

It's Time to Embrace Healthcare Diversity

1. Isaac, T. , Zaslavsky, A. M., Cleary, P. D. and Landon, B. E. (2010), The Relationship between Patients' Perception of Care and Measures of Hospital Quality and Safety. *Health Services Research*, 45: 1024-1040.
2. Boris Kalanj. Cultural Diversity and the Patient Experience. Hospital Quality Institute. June 2014.
3. Abdou CM, Fingerhut AW, Jackson JS, Wheaton F. Healthcare Stereotype Threat in Older Adults in the Health and Retirement Study. *Am J Prev Med*. 2016;50(2):191–198.
4. James, S. E., Herman, J. L., Rankin, S., Keisling, M., Mottet, L., & Anafi, M. (2016). Executive Summary of the Report of the 2015 U.S. Transgender Survey. Washington, DC: National Center for Transgender Equality.
5. Aronson J, Burgess D, Phelan SM, Juarez L. Unhealthy interactions: the role of stereotype threat in health disparities. *Am J Public Health*. 2013;103(1):50–56.
6. Kochan T, et al. The Effects of Diversity on Business Performance: Report of the Diversity Research Network. 2003 Wiley Periodicals, Inc.

9 Tips for Negotiating Language Barriers

1. Quan K, Lynch J National Health Law Program, School of Public Health University of California Berkeley. *The high costs of language barriers in medical malpractice*. Berkeley, CA: University of California; 2010.
2. Karliner LS, Kim SE, Meltzer DO, Auerbach AD. Influence of language barriers on outcomes of hospital care for general medicine inpatients. *J Hosp Med*. 2010;5(5):276–282.
3. Levas MN, Cowden JD, Dowd MD. Effects of the limited English proficiency of parents on hospital length of stay and home health care referral for their home health care-eligible children with infections. *Arch Pediatr Adolesc Med*. 2011;165(9):831–836.
4. Lindholm M, Hargraves JL, Ferguson WJ, Reed G. Professional language interpretation and inpatient length of stay and readmission rates. *J Gen Intern Med*. 2012;27(10):1294–1299.
5. Zallman, L, et al. Immigrants Contributed An Estimated \$115.2 Billion More To The Medicare Trust Fund Than They Took Out In 2002–09. *Health Affairs*, Vo. 32, No. 6, June 2013.
6. Diamond LC, Wilson-Stronks A, Jacobs EA. Do hospitals measure up to the national culturally and linguistically appropriate services standards. *Med Care*. 2010;48(12):1080–1087.
7. Hull M. Medical language proficiency: a discussion of interprofessional language competencies and potential for patient risk. *Int J Nurs Stud*. 2016;54:158–172.
8. Joseph C, et al. Patient satisfaction of telephone or video interpreter services compared with in-person services: a systematic review. [Aust Health Rev](#). 2018 Apr;42(2):168-177.
9. Lion KC et al. Effect of Telephone vs Video Interpretation on Parent Comprehension, Communication, and Utilization in the Pediatric Emergency Department: A Randomized Clinical Trial. *JAMA Pediatr*., 2015 Dec;169(12):1117-25.
10. Anttila, Ashley et al. Interpretation Modalities Used on Family-Centered Rounds: Perspectives of Spanish-Speaking Families. *Hospital Pediatrics* 2017;7:492.

11. Department of Health and Human Services. *Increased federal matching funds for translation and interpretation services under Medicaid and CHIP*. Published Jul 1, 2010. Accessed Apr 2017.
12. Youdelman M. Medicaid and CHIP reimbursement models for language services. *National Health Law Program*. Published Feb 7, 2017. Accessed Apr 2017.
13. Youdelman M. Medicaid and CHIP reimbursement models for language services (2009 update). *National Health Law Program*. Published 2009. Accessed Apr 2017.
14. How can states get Federal funds to help pay for language services for Medicaid and CHIP enrollees (Revised January 2010)? *National Health Law Program*. Published 2010. Accessed Apr 2017.
15. Medicaid Administrative Claiming. Translation and interpretation services. *Medicaid.gov*. Accessed Apr 2017.

Make Your Facility More Inclusive

1. Quinn, GP et al: Cancer and Lesbian, Gay, Bisexual, Transgender/Transsexual, and Queer/Questioning Populations (LGBTQ). *CA Cancer J Clin*. 2015 Sep; 65(5): 384–400.
2. When Health Care Isn't Caring: Lambda Legal's Survey of Discrimination Against LGBT People and People with HIV (New York: Lambda Legal, 2010). Available at www.lambdalegal.org/health-care-report
3. Kattari, S. K., Walls, N. E., Speer, S. R., & Kattari, L. (2016). The relationship between provider inclusivity and the mental health outcomes of transgender and gender variant people in Colorado. *Social Work in Health Care*.