

**IH&CC Podcast series – Enhancing timely care through cultural competency – annotated reference list for resources**

TITLE	MEDIUM and LENGTH	BRIEF DESCRIPTION	ED SPECIFIC?	LINK
Foundation House: the Victorian Foundation for Survivors of Torture. Promoting the engagement of interpreters in Victorian health services [Internet]. Foundation House: the Victorian Foundation for Survivors of Torture; 2013 Jun [cited 2013 Oct 20].	Webpage	Foundation House develops publications and resources to enhance the understanding of the needs of people from refugee backgrounds among health and other professionals (extract taken from website).	No	<a href="http://www.foundationhouse.org.au/resources/publications_and_resources.htm">http://www.foundationhouse.org.au/resources/publications_and_resources.htm</a>
Renzaho A. Revisioning cultural competence in community health services in Victoria. Aust. Health Review. 2008 May 32(2):223-35	13 page research paper	This article identifies a model for implementing and developing cultural consultation led by way of needs as opposed to service led programs.	No	<a href="http://www.researchgate.net/publication/5404268_Revisioning_cultural_competence_in_community_health_services_in_Victoria">http://www.researchgate.net/publication/5404268_Revisioning_cultural_competence_in_community_health_services_in_Victoria</a>
Ethnic Communities Council of Victoria Inc. An investment not an expense: Enhancing health literacy in culturally and linguistically diverse communities [Internet]. Ethnic Communities Council of Victoria Inc.; 2012 Sep [cited 2013 Jun 8].	Online Policy Submission and Position Papers	The Ethnic Communities' Council of Victoria Inc. Policy Submissions and Position Papers 2011 – 2013 are available to the public.	No	<a href="http://eccv.org.au/policy/submissions/">http://eccv.org.au/policy/submissions/</a>
Zucchi E. The 2013-2015 Northern Health Cultural Responsiveness Plan [Internet]. The Northern; 2013 [cited 2013	Webpage	Northern Health provides detailed information on their Interpreter Services including translation of medical material, targeted cultural training for staff members and research and education.	No	<a href="http://www.nh.org.au/patients-and-visitors/interpreters">http://www.nh.org.au/patients-and-visitors/interpreters</a>

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Lindholm M, Hargraves JL, Ferguson WJ, Reed G. Professional language interpretation and inpatient length of stay and readmission rates. J. Gen. Intern. Med. 2012 Oct;27(10):1294-9	Research paper 6 page	This USA study considers the length of stay among patients with limited English proficiency and present admission and discharge results when professional interpreters were utilised	No	<a href="http://www.qualityinteractions.org/press/InterpretationandLOSandReAdrates.pdf">http://www.qualityinteractions.org/press/InterpretationandLOSandReAdrates.pdf</a>
John-Baptise A, Nagile G, Tomlinson G, Alibhai SMH, Etchells E, Cheung A et.al. The effect of English language proficiency on length of stay and in-hospital mortality. 2004 Mar 19(3):221-8	Research paper (Select JGIM 'look inside' to view first 2 pages. To view entire study must pay fee	This Canadian study looks at whether limited English proficient patients stay longer in hospital or have increased in-hospital mortality rates than English proficient patients	No	<a href="http://link.springer.com/article/10.1111%2Fj.1525-1497.2004.21205.x?LI=true">http://link.springer.com/article/10.1111%2Fj.1525-1497.2004.21205.x?LI=true</a>
Indigenous Health and Cultural Competency (IH&CC) Module 4: Understanding language and diversity and working with interpreters. ACEM 2014	E-learning module (~60 mins)	This module is part of ACEMs comprehensive Indigenous Health and Cultural Competency e-learning series. It explores the importance of working with professional interpreters for patients who speak English as a second language and the impact on patient outcomes. It will also up-skill doctors in the "best practice" processes for working effectively with interpreters, including if family members are the only viable option for interpretation.	Yes	Access the module via the e-learning tab of ACEMs IH&CC webpage: <a href="https://www.acem.org.au/Education-Training/Educational-resources/Indigenous-Health-Cultural-Competency-(IH-CC).aspx">https://www.acem.org.au/Education-Training/Educational-resources/Indigenous-Health-Cultural-Competency-(IH-CC).aspx</a>