

The Center for Cross-Cultural Health has been actively involved in education, consultation, assessment, and training about cultural competency in Minnesota and nationally since 1997. The Center also serves as an information resource through its publications and website. The Center is registered with the State of Minnesota as a 501(3)(c) non-profit.

The Center has worked with customers to build knowledge and skills that are the foundation of cultural competency. Cultural competency is a continuum of attitudes and actions aimed at providing appropriate cultural settings to improve service-delivery outcomes in cross-cultural settings.

**The Center's customer base includes:**

- Hospitals, Clinics, and Health Systems
- Health Professionals
- Human Service Providers
- Public Health and Social Services Agencies
- Community Organizations
- Educational Institutions
- Educators
- Government

**Current and past customers include:**

- Washington County
- Carver County Public Health
- University of Minnesota
- Creighton University
- American Cancer Society
- National Association of School Nurses
- Park Nicollet Clinic
- Stratis Health
- Children's Hospitals and Clinics
- ARC Greater Twin Cities ARC
- Courage Center
- Tracy Area Medical Services
- Greater Twin Cities United Way

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CENTER FOR  
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# CENTER FOR CROSS-CULTURAL HEALTH



INTEGRATING  
THE ROLE OF CULTURE  
IN IMPROVING HEALTH

THE CENTER FOR  
CROSS-CULTURAL HEALTH HELPS  
THOSE WHO PROVIDE HEALTH CARE,  
AND THOSE WHO WORK TO IMPROVE  
HEALTH, TO INTEGRATE CULTURAL  
UNDERSTANDING INTO THEIR  
ACTIVITIES THROUGH THE USE OF OUR  
CORE PRODUCTS AND TOOLS.

THE CENTER FOR  
CROSS-CULTURAL HEALTH BELIEVES IN  
BUILDING A FUTURE OF BETTER  
HEALTH AND WELL-BEING FOR ALL  
THROUGH CROSS-CULTURAL  
UNDERSTANDING.

OUR EXPERIENCED PROFESSIONAL  
STAFF USES CORE PROFESSIONAL  
TRAINING MODULES, TRAIN-THE-  
TRAINER MODULES, AND CUSTOM  
TRAINING MODULES TO MEET THE  
CROSS-CULTURAL HEALTH TRAINING  
NEEDS OF OUR CLIENTS. THE STAFF  
ALSO PROVIDES CONSULTING AND  
ORGANIZATIONAL DEVELOPMENT  
SERVICES TO CLIENTS.

# CENTER FOR CROSS-CULTURAL HEALTH

## CORE PROFESSIONAL TRAINING MODULES

These modules are designed for professionals who are seeking to improve their cultural and linguistic knowledge and skills. The core professional modules that the Center provides include:

- **Cross-Cultural Communication**  
Explores the importance of effective cross-cultural communication to the patient/provider relationship.
- **Cultural Competence I**  
Introduces care providers to cultural competence in health care.
- **Cultural Competence II**  
Advances the care provider's knowledge and application of cultural competence in health care.
- **Working with an Interpreter**  
Examines the need for language services and qualified interpreters to reduce medical errors, increase patient compliance, increase patient satisfaction, and improve primary care utilization.
- **Introduction to Cultural and Linguistically Appropriate Service (CLAS) Standards**  
Explores the CLAS mandates, legal implications, and provides strategies for implementing the standards within medical organizations.
- **Health Disparities I**  
Presents research evidence about health outcome differences for diverse populations that still persist even when health access differences are accounted for.
- **Collecting Race and Ethnicity Data**  
Describes how to collect demographic data on race and ethnicity in a culturally competent manner.
- **Making the Business Case**  
Examines the rationale and financial implications for creating culturally competent organizations.

## TRAIN-THE-TRAINER MODULES

The above Core Professional Training Modules are also available as Train-the-Trainer Modules. These modules are designed for staff members who are responsible

for providing education and training to health care professionals, care givers, and other staff within their organizations. In addition to all the applicable instructional materials, each Train-the-Trainer module provides practical tips and techniques for cross-cultural training. The Center's instructors provide participants with highly interactive instruction that includes: didactic exercises, video vignettes, and group discussions.

## CONSULTING AND ORGANIZATIONAL DEVELOPMENT SERVICES

### CLAS-Based Assessment Tool

The Center provides a survey to enable health care organizations to assess their overall compliance with CLAS standards. The Center works with organizations to deliver the survey, and provide a statistical summary of results. The Center uses these results to make recommendations that help the organization develop strategies and specific behaviors that move the organization toward greater cultural and linguistic competence.

### Cultural Competency Organizational Development

The Center has developed an Organizational Development Model for Cultural Competence to help move organizations to sustainable cultural competence. The model has been successfully implemented in multiple health care and social services settings. It is implemented in four phases:

1. Readiness pre-assessment
2. Internal-organizational assessment
3. External-community assessment
4. Implementation and evaluation

The Center analyzes findings from implementing the model, develops recommendations, and partners with organizations to convert recommendations into a realistic work plan that can be implemented and evaluated.