angeles, CA)

Ruben Cantu Program Director, California Pan-Ethnic Health Network (Oakland, CA)

Presenter & Moderator: Ellen Wu Executive Director, California Pan-Ethnic Health Network (Oakland, CA)

Workshop E-8: OCC 210/11

**Equity and cultural competence: organizational frameworks and evaluation projects**

Jonathan Bashford, Dr Director, Community Innovations Enterprise (Manchester, United Kingdom)

Stephanie Gee, BA, (Hons), MA Senior Project Manager, Research and Evaluation, The Hospital for Sick Children (SickKids) (Toronto, Canada)

Mary Beth Dahl, RN, CPHQ Program Manager, Stratis Health (Bloomington, MN)

Megan Brady, MPH, MSW Senior Project Coordinator, Henry Ford Health System (Detroit, MI)

Moderator: Camille D. Miller President/CEO, Texas Health Institute (Austin, TX)

Luncheon with Closing Address:

**West Hall 12:30pm–2:00pm**

J. Nadine Gracia, MD, MSCE Deputy Assistant Secretary for Minority Health (Acting), US DHHS Office of Minority Health (Rockville, MD)

Adjourn 2:00pm
Resource Center: Exhibitors

Advantpage Translations
The California Endowment
Certification Commission for Healthcare Interpreters
Certified Languages International
Connecting Cultures
CyraCom, LLC
Florida Hospital
Global Language Solutions, Inc.
Health Care Interpreter Network (HCIN)
Interpreters and Translators, Inc.
Johns Hopkins Center for Health Disparities Solutions
Kaiser Permanente
KnowledgeStart, Inc.
Language Access Network
Language World Services, Inc
LanguageLine Solutions
National Board of Certification for Medical Interpreters
National Council on Interpreting in Health Care (NCIHC)
Pacific Interpreters
Quality Interactions, Inc.
RTT Mobile Interpretation
UC Davis Betty Irene Moore School of Nursing
University of Michigan Health System Interpreter Services
VIA
VRI Direct
Keep learning and networking after the conference!

www.DiversityRx.org
DiversityRx.org, one of the oldest Web sites devoted to cross cultural health care, features an extensive resource database, a directory of organizations in the field, a member directory that allows people to share their expertise with others, blogs, and much more. Most importantly, the site is built for peer interaction — you can comment on resources, contribute your insight and experience, and network with colleagues in the US and around the world.

Conference Series Resource Materials
Abstracts, bios, handouts, and presentations from the 2008, 2010, and 2013 DiversityRx conferences are available online at: www.diversityrx.org/conference/conference-series-overview-0

CLAS-talk listserv
CLAS-talk is an email discussion group sponsored by DiversityRx.org. Participants can raise issues, ask questions, share information and resources, and network with each other around topics related to the design, delivery and evaluation of culturally and linguistically appropriate services (CLAS) in health care. CLAS-talk is open to anyone with an interest in:

- providing concrete information on successful practices, evaluation mechanisms, and research supporting cultural competence in health care
- highlighting best practices and relevant policy developments and trends to stimulate new directions in policymaking and service implementation
- promoting networking among policymakers and provider organizations to improve culturally competent services to diverse populations
- examining lessons learned by government agencies and service providers in their practices to instruct others in resolving similar issues

The listserv, launched in January 2004, has over 2000 US and international participants from healthcare organizations, government, business, academia, national and community-based organizations, and philanthropy, and averages 2-9 postings per day. The topics raised by participants include assessing quality for culturally diverse populations, cultural competence training for health care professionals, medical interpreter credentialing, and collecting racial and ethnic data in health care organizations, and many more.

For more information and to sign up, please visit: www.diversityrx.org/activities/clastalk-listserv