Improving Language Access in Hospitals - General References

Published as a companion piece to Improving Language Access in California Hospitals (2007)

A Project of the California Health Workforce Tracking Collaborative <u>http://futurehealth.ucsf.edu/hwtc/languageaccess.html</u>

- Alameda County Board of Supervisors. (2004). *The State of Hospital Language Assistance Services in Alameda County*. Oakland, CA: Alameda County Board of Supervisors.
- American Institutes for Research (AIR). (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations (No. Contract No. 282–98–0029). Washington, DC: Office of Minority Health, U.S. Department of Health and Human Services.
- Apter, A. J., Reisine, S. T., Affleck, G., Barrows, E., & ZuWallack, R. L. (1998). Adherence with twice-daily dosing of inhaled steroids. Socioeconomic and health-belief differences. *American Journal of Respiratory and Critical Care Medicine*, 157(6 Pt 1), 1810-1817.
- Asch, S. M., Kerr, E. A., Keesey, J., Adams, J. L., Setodji, C. M., Malik, S., et al. (2006). Who is at greatest risk for receiving poor-quality health care? *The New England Journal of Medicine*, 354(11), 1147-1156.
- Ashing, K. T., Padilla, G., Tejero, J., & Kagawa-Singer, M. (2003). Understanding the breast cancer experience of Asian American women. *Psycho-Oncology, 12*(1), 38-58.
- Asian and Pacific Islander American Health Forum (APIAHF). (2004). *Language Access Advocacy Project*. Retrieved January 7, 2006, from http://www.apiahf.org/policy/ppt/promising.htm
- Association of Community Organizations for Reform Now (ACORN). (2004). Speaking the Language of Care: Language Barriers to Hospital Access in America's Cities. Washington, D.C.: ACORN.
- Azarmina, P., & Wallace, P. (2005). Remote interpretation in medical encounters: a systematic review. *Journal of Telemedicine and Telecare, 11*(3), 140-145.
- Bagchi, A., & Stevens, B. (2006). *Estimates for the Cost of Interpretation Services for Connecticut Medicaid Recipients*. New Britain, CT: Connecticut Health Foundation.
- Baker, D. W., Hayes, R., & Fortier, J. P. (1998). Interpreter Use and Satisfaction With Interpersonal Aspects of Care for Spanish-Speaking Patients. *Medical Care*, *36*(10), 1461-1470.
- Baker, D. W., Parker, R. M., Williams, M. V., Coates, W. C., & Pitkin, K. (1996). Use and effectiveness of interpreters in an emergency department. *Journal of the American Medical Association*, *275*(10), 783-788.
- Barlow, A. A. (2001). Breaking through language barriers. *Marketing Health Services*, 21(2), 30-31.
- Barrett, B., Shadick, K., Schilling, R., Spencer, L., del Rosario, S., Moua, K., et al.

(1998). Hmong/medicine interactions: Improving cross-cultural health care. *Family Medicine*, *30*(3), 179-184.

- Barron, F., Hunter, A., Mayo, R., & Willoughby, D. (2004). Acculturation and adherence: issues for health care providers working with clients of Mexican origin. *Journal of Transcultural Nursing*, *15*(4), 331-337.
- Bau, I., & Chen, A. (2003). *Health...In Brief: Improving Access to Health Care for Limited English Proficient Health Care Consumers*. Woodland Hills, CA: The California Endowment.

http://www.calendow.org/uploadedFiles/improving access to healthcare.pdf

- Bauer, H. M., Rodriguez, M. A., Quiroga, S. S., & Flores-Ortiz, Y. G. (2000). Barriers to health care for abused Latina and Asian immigrant women. *Journal of Health Care for the Poor and Underserved, 11*(1), 33-44.
- Bernstein, J., Bernstein, E., Dave, A., Hardt, E., James, T., Linden, J., et al. (2002). Trained medical interpreters in the emergency department: effects on services, subsequent charges, and follow-up. *Journal of Immigrant Health, 4*(4), 171-176.
- Betancourt, J. R., Green, A. R., & Carrillo, J. E. (2002). *Cultural Competence in Health Care: Emerging Frameworks and Practical Approaches*: The Commonwealth Fund.
- Betancourt, J. R., & Jacobs, E. A. (2000). Language barriers to informed consent and confidentiality: the impact on women's health. *Journal of the American Medical Women's Association, 55*(5), 294-295.
- Bhui, K. (1998). Breaking down language barriers. The public favours bilingual staff over interpreters. *British Medical Journal, 317*(7161), 817.
- Binder, L., Nelson, B., Smith, D., Glass, B., Haynes, J., & Wainscott, M. (1988). Development, implementation, and evaluation of a medical Spanish curriculum for an emergency medicine residency program. *Journal of Emergency Medicine*, 6(5), 439-441.
- Bischoff, A., Bovier, P. A., Rrustemi, I., Gariazzo, F., Eytan, A., & Loutan, L. (2003). Language barriers between nurses and asylum seekers: Their impact on symptom reporting and referral. *Social Science & Medicine*, *57*(3), 503-512.
- Blackford, J., Street, A., & Parsons, C. (1997). Breaking down language barriers in clinical practice. *Contemporary Nurse*, 6(1), 15-21.
- Bolton, P. A., & Weiss, W. M. (2001). Communicating across cultures: improving translation to improve complex emergency program effectiveness. *Prehospital and Disaster Medicine*, *16*(4), 252-256.
- Bonacruz-Kazzi, G., & Cooper, C. (2003). Barriers to the use of interpreters in emergency room paediatric consultations. *Journal of Paediatrics and Child Health, 39*(4), 259-263.
- Brach, C., Fraser, I., & Paez, K. (2005). Crossing the language chasm. *Health Affairs* (*Millwood*), 24(2), 424-434.
- Burbano O'Leary, S. C., Federico, S., & Hampers, L. C. (2003). The truth about language barriers: one residency program's experience. *Pediatrics, 111*(5), e569-573.
- Calderon, B. (2000). *Language Barriers*, 2006, from <u>http://www.thebody.com/content/art110.html</u>

- California HealthCare Foundation. (2003). *Racial and Ethnic Data Collection and Use in Health Care: Examples of Projects that Might Be Affected by Proposition 54.* Oakland, CA: California HealthCare Foundation.
- California Healthcare Interpreting Association. (2002). *California Standards for Healthcare Interpreters: Ethical Principles, Protocols, and Guidance on Roles and Intervention.* Sacramento, CA: California Healthcare Interpreting Association.
- California Medical Association Foundation. (2004). *Diverse Partners, Common Goal; working together to improve the health of communities.* Sacramento, CA: California Medical Association Foundation.
- California Office of the Patient Advocate (OPA). (2004). 2004 Quality of Care Report Card - HMO Services in Other Languages, 2006, from http://www.opa.ca.gov/rc2004/hmo_other_languages/default.asp
- California Pan-Ethnic Health Network (CPEHN). (2005). Using Race, Ethnicity and Language Data to Eliminate Disparities. Oakland, CA: CPEHN.
- Carrasquillo, O., Orav, E. J., Brennan, T. A., & Burstin, H. R. (1999). Impact of language barriers on patient satisfaction in an emergency department. *Journal of General Internal Medicine*, *14*(2), 82-87.
- Carter, J., & Hare-Cockburn, K. (1998). Breaking down language barriers. Sign here, please. *British Medical Journal*, *317*(7161), 817.
- Carter-Pokras, O., O'Neill, M. J., Cheanvechai, V., Menis, M., Fan, T., & Solera, A. (2004). Providing linguistically appropriate services to persons with limited English proficiency: a needs and resources investigation. *The American Journal of Managed Care, 10 Spec No*, SP29-36.
- Cass, A., Lowell, A., Christie, M., Snelling, P. L., Flack, M., Marrnganyin, B., et al. (2002). Sharing the true stories: improving communication between Aboriginal patients and healthcare workers. *Medical Journal of Australia, 176*, 466-470.
- Catholic Healthcare West (CHW). CHW Standards for Mission Integration, 2006, from <u>http://www.chwhealth.org/stellent/groups/public/@xinternet_con_sys/documents/</u> webcontent/026124.pdf
- Chan, K. S., Keeler, E., Schonlau, M., Rosen, M., & Mangione-Smith, R. (2005). How do ethnicity and primary language spoken at home affect management practices and outcomes in children and adolescents with asthma? *Archives of Pediatrics & Adolescent Medicine, 159*(3), 283-289.
- CMs and interpreters start DP at admission. (2005). *Hospital Case Management, 13*(4), 53-54.
- Cohen, A. L., Rivara, F., Marcuse, E. K., McPhillips, H., & Davis, R. (2005). Are language barriers associated with serious medical events in hospitalized pediatric patients? *Pediatrics*, *116*(3), 575-579.
- Cohn, R. J., & Goodenough, B. (2002). Health professionals' attitudes to videoconferencing in paediatric health-care. *Journal of Telemedicine and Telecare*, *8*(5), 274-282.
- Collins, A. S., Gullette, D., & Schnepf, M. (2004). Break through language barriers. *Nursing Management, 35*(8), 34-36, 38.
- Connecticut Health Foundation. (2006). *Estimates for the Cost of Interpreter Services for Connecticut Medicaid Recipients*. New Britain, CT: Connecticut Health Foundation.

- Crane, J. A. (1997). Patient comprehension of doctor-patient communication on discharge from the emergency department. *Journal of Emergency Medicine*, *15*(1), 1-7.
- Cutland, L. (2006, February 10). San Mateo Medical Center aims to lower language barriers. *Silicon Valley/San Jose Business Journal*.
- Darj, E., & Lindmark, G. (2002). Not all women use maternal health services. Language barriers and fear of the examination are common. *Lakartidningen, 99*(1-2), 41-44.
- D'Avanzo, C. E. (1992). Barriers to health care for Vietnamese refugees. *Journal of Professional Nursing, 8*(4), 245-253.
- David, R. A., & Rhee, M. (1998). The Impact of Language as a Barrier to Effective Health Care in an Underserved Urban Hispanic Community. *The Mount Sinai Journal of Medicine, 65*(5-6), 393-397.
- Dawes, B. S. (2001). Communicating nursing care and crossing language barriers. Association of periOperative Registered Nurses (AORN) Journal, 73(5), 892, 894.
- DeFao, J. (2004, September 24). Alameda County: Many hospitals lack interpreters -With more patients' English-limited, board takes survey. *San Francisco Chronicle,* pp. B-5.
- DeGuzman, A., & Inoue, D. (2002, Spring). Language Services in Public Hospitals. *The Safety Net, 16,* 5-7.
- DeJesus, A. E. (2002). Breaking language barriers. Kentucky Nurse, 50(2), 8.
- Dernocoeur, K., & Meade, D. M. (2000). Safe and effective use of interpreters. *Emergency Medical Services, 29*(4), 32, 38.
- Derose, K. P., Hays, R. D., McCaffrey, D. F., & Baker, D. W. (2001). Does Physician Gender Affect Satisfaction of Men and Women Visiting the Emergency Department? *Journal of General Internal Medicine*, *16*, 218-226.
- Divi, C., Koss, R. G., Schmaltz, S. P., & Loeb, J. M. (2007). Language Proficiency and Adverse Events in U.S. Hospitals: A Pilot Study. *International Journal for Quality in Health Care, 19*(2), 60-67.
- Dodd, W. (1984). Do Interpreters Affect Consultations? Family Practice, 1(1), 42-47.
- Donnelly, P. L. (2000). Ethics and cross-cultural nursing. *Journal of Transcultural Nursing*, *11*(2), 119-126.
- Dower, C. (2005). Bilingual Proficiency among California's Health Care Professionals. San Francisco, CA: UCSF Center for the Health Professions.
- Downing, B., & Roat, C. E. (2002). *Models for the Provision of Language Access in Health Care Settings*: National Council on Interpreting in Health Care & Hablamos Juntos.
- Dreger, V., & Tremback, T. (2002). Optimize patient health by treating literacy and language barriers. *Association of periOperative Registered Nurses (AORN) Journal, 75*(2), 280-285, 287, 289-293; quiz 297-300, 303-284.
- Drennan, G., L. Schwartz. (2002). The paradoxical use of interpreting psychiatry. *Social Science and Medicine, 54*, 1853-1866.
- Duffy, M. M., & Alexander, A. (1999). Overcoming language barriers for non-English speaking patients. *American Nephrology Nurses' Association Journal, 26*(5), 507-510, 528.
- Dunckley, M., Hughes, R., Addington-Hall, J. M., & Higginson, I. J. (2003). Translating

clinical tools in nursing practice. *Journal of Advanced Nursing, 44*(4), 420-426. Dwver, J. (2001). Babel, justice, and democracy: Reflections on a shortage of

- interpreters at a public hospital. *The Hastings Center Report, 31*(2), 31-36.
- Ebden, P., Carey, O. J., Bhatt, A., & Harrison, B. (1988). The bilingual consultation. *Lancet, 1*(8581), 347.
- Elderkin-Thompson, V., Silver, R. C., & Waitzkin, H. (2001). When nurses double as interpreters: a study of Spanish-speaking patients in a US primary care setting. *Social Science & Medicine, 52*(9), 1343-1358.
- Enguidanos, E. R., & Rosen, P. (1997). Language as a Factor Affecting Follow-up Compliance from the Emergency Department. *Journal of Emergency Medicine*, *15*(1), 9-12.
- Eytan, A., Bischoff, A., & Loutan, L. (1999). Use of interpreters in Switzerland's psychiatric services. *Journal of Nervous and Mental Disease, 187*(3), 190-192.
- Facey, M. E. (2003). The health effects of taxi driving: the case of visible minority drivers in Toronto. *Canadian Journal of Public Health*, *94*(4), 254-257.
- Fagan, M. J., Diaz, J. A., Reinert, S. E., Sciamanna, C. N., & Fagan, D. M. (2003). Impact of interpretation method on clinic visit length. *Journal of General Internal Medicine*, 18(8), 634-638.
- Fatahi, N., Mattsson, B., Hasanpoor, J., & Skott, C. (2005). Interpreters' experiences of general practitioner-patient encounters. *Scandinavian Journal of Primary Health Care, 23*(3), 159-163.
- Feinberg, E., Swartz, K., Zaslavsky, A. M., Gardner, J., & Walker, D. K. (2002). Language Proficiency and the Enrollment of Medicaid-Eligible Children in Publicly Funded Health Insurance Programs. *Maternal and Child Health Journal*, 6(1), 5-18.
- Fernandez, A., Schillinger, D., Grumbach, K., Rosenthal, A., Stewart, A. L., Wang, F., et al. (2004). Physician language ability and cultural competence. An exploratory study of communication with Spanish-speaking patients. *Journal of General Internal Medicine*, 19(2), 167-174.
- Fiscella, K., Franks, P., Doescher, M. P., & Saver, B. G. (2002). Disparities in health care by race, ethnicity, and language among the insured: findings from a national sample. *Medical Care, 40*(1), 52-59.
- Flores, G. (2005). The impact of medical interpreter services on the quality of health care: a systematic review. *Medical Care Research and Review, 62*(3), 255-299.
- Flores, G. (2006). Lost in translation? Pediatric preventive care and language barriers. *The Journal of Pediatrics, 148*(2), 154-157.
- Flores, G., Abreu, M., Schwartz, I., & Hill, M. (2000). The importance of language and culture in pediatric care: Case studies from the Latino community. *The Journal of Pediatrics*, *137*(6), 842-848.
- Flores, G., Abreu, M., & Tomany-Korman, S. C. (2005). Limited English proficiency, primary language at home, and disparities in children's health care: How language barriers are measured matters. *Public Health Reports, 120*(4), 418-430.
- Flores, G., Laws, M. B., Mayo, S. J., Zuckerman, B., Abreu, M., Medina, L., et al. (2003). Errors in Medical Interpretation and Their Potential Clinical Consequences in Pediatric Encounters. *Pediatrics*, *111*(1), 6-14.

- Free, C. (1998). Breaking down language barriers. Some ethnic groups may have problems in getting as far as a consultation. *British Medical Journal, 317*(7161), 816.
- Freire, G. M. (2002). Hispanics and the politics of health care. *Journal of Health & Social Policy*, *14*(4), 21-35.
- Gandhi, T. K., Burstin, H. R., Cook, E. F., Puopolo, A. L., Haas, J. S., Brennan, T. A., et al. (2000). Drug complications in outpatients. *Journal of General Internal Medicine*, *15*(3), 149-154.
- Gany, F., & de Bocanegra, H. T. (1996). Maternal-child immigrant health training: changing knowledge and attitudes to improve health care delivery. *Patient Education and Counseling*, *27*(1), 23-31.
- Garcia, E. A., Roy, L. C., Okada, P. J., Perkins, S. D., & Wiebe, R. A. (2004). A comparison of the influence of hospital-trained, ad hoc, and telephone interpreters on perceived satisfaction of limited English-proficient parents presenting to a pediatric emergency department. *Pediatric Emergency Care, 20*(6), 373-378.
- Garrett, C. R., Treichel, C. J., & Ohmans, P. (1998). Barriers to health care for immigrants and nonimmigrants: A comparative study. *Minnesota Medicine*, *81*(4), 52-55.
- Gerrish, K. (2001). The nature and effect of communication difficulties arising from interactions between district nurses and South Asian patients and their carers. *Journal of Advanced Nursing, 33*(5), 566-574.
- Gerrish, K., Chau, R., Sobowale, A., & Birks, E. (2004). Bridging the language barrier: the use of interpreters in primary care nursing. *Health & Social Care in the Community*, *12*(5), 407-413.
- Gilbert, M. J. (Ed.). (2003). *Principles and Recommended Standards for Cultural Competence Education of Health Care Professionals*. Woodland Hills, CA: The California Endowment.
- Global. HIV research company breaks language barriers. (2005). *AIDS Policy & Law, 20*(13), 5.
- Goldeen, J. (2006, January 22). *High-Tech Video Language-Interpretation Service Ready to Roll*. Retrieved March 29, 2006, from <u>http://www.recordnet.com/apps/pbcs.dll/article?AID=/20060122/MONEY/601220</u> <u>332/1003</u>
- Goldston, L. (2006, March 30). *California HMOs to lead nation in medical interpreters*. Retrieved April 26, 2006, from

www.healthlaw.org/library.cfm?fa=download&resourceID=80528&print

- Goode, T., Sockalingam, S., Brown, M., & Jones, W. (2003). *Linguistic Competence in Primary Health Care Delivery Systems: Implications for Policy Makers* (Policy Brief). Washington, D.C.: National Center for Cultural Competence.
- Grantmakers in Health (GIH). (2003). *In the right words: addressing language and culture in providing health care*. San Francisco, CA: Grantmakers in Health.
- Green, A. R., Ngo-Metzger, Q., Legedza, A. T., Massagli, M. P., Phillips, R. S., & lezzoni, L. I. (2005). Interpreter services, language concordance, and health care quality. Experiences of Asian Americans with limited English proficiency. *Journal* of General Internal Medicine, 20(11), 1050-1056.

- Greenbaum, M., & Flores, G. (2004). Lost in translation. Professional interpreters needed to help hospitals treat immigrant patients. *Modern Healthcare, 34*(18), 21.
- Hampers, L. C., Cha, S., Gutglass, D. J., Binns, H. J., & Krug, S. E. (1999). Language barriers and resource utilization in a pediatric emergency department. *Pediatrics*, 103(6 Pt 1), 1253-1256.
- Hampers, L. C., & McNulty, J. E. (2002). Professional interpreters and bilingual physicians in a pediatric emergency department: effect on resource utilization. *Archives of Pediatrics & Adolescent Medicine, 156*(11), 1108-1113.
- Harlan, L. C., Bernstein, A. B., & Kessler, L. G. (1991). Cervical cancer screening: who is not screened and why? *American Journal of Public Health*, *81*(7), 885-890.
- Harvey, M. A. (2003). Shielding yourself from the perils of empathy: The case of sign language interpreters. *Journal of Deaf Studies and Deaf Education, 8*(2), 207-213.
- Hasnain-Wynia, R., Yonek, J., Pierce, D., Kang, R., & Hedges Greising, C. (2006). Hospital Language Services for Patients with Limited English Proficiency: Results from a National Survey. Chicago, IL: Health Research and Educational Trust.
- Health Care Interpreter Network. (2006). 2006, from www.hcin.org
- Health Research and Educational Trust. (2005). A Toolkit for Collecting Race, Ethnicity, and Primary Language Information from Patients. Retrieved February 18, 2005, from <u>http://www.hretdisparities.org/hretdisparities/html/makingthecase.html</u>
- Herndon, E., & Joyce, L. (2004). Getting the most from language interpreters. *Family Practice Management, 11*(6), 37-40.
- Hersh, D., Hersch, F., Mikuletic, L., & Neilson, S. (2003). A Web-based approach to low-cost telemedicine. *Journal of Telemedicine and Telecare, 9*(Suppl. 2), 24-26.
- Heuer, L., Hess, C. W., & Klug, M. G. (2004). Meeting the health care needs of a rural Hispanic migrant population with diabetes. *The Journal of Rural Health, 20*(3), 265-270.
- Hornberger, J., Itakura, H., & Wilson, S. R. (1997). Bridging language and cultural barriers between physicians and patients. *Public Health Reports, 112*(5), 410-417.
- Hornberger, J. C., Gibson, C. D., Jr., Wood, W., Dequeldre, C., Corso, I., Palla, B., et al. (1996). Eliminating language barriers for non-English-speaking patients. *Medical Care, 34*(8), 845-856.
- Hsieh, E. (2006). Conflicts in How Interpreters Manage their Roles in Provider-Patient Interactions. *Social Science & Medicine, 62*(3), 721-730.
- Hu, D. J., & Covell, R. M. (1986). Health care usage by Hispanic outpatients as function of primary language. *Western Journal of Medicine*, 144(4), 490-493.
- Hudelson, P. (2005). Improving patient-provider communication: insights from interpreters. *Family Practice, 22*(3), 311-316.
- Hultsjo, S., & Hjelm, K. (2005). Immigrants in emergency care: Swedish health care staff's experiences. *International Nursing Review, 52*(4), 276-285.
- Industry Collaboration Effort (ICE). (2007). *Better Communication, Better Care: Provider Tools to Care for Diverse Populations*. Whittier, CA: ICE.
- Institute of Health Record Information and Management (IHRIM). (2003). Language barriers in the health service. *IHRIM, 44*(4), 33-34.

- Irvine, F. E., Roberts, G. W., Jones, P., Spencer, L. H., Baker, C. R., & Williams, C. (2006). Communicative sensitivity in the bilingual healthcare setting: A qualitative study of language awareness. *Journal of Advanced Nursing*, *53*(4), 422-434.
- Irwin, J., & Martin, S. (1998). Breaking down language barriers. Don't forget deaf people. *British Medical Journal, 317*(7161), 817.
- Ivers, D. (1999). Doctors not required to provide deaf with interpreters in all cases. *The Journal of the Arkansas Medical Society, 96*(6), 225.
- Jackson, J. C., Rhodes, L. A., Inui, T. S., & Buchwald, D. (1997). Hepatitis B among the Khmer. Issues of translation and concepts of illness. *Journal of General Internal Medicine, 12*(5), 292-298.

Jacobs, E., Chen, A. H., Karliner, L. S., Agger-Gupta, N., & Mutha, S. (2006). The need for more research on language barriers in health care: a proposed research agenda. *The Milbank Quarterly, 84*(1), 111-133.

Jacobs, E., A., Lauderdale, D. S., Meltzer, D., Shorey, J., Levinson, W., & Thisted, R. (2001). Impact of Interpreter Services on Delivery of Health Care to Limited-English proficient Patients. *Journal of General Internal Medicine, 16*, 468-474.

Jacobs, E. A., Agger-Gupta, N., Chen, A. M., Piotrowski, A., & Hardt, E. (2003). Language Barriers in Health Care Settings: An Annotated Bibliography of the Research Literature. Woodland Hills, CA: The California Endowment.

Jacobs, E. A., Karavolos, K., Rathouz, P. J., Ferris, T. G., & Powell, L. H. (2005). Limited English proficiency and breast and cervical cancer screening in a multiethnic population. *American Journal of Public Health, 95*(8), 1410-1416.

Jacobs, E. A., Shepard, D. S., Suaya, J. A., & Stone, E. L. (2004). Overcoming Language Barriers in Health Care: Costs and Benefits of Interpreter Services. *American Journal of Public Health*, *94*(5), 866-869.

James, C. A., Bourgeois, F. T., & Shannon, M. W. (2005). Association of race/ethnicity with emergency department wait times. *Pediatrics*, *115*(3), e310-315.

Jang, M., Lee, E., & Woo, K. (1998). Income, language, and citizenship status: factors affecting the health care access and utilization of Chinese Americans. *Health & Social Work, 23*(2), 136-145.

Jin, X. W., Slomka, J., & Blixen, C. E. (2002). Cultural and clinical issues in the care of Asian patients. *Cleveland Clinic Journal of Medicine, 69*(1), 50-58.

John-Baptiste, A., Naglie, G., Tomlinson, G., Alibhai, S. M., Etchells, E., Cheung, A., et al. (2004). The effect of English language proficiency on length of stay and inhospital mortality. *Journal of General Internal Medicine*, *19*(3), 221-228.

Joneas, G. A. (2002). Making the best of health advocates and interpreters. Patient focused approach may help. *British Medical Journal, 325*(7373), 1175.

Jones, D., & Gill, P. (1998). Breaking down language barriers. The NHS needs to provide accessible interpreting services for all. *British Medical Journal*, *316*(7143), 1476.

- Jones, D., Gill, P., Harrison, R., Meakin, R., & Wallace, P. (2003). An exploratory study of language interpretation services provided by videoconferencing. *Journal of Telemedicine and Telecare, 9*(1), 51-56.
- Kalet, A., Gany, F., & Senter, L. (2002). Working with interpreters: an interactive Webbased learning module. *Academic Medicine*, *77*(9), 927.
- Karliner, L. S., Jacobs, E. A., Chen, A. H., & Mutha, S. (2007). Do Professional

Interpreters Improve Clinical Care for Patients with Limited English Proficiency? A Systematic Review of the Literature. *Heath Services Research*, *42*(2), 727-754.

- Karliner, L. S., Perez-Stable, E. J., & Gildengorin, G. (2004). The language divide. The importance of training in the use of interpreters for outpatient practice. *Journal of General Internal Medicine*, *19*(2), 175-183.
- Karter, A. J., Ferrara, A., Darbinian, J. A., Ackerson, L. M., & Selby, J. V. (2000). Selfmonitoring of blood glucose: language and financial barriers in a managed care population with diabetes. *Diabetes Care, 23*(4), 477-483.
- Kaufert, J. M., & Putsch, R. W. (1997). Communication through interpreters in healthcare: ethical dilemmas arising from differences in class, culture, language, and power. *The Journal of Clinical Ethics, 8*(1), 71-87.
- Kaufert, J. M., Putsch, R. W., & Lavallee, M. (1998). Experience of aboriginal health interpreters in mediation of conflicting values in end-of-life decision making. *International Journal of Circumpolar Health, 57 (Suppl. 1)*, 43-48.
- Keers-Sanchez, A. (2003). Mandatory provision of foreign language interpreters in health care services. *The Journal of Legal Medicine, 24*(4), 557-578.
- Kelly, N. R., & Groff, J. Y. (2000). Exploring barriers to utilization of poison centers: a qualitative study of mothers attending an urban Women, Infants, and Children (WIC) Clinic. *Pediatrics*, 106(1 Pt 2), 199-204.
- Kennedy, C. C., & Rho, J. P. (2004). Using interpreters to teach. *Medical Education*, *38*(5), 557.
- Kirkman-Liff, B., & Mondragon, D. (1991). Language of interview: relevance for research of southwest Hispanics. *American Journal of Public Health, 81*(11), 1399-1404.
- Koff, M. D., & McGowan, J. J. (1999). *MedSpanish: a language tool for the emergency department.* Paper presented at the Fall 1999 Proceedings of the American Medical Informatics Association (AMIA) Annual Symposium, 565-569. http://www.amia.org/pubs/proceedings/symposia/1999/D005572.pdf
- Kominski, G. F., Glik, D., & Reifman, C. (2003). *California's HMO Enrollees: Diversity in Language and Education Poses Challenges for Health Plans*. Los Angeles, CA: UCLA Center for Health Policy Research.
- Kominski, G. F., Reifman, C., Cameron, M., & Roby, D. (2006). *Language Barriers Pose a Risk for California HMO Enrollees*. Los Angeles, CA: UCLA Center for Health Policy Research.
- Kravitz, R. L., Helms, L. J., Azari, R., Antonius, D., & Melnikow, J. (2000). Comparing the Use of Physician Time and Health Care Resources Among Patients Speaking English, Spanish, and Russian. *38(7)*, 728-738.
- Ku, L. (2006). *Paying for Language Services in Medicare: Preliminary Options and Recommendations*. Washington, DC: Center on Budget and Policy Priorities & National Health Law Program.
- Ku, L., & Flores, G. (2005). Pay now or pay later: providing interpreter services in health care. *Health Affairs (Millwood), 24*(2), 435-444.
- Kuhlthau, K., Nyman, R. M., Ferris, T. G., Beal, A. C., & Perrin, J. M. (2004). Correlates of use of specialty care. *Pediatrics, 113*(3 Pt 1), e249-255.
- Kuo, D., & Fagan, M. J. (1999). Satisfaction with Methods of Spanish Interpretation in an Ambulatory Care Clinic. *Journal of General Internal Medicine*, *14*(9), 547-550.

Improving Language Access in Hospitals - General References

- Language mistakes by interpreters blamed for medical errors. (2003). *Patient Care Management*, *19*(3), 8.
- Lasater, L. M., Davidson, A. J., Steiner, J. F., & Mehler, P. S. (2001). Glycemic control in English vs. Spanish-speaking Hispanic patients with type 2 diabetes mellitus. *Archives of Internal Medicine*, *161*(1), 77-82.
- Lawrenson, R., Leydon, G., Freeman, G., Fuller, J., Ballard, J., & Ineichen, B. (1998). Are we providing for ethnic diversity in accident & emergency (A&E) departments? *Ethnicity & Health, 3*(1-2), 117-123.
- Lee, E. D., Rosenberg, C. R., Sixsmith, D. M., Pang, D., & Abularrage, J. (1998). Does a physician-patient language difference increase the probability of hospital admission? *Academic Emergency Medicine*, *5*(1), 86-89.
- Lee, L. J., Batal, H. A., Maselli, J. H., & Kutner, J. S. (2002). Effect of Spanish interpretation method on patient satisfaction in an urban walk-in clinic. *Journal of General Internal Medicine*, *17*(8), 641-645.
- Lee, T. S., Lansbury, G., & Sullivan, G. (2005). Health care interpreters: A physiotherapy perspective. *Australian Journal of Physiotherapy*, *51*(3), 161-165.
- Lehna, C. (2005). Interpreter services in pediatric nursing. *Pediatric Nursing*, *31*(4), 292-296.
- Leman, P., & Williams, D. J. (1999). Questionnaire survey of interpreter use in accident and emergency departments in the UK. *Journal of Accident & Emergency Medicine, 16*(4), 271-274.
- Liao, X. H., & McIlwaine, G. (1995). The health status and health needs of Chinese population in Glasgow. *Scottish Medical Journal, 40*(3), 77-80.
- Link, M. W., Mokdad, A. H., Stackhouse, H. F., & Flowers, N. T. (2006). Race, ethnicity, and linguistic isolation as determinants of participation in public health surveillance surveys. *Preventing Chronic Disease*, *3*(1), A09.
- Loutan, L. (1999). The importance of interpreters to insure quality of care for migrants. *Sozial- und Präventivmedizin, 44*(6), 245-247.
- Loutan, L., Farinelli, T., & Pampallona, S. (1999). Medical interpreters have feelings too. Sozial- und Präventivmedizin, 44(6), 280-282.
- Maltby, H. J. (1999). Interpreters: a double-edged sword in nursing practice. *Journal of Transcultural Nursing*, *10*(3), 248-254.
- Manson, A. M. (1988). Language Concordance as a Determinant of Patient Compliance and Emergency Room Use in Patients with Asthma. *Medical Care, 26*(12), 1119-1128.
- Marks, G., Solis, J., Richardson, J. L., Collins, L. M., Birba, L., & Hisserich, J. C. (1987). Health behavior of elderly Hispanic women: does cultural assimilation make a difference? *American Journal of Public Health, 77*(10), 1315-1319.
- Mazor, S. S., Hampers, L. C., Chande, V. T., & Krug, S. E. (2002). Teaching Spanish to pediatric emergency physicians: effects on patient satisfaction. *Archives of Pediatrics & Adolescent Medicine, 156*(7), 693-695.
- Meade, C. D., Calvo, A., & Rivera, M. (2002). Screening and community outreach programs for priority populations: considerations for oncology managers. *The Journal of Oncology Management*, *11*(5), 20-28.
- Miller, K. E., Martell, Z. L., Pazdirek, L., Caruth, M., & Lopez, D. (2005). The role of

interpreters in psychotherapy with refugees: an exploratory study. *The American Journal of Orthopsychiatry*, *75*(1), 27-39.

- Monroe, A. D., & Shirazian, T. (2004). Challenging linguistic barriers to health care: students as medical interpreters. *Academic Medicine*, *79*(2), 118-122.
- Morales, L. S., Cunningham, W. E., Brown, J. A., Liu, H., & Hays, R. D. (1999). Are Latinos less satisfied with communication by health care providers? *Journal of General Internal Medicine*, *14*(7), 409-417.
- Morales, L. S., Elliott, M., Weech-Maldonado, R., & Hays, R. D. (2006). The Impact of Interpreters on Parents' Experiences with Ambulatory Care for Their Children. *Medical Care Research and Review, 63*(1), 110-128.
- Morales, L. S., Puyol, J. A., & Hays, R. D. (2003). *Improving Patient Satisfaction Surveys to Assess Cultural Competence in Health Care*. Oakland, CA: The California Healthcare Foundation & UCLA.
- Morse, A. (2003). Language Access: Helping Non-English Speakers Navigate Health and Human Services. Washington, D.C.: National Conference on State Legislatures Children's Policy Initiative.
- Naish, J., Brown, J., & Denton, B. (1994). Intercultural consultations: investigation of factors that deter non-English speaking women from attending their general practitioners for cervical screening. *British Medical Journal*, 309(6962), 1126-1128.
- Napoles-Springer, A., & Perez-Stable, E. J. (2001). The role of culture and language in determining best practices. *Journal of General Internal Medicine, 16*(7), 493-495.
- Napoles-Springer, A. M., Santoyo, J., Houston, K., Perez-Stable, E. J., & Stewart, A. L. (2005). Patients' perceptions of cultural factors affecting the quality of their medical encounters. *Health Expectations*, 8(1), 4-17.
- National Council on Interpreting in Health Care. (2005). *National Standards of Practice for Interpreters in Health Care*. Santa Rosa, CA: National Council on Interpreting in Health Care.
- National Health Law Program (NHeLP). (2004). Language Services Action Kit: Interpreter Services in Health Care Settings for People with Limited English Proficiency. Boston, MA: NHeLP.
- Ngo-Metzger, Q., Massagli, M. P., Clarridge, B. R., Manocchia, M., Davis, R. B., lezzoni, L. I., et al. (2003). Linguistic and Cultural Barriers to Care: Perspectives of Chinese and Vietnamese Immigrants. *Journal of General Internal Medicine*, *18*(1), 44-52.
- Norris, W. M., Wenrich, M. D., Nielsen, E. L., Treece, P. D., Jackson, J. C., & Curtis, J. R. (2005). Communication about end-of-life care between language-discordant patients and clinicians: insights from medical interpreters. *Journal of Palliative Medicine*, 8(5), 1016-1024.
- Ntshona, M. S. (1997). Are professional interpreters needed in the South African health care services? *South African Medical Journal, 87*(9), 1143.
- Office of Management and Budget (OMB). (2002). Assessment of the Total Benefits and Costs of Implementing Executive Order No. 13166: Improving Access to Services for Persons with Limited English Proficiency. Washington, D.C.: Office of Management and Budget.

- Office of Minority Health. (2001). *National Standards for Culturally and Linguistically Appropriate Services in Health Care. Final Report.* Washington, D.C.: Office of Minority Health, U.S. Department of Health and Human Services.
- Office of Minority Health. (2003). *Developing a Self-Assessment Tool for Culturally and Linguistically Appropriate Services in Local Public Health Agencies*. Rockville, MD: Office of Minority Health, U.S. Department of Health and Human Services.
- Ohlson, B. (2006). *Linguistic Access Study: Summary of Findings and Recommendations*. San Mateo, CA: San Mateo County Health Department.
- Pan American Health Organization (PAHO). (2002). Language barriers contribute to health care disparities for Latinos in the United States of America. *Revista Panamericana de Salud Pública/Pan American Journal of Public Health, 11*(1), 56-58.
- Paras, M. (2005). *Straight Talk: Model Hospital Policies and Procedures on Language Access*. Oakland, CA: California Health Care Safety Net Institute.
- Paras, M., Leyva, O., Berthold, T., & Otake, R. (2002). *Videoconferencing Medical Interpretation: The Results of Clinical Trials*. Oakland, CA: Health Access Foundation.
- Parsons, I., & Day, S. (1992). Improving obstetric outcomes in ethnic minorities: An evaluation of health advocacy in Hackney. *Journal of Public Health Medicine*, *14*(2), 183-191.
- Parsons, L. C. (2002). Transcultural communication: the cornerstone of culturally competent care. *SCI Nursing*, *19*(4), 160-163.
- Partida, Y. (2005). Language barriers to health care: what states can do. *Delaware Medical Journal, 77*(9), 373-375.
- Pennington, S. (2001). Interpreting. Language matters. Nursing Times, 97(6), 28-29.
- Pepine, C. J. (2004). Education: Nationally achievable solutions. *Clinical Cornerstone*, *6*(3), 65-70.
- Perez-Stable, E. J., & Napoles-Springer, A. (2000). Interpreters and communication in the clinical encounter. *The American Journal of Medicine, 108*(6), 509-510.
- Perez-Stable, E. J., Napoles-Springer, A., & Miramontes, J. M. (1997). The effects of ethnicity and language on medical outcomes of patients with hypertension or diabetes. *Medical Care, 35*(12), 1212-1219.
- Perkins, J. (2003). Ensuring Linguistic Access in Health Care Setting: An Overview of Current Legal Rights and Responsibilities. Washington, D. C.: Kaiser Commission on Medicaid and the Uninsured, The Henry J. Kaiser Family Foundation.
- Pochhacker, F. (2000). Language barriers in Vienna hospitals. *Ethnicity & Health, 5*(2), 113-119.
- Pope, C. (2005). Addressing limited English proficiency and disparities for Hispanic postpartum women. *Journal of Obstetric, Gynecologic, and Neonatal Nursing, 34*(4), 512-520.
- Portman, R. M. (2005). A matter of interpretation 2: HIPAA and Title VI rules for interpreters and translators. *Journal of the Oklahoma State Medical Association*, *98*(12), 616-622.
- Prevention Institute & California Campaign. (2003). *Health For All: California's Strategic Approach to Eliminating Racial and Ethnic Health Disparities*. Washington, D.C.:

Improving Language Access in Hospitals - General References

American Public Health Association.

- Priester, R., & Reinardy, J. R. (2003). Recruiting immigrants for long-term care nursing positions. *Journal of Aging & Social Policy, 15*(4), 1-19.
- Prince, D., & Nelson, M. (1995). Teaching Spanish to emergency medicine residents. *Academic Emergency Medicine*, 2(1), 32-36; discussion 36-37.
- Proverbio, A. M., Leoni, G., & Zani, A. (2004). Language switching mechanisms in simultaneous interpreters: an ERP study. *Neuropsychologia*, *42*(12), 1636-1656.
- Putsch, R. W., & Pololi, L. (2004). Distributive Justice in American Healthcare: Institutions, Power, and the Equitable Care of Patients. *The American Journal of Managed Care, 10*(Special Issue), SP 45-53.

Regenstein, M. P., & Sickler, D. M. (2006). *Race, Ethnicity, and Language of Patients: Hospital Practices Regarding Collection of Information to Address Disparities in Health Care*. Washington, DC: National Public Health and Hospital Institute.

Reifman, C., & Agonia, C. (2003). *HMO Services in Other Languages: A Portrait of California Health Plans and Linguistic Services for Limited English Proficient Members*. Sacramento, CA: Office of the Patient Advocate, State of California.

Rivadeneyra, R., Elderkin-Thompson, V., Silver, R. C., & Waitzkin, H. (2000). Patient centeredness in medical encounters requiring an interpreter. *The American Journal of Medicine*, *108*(6), 470-474.

- Roat, C. E. (2003). *Health Care Interpreter Training in the State of California*. Woodland Hills, CA: The California Endowment.
- Roat, C. E. (2005). Addressing Language Access Issues in Your Practice: A Toolkit for *Physicians and Their Staff Members.* San Francisco, CA: California Academy of Family Physicians Foundation.
- Roat, C. E. (2006). Certification of Health Care Interpreters in the United States: A Primer, a Status Report and Considerations for National Certification. Los Angeles, CA: The California Endowment.
- Roat, C. E. (2003). *How to Choose and Use a Language Agency: A Guide for Health and Social Service Providers Who Wish to Contract With Language Agencies.* Woodland Hills, CA: The California Endowment.
- Robbins, J. V. (2001). Language barriers. Plain speaking. *Hospitals & Health Networks*, *75*(7), 30-32.
- Rollins, G. (2002). Foundation for the Future: Cultural competency underlies Cambridge Health Alliance language services. *The Safety Net*, (Spring 2002), 12-14.
- Romero, C. M. (2004). Using medical interpreters. *American Family Physician, 69*(11), 2720, 2722.

Rothschild, S. K. (1998). Cross-cultural issues in primary care medicine. *Disease-a-Month*, 44(7), 293-319.

- Ruiz, P. (2002). Hispanic access to health/mental health services. *Psychiatric Quarterly*, *73*(2), 85-91.
- Salimbene, S. (2001). CLAS A-Z: A Practical Guide for Implementing the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care. Rockford, IL: Inter-Face International.
- Salimbene, S. (2006). Ten Guidelines for Culturally and Linguistically Appropriate Care. *Medscape General Medicine*, *8*(3), 76.
- Sampson, A. (2006). Language Services Resource Guide for Health Care Providers.

Los Angeles, CA: National Health Law Program.

- San Mateo County Health Department. (2006). *Linguistic Access Study: Summary of Model Programs and Promising Practices in Linguistic Access*. San Mateo, CA: Gibson & Associates.
- San Mateo County Health Department. (2006). *Staff Survey: Summary of Findings*. San Mateo, CA: Gibson & Associates.
- San Mateo County Health Department. (2006). *Community and Client Input.* San Mateo, CA: Gibson & Associates.
- San Mateo County Health Department. (2006). *Program Manager Survey: Summary of Findings*. San Mateo, CA: Gibson & Associates.
- Sarver, J., & Baker, D. W. (2000). Effect of language barriers on follow-up appointments after an emergency department visit. *Journal of General Internal Medicine*, *15*(4), 256-264.
- Seal, B. C. (2004). Psychological testing of sign language interpreters. *Journal of Deaf Studies and Deaf Education, 9*(1), 39-52.
- Seijo, R., Gomez, H., & Freidenberg, J. (1991). Language as a Communication Barrier in Medical Care for Hispanic Patients. *Hispanic Journal of Behavioral Sciences*, *13*(4), 363-376.
- Sevilla Matir, J. F., & Willis, D. R. (2004). Using bilingual staff members as interpreters. *Family Practice Management*, *11*(7), 34-36.
- Sfikas, P. M. (2001). Serving the hearing-impaired. An update on the use of signlanguage interpreters for dental patients and their families. *Journal of the American Dental Association, 132*(5), 681-683.
- Small, R., Rice, P. L., Yelland, J., & Lumley, J. (1999). Mothers in a new country: the role of culture and communication in Vietnamese, Turkish and Filipino women's experiences of giving birth in Australia. *Women's Health, 28*(3), 77-101.
- Solet, D. J., Norvell, J. M., Rutan, G. H., & Frankel, R. M. (2005). Lost in translation: Challenges and opportunities in physician-to-physician communication during patient handoffs. *Academic Medicine*, *80*(12), 1094-1099.
- Solis, J. M., Marks, G., Garcia, M., & Shelton, D. (1990). Acculturation, access to care, and use of preventive services by Hispanics: Findings from HHANES 1982-84. *American Journal of Public Health, 80 Suppl*, 11-19.
- Solomon, M. Z. (1997). From what's neutral to what's meaningful: reflections on a study of medical interpreters. *The Journal of Clinical Ethics, 8*(1), 88-93.
- Staff, patients prefer ED-based interpreters. (2005). ED Management, 17(8), 93-95.
- Starlander, M., Bouillon, P., Rayner, M., Chatzichrisafis, N., Hockey, B. A., Isahara, H., et al. (2005). Breaking the language barrier: machine assisted diagnosis using the medical speech translator. *Studies in Health Technology and Informatics*, *116*, 811-816.
- Suleiman, L. P. (2003). Beyond cultural competence: Language access and Latino civil rights. *Child Welfare, 82*(2), 185-200.
- Summit Health Institute for Research and Education Inc. (SHIRE). (2005). *Giving Voices to the Voiceless: Language Barriers and Health Access Issues of Black Immigrants of African Descent*. Woodland Hills, CA: The California Endowment.

- Taylor, S. L., & Lurie, N. (2004). The role of culturally competent communication in reducing ethnic and racial healthcare disparities. *The American Journal of Managed Care, 10*(Special Issue), SP1-4.
- Temple, B. (2002). Crossed wires: interpreters, translators, and bilingual workers in cross-language research. *Qualitative Health Research*, *12*(6), 844-854.
- Thanasombat, S., Pierre, S., & Morris, M. W. (2006). *Unequal Access to Health Care: A Test of Language Services at Alameda County Hospitals*. Berkeley, CA: Discrimination Research Center.
- The California Endowment. (2003). Resources in Cultural Competence Education for Professionals. Gilbert, M.J. (Ed.) (pp. 1-146). Woodland Hills, CA: The California Endowment.
- The California Endowment. (2003). *Improving Access to Health Care for Limited English Proficient Health Care Consumers: Options for Federal Funding for Language Assistance Services.* Woodland Hills, CA: The California Endowment.
- The California Endownment. (2003). A Manager's Guide to Cultural Competence Education for Health Care Professionals. Gilbert, M. J. (Ed.) (pp. 1-54). Woodland Hills, CA: The California Endowment.
- Timmins, C. L. (2002). The impact of language barriers on the health care of Latinos in the United States: a review of the literature and guidelines for practice. *Journal of Midwifery & Women's Health, 47*(2), 80-96.
- Tocher, T. M., & Larson, E. B. (1998). Quality of diabetes care for non-English-speaking patients. A comparative study. *Western Journal of Medicine, 168*(6), 504-511.
- Tocher, T. M., & Larson, E. B. (1999). Do physicians spend more time with non-Englishspeaking patients? *Journal of General Internal Medicine*, *14*(5), 303-309.
- Ton, H., Koike, A., Hales, R. E., Johnson, J. A., & Hilty, D. M. (2005). A qualitative needs assessment for development of a cultural consultation service. *Transcultural Psychiatry*, *42*(3), 491-504.
- Torres, B. (2001). *Best Practice Recommendations for Hospital-Based Interpreter Services*. Boston, MA: Commonwealth of Massachusetts Executive Office of Health and Human Services, Massachusetts Department of Public Health.
- Trapl, E. S., Borawski, E. A., Stork, P. P., Lovegreen, L. D., Colabianchi, N., Cole, M. L., et al. (2005). Use of audio-enhanced personal digital assistants for school-based data collection. *Journal of Adolescent Health, 37*(4), 296-305.
- Tribe, R. (1999). Bridging the gap or damming the flow? Some observations on using interpreters/bicultural workers when working with refugee clients, many of whom have been tortured. *British Journal of Medical Psychology, 72*(Pt 4), 567-576.
- Vandervort, E. B., & Melkus, G. D. (2003). Linguistic services in ambulatory clinics. *Journal of Transcultural Nursing*, 14(4), 358-366.
- Von Kaehne, P. (2002). Making the best of health advocates and interpreters. Telephone interpreting is not an acceptable solution. *British Medical Journal*, *325*(7373), 1175.
- Waggie, F., Gordon, N., & Brijlal, P. (2004). The school, a viable educational site for interdisciplinary health promotion. *Education for Health, 17*(3), 303-312.
- Waxman, M. A., & Levitt, M. A. (2000). Are diagnostic testing and admission rates higher in non-English-speaking versus English-speaking patients in the emergency department? *Annals of Emergency Medicine*, *36*(5), 456-461.

- Weber, R. D. (1999). Hearing-impaired patients: Must I pay for interpreters? *Journal of the Michigan Dental Association, 81*(5), 18.
- Weber, R. D. (1999). Hearing impaired patients. Legal obligation to treat and pay for interpreters. *Michigan Medicine, 98*(6), 10.
- Weech-Maldonado, R., Morales, L. S., Elliott, M., Spritzer, K., Marshall, G., & Hays, R.
 D. (2003). Race/ethnicity, language, and patients' assessments of care in Medicaid managed care. *Health Services Research*, *38*(3), 789-808.
- Weinick, R. M., & Krauss, N. A. (2000). Racial/ethnic differences in children's access to care. *American Journal of Public Health, 90*(11), 1771-1774.
- Westberg, S. M., & Sorensen, T. D. (2005). Pharmacy-related health disparities experienced by non-English-speaking patients: Impact of pharmaceutical care. *Journal of the American Pharmaceutical Association, 45*(1), 48-54.
- Wiese, H. J., Torbeck, L., & Matheny, S. C. (2004). Learning how to use interpreters. *Medical Education, 38*(5), 556-557.
- Wilson, E., Chen, A. H., Grumbach, K., Wang, F., & Fernandez, A. (2005). Effects of limited English proficiency and physician language on health care comprehension. *Journal of General Internal Medicine*, *20*(9), 800-806.
- Wilson-Stronks, A., & Galvez, E. (2007). *Hospitals, Language, and Culture: A Snapshot of the Nation Exploring Cultural and Linguistic Services in the Nation's Hospitals*, 2007, from <u>http://www.jointcommission.org/NR/rdonlyres/E64E5E89-5734-4D1D-BB4D-C4ACD4BF8BD3/0/hlc_paper.pdf</u>
- Woloshin, S., Schwartz, L. M., Katz, S. J., & Welch, H. G. (1997). Is language a barrier to the use of preventive services? *Journal of General Internal Medicine, 12*(8), 472-477.
- Yeh, C. J., Arora, A. K., Inose, M., Okubo, Y., Li, R. H., & Greene, P. (2003). The cultural adjustment and mental health of Japanese immigrant youth. *Adolescence, 38*(151), 481-500.
- Yeo, S. (2004). Language barriers and access to care. *Annual Review of Nursing Research, 22*, 59-73.
- Youdelman, M. (2001). *Racial, Ethnic, and Primary Language Data Collection: An Assessment of Federal Policies, Practices, and Perceptions.* Washington, D.C.: National Health Law Program, Inc. and Summit Health Institute for Research & Education.
- Youdelman, M., & Perkins, J. (2005). *Providing Language Services in Small Health Care Provider Settings: Examples from the Field*. Retrieved January 3, 2006, from <u>http://www.cmwf.org/publications/publications_show.htm?doc-id=270667</u>
- Zimmermann, P. G. (1997). Enhancing your use of interpreters. *Nursing Spectrum* (*Washington, D.C.*), 7(12), 12.