Responding to Multilingual Health Information Needs in Your Community

Nebraska Minority Health Conference

April 17, 2019

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Objectives

By the end of this session, you will be able to:

Explain the impact of language and culture on health literacy.

Identify 3 resources for multilingual health information.

Health Literacy & Language

The degree to which an individual has the capacity to

obtain
communicate
process
and understand

basic health information and services

to make appropriate health decisions

- Patient Protection and Affordable Care Act of 2010, Title V

Why health literacy is important

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE

www.safetyandquality.gov.au

patients with low

HEALTH LITERACY...

Are more likely to visit an **EMERGENCY ROOM**

Have more **HOSPITAL STAYS**

Are less likely to follow **TREATMENT PLANS**

Have higher **MORTALITY RATES**

www.cdc.gov/phpr

Health Literacy and Language

Limited English Proficiency (LEP)

- English is not the first language
- Limited ability to read, speak, write or understand English

LEP and Health

People with LEP have a higher risk of:

Unmet Information Needs

Medical Errors

Medication Errors

Not Understanding Treatment Plans

Sources: Yeheskel, A. & Rawal, S. J Immigrant Minority Health (2018). https://doi.org/10.1007/s10903-018-0816-4
Sentel, T. & Braun K. J Health Comm (2012). https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3552496/

National CLAS Standards

- 15 action steps to improve quality and health equity
- Blueprint for culturally and linguistically appropriate services

https://www.thinkculturalhealth.hhs.gov/clas/what-is-clas

CLAS Standard #8

Provide easy-to-understand information in the languages commonly used in your service area.

Print

Multimedia

Signage

BECAUSE LANGUAGE SHOULDN'T BE A BARRIER TO HEALTH.

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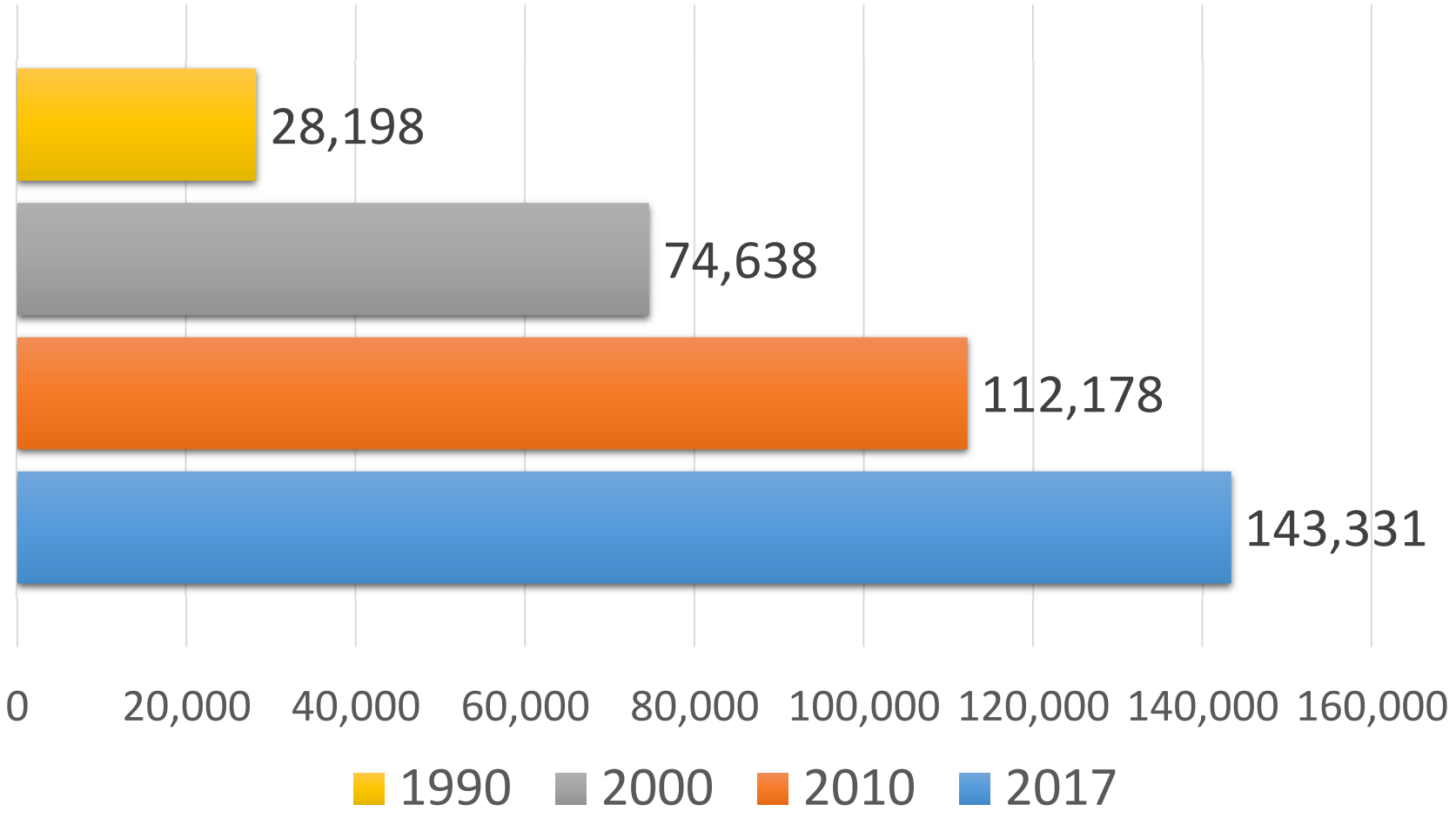
U.S. National Library of Medicine

National Network of Libraries of Medicine

ALA American Library Association

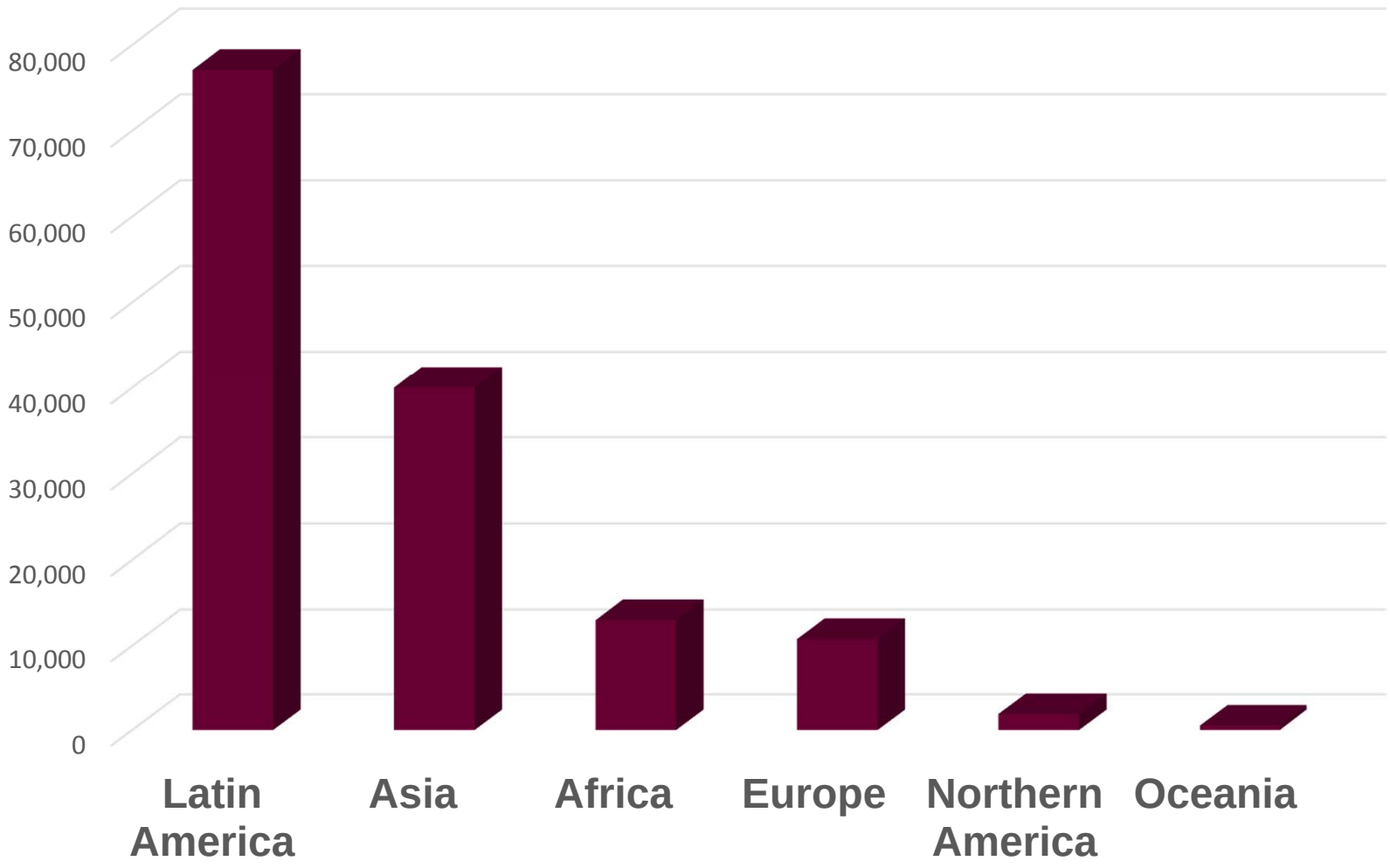
Population Trends in Nebraska

Nebraska Foreign-born Population



Sources: Nebraska Department of Health and Human Services & Migration Policy Institute

Region of Birth



Source: Migration Policy Institute, State Immigration Data Profiles

How many of the top 15 non-English languages spoken in Nebraska can you list?

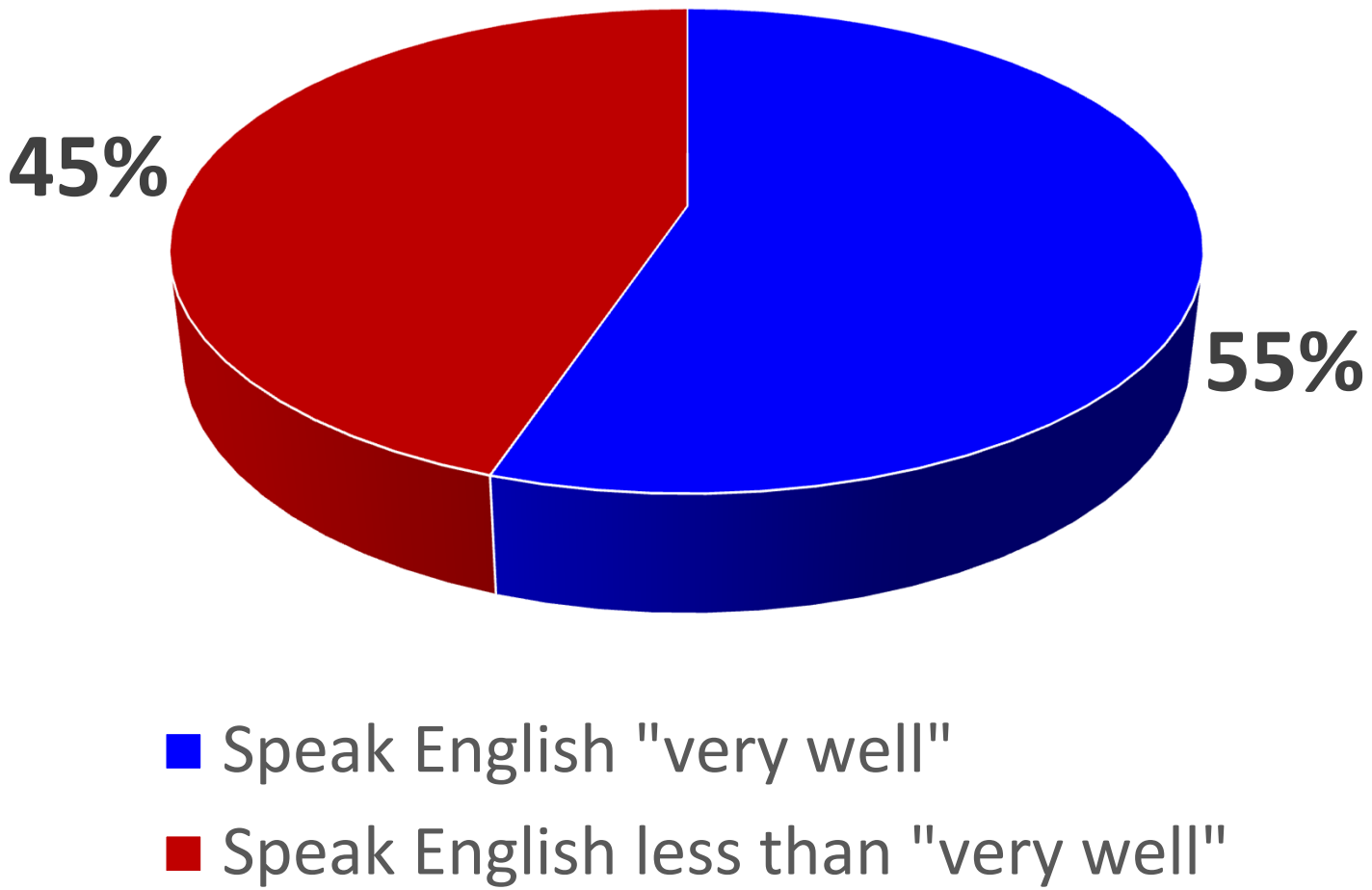
Top Non-English Languages in NE

Language	NE Pop.
Spanish	139,740
Vietnamese	5,640
Chinese (inc. Mandarin, Cantonese)	5,368
Nepali, Marathi, or other Indic languages	5,191
German	4,992
Amharic, Somalia & other Afro-Asiatic languages	4, 287
Arabic	4,626
French (incl. Cajun)	4,147
Swahili or other languages of Central/Eastern/Southern Africa	3,845
Thai, Lao, or other Tai-Kadai languages	3,008
Other Indo-European languages	2,603
Tagalog (Inc. Filipino)	1,855
Russian	1,851
Hindi	1,824
Korean	1,600

Source: U.S. Census Bureau, 2017 American Community Survey

English Language Proficiency:

(NE Residents that Speak a Language other than English)



Sources: U.S. Census Bureau, 2013-2017 American Community Survey

Limited English Proficiency (LEP) Population

County	# Who Speak English less than "very well"	% of Population
Colfax	2,764	28.6%
Dakota	3,340	17.8%
Dawson	3,441	15.7%
Saline	1,624	12.10%
Hall	5,894	10.4%
Platte	2,257	7.4%
Douglas	36,671	7.2%
Dodge	2,216	6.5%
Madison	1,940	6%
Lancaster	13,422	4.7%

Sources: U.S. Census Bureau, 2013-2017 American Community Survey

Where to Find Population and Language Data

- United States Census Bureau
- State and Local Public Health Departments
- Community Health Needs Assessments
- Centers for Medicare & Medicaid
- School Districts
- Immigration organizations

Multilingual & Multicultural Health Information

BECAUSE QUALITY INFORMATION HELPS YOU MAKE BETTER HEALTH DECISIONS.

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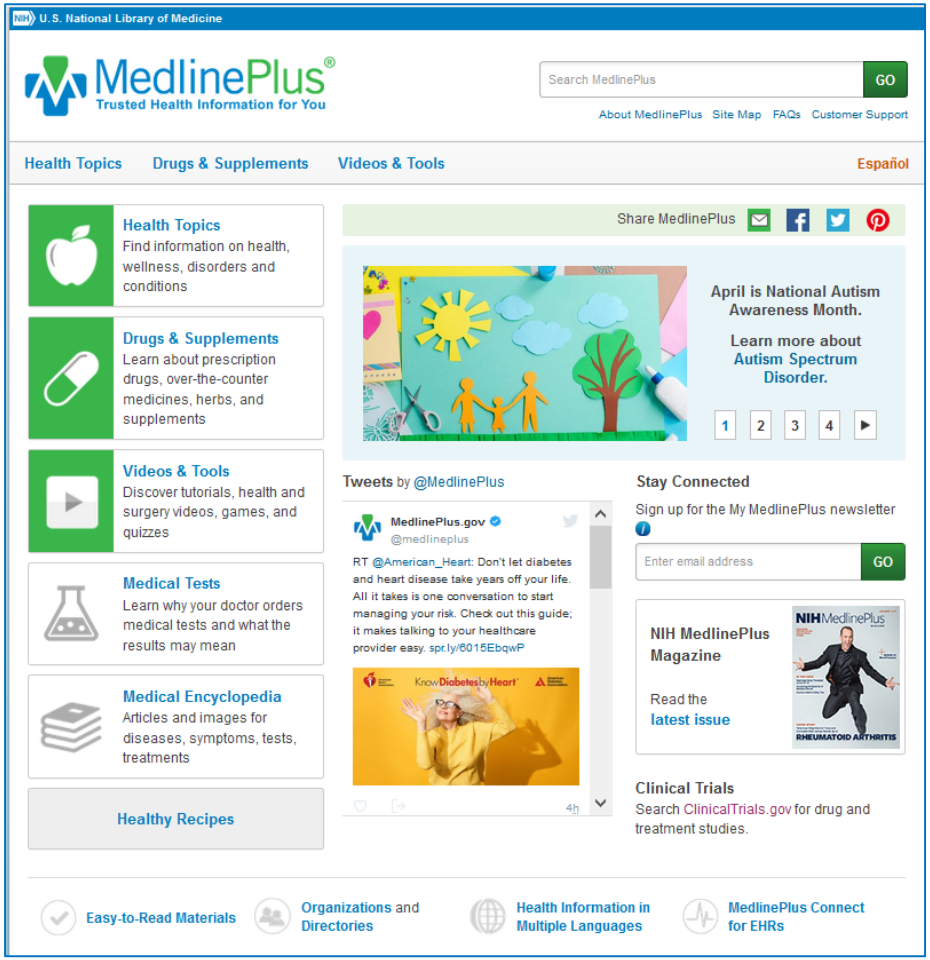

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https://medlineplus.gov/spanish/

U.S. National Library of Medicine

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Find information on health, wellness, disorders and conditions

Drugs & Supplements
Learn about prescription drugs, over-the-counter medicines, herbs, and supplements

Videos & Tools
Discover tutorials, health and surgery videos, games, and quizzes

Lab Test Information
Learn why your doctor orders laboratory tests and what the results may mean

Medical Encyclopedia
Articles and images for diseases, symptoms, tests, treatments

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Coping with cancer?

Find tips for living with your disease.

1 2 3 4 ▶

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Today is the International Day of Persons with Disabilities - a day to celebrate diversity and promote the human rights of people with #disability Learn more: ow.ly/OWxL30mQB2p

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Easy-to-Read

How to Write Easy-to-Read Health Materials

Go to: A B C D E F G H I J K L M N O P Q R S T U V W XYZ

A

A1C

- Know Your Blood Sugar Numbers: Use Them to Manage Your Diabetes (National Diabetes Education Program)
  Also in Spanish

Acne

- What Is Acne? (National Institute of Arthritis and Musculoskeletal and Skin Diseases)
  Also in Spanish

African American Health

- African Americans and High Blood Pressure (American Heart Association) - PDF
- Celebrate the Beauty of Youth (National Institute of Diabetes and Digestive and Kidney Diseases)
- Stay Fit as You Mature (National Institute of Diabetes and Digestive and Kidney Diseases)

Alcohol

- Alcohol Facts (National Institute on Drug Abuse)
  Also in Spanish
- Alcohol Overdose: The Dangers of Drinking Too Much (National Institute on Alcohol Abuse and Alcoholism)
- Alcohol: A Women's Health Issue (National Institute on Alcohol Abuse and Alcoholism)

How to Write Easy-to-Read Health Materials

Medical concepts and language can be complex. People need easily understandable health information regardless of age, background or reading level. MedlinePlus offers guidelines and resources to help you create easy-to-read health materials.

What are easy-to-read (ETR) materials?

ETR materials are written for audiences who have difficulty reading or understanding information. These materials can also benefit people who prefer reading easy-to-read information.

How do you create easy-to-read materials?

Writing ETR materials involves several important steps:

- Plan and Research
- Organize and Write
- Evaluate and Improve
- Inform Us and Stay Informed

ANSWERS by heart

Cardiovascular Conditions

American Heart Association®

life is why™

What are Heart Disease and Stroke?

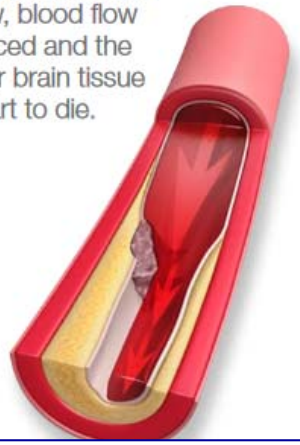
There are many types of heart and blood vessel diseases. Many of them can be prevented. Here are some key steps you can take:

- Don't smoke, and avoid second-hand smoke.
- Lower your blood pressure if it's high.
- Eat a healthy diet low in saturated fat, *trans* fat, and sodium (salt).
- Be physically active.
- Reach and maintain a healthy weight.
- Get regular medical check-ups.
- Follow your doctor's orders for taking medicine.
- Control your blood sugar if you have diabetes.

Over time, fatty deposits called plaque develop in the walls of the arteries that supply the heart or brain with blood.

If the plaque becomes unstable and ruptures, a clot begins to form inside the artery.

As the clot continues to grow, blood flow is reduced and the heart or brain tissue can start to die.



If the clot completely blocks the artery or breaks off, a heart attack or stroke can occur.

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Health Topics
Find information on health, wellness, disorders and conditions

Drugs & Supplements
Learn about prescription drugs, over-the-counter medicines, herbs, and supplements

Videos & Tools
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Learn why your doctor orders laboratory tests and what the results may mean

Medical Encyclopedia
Articles and images for diseases, symptoms, tests, treatments

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Find tips for living with your disease.

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Health Information in Multiple Languages

Use these links to find health information in languages other than English. See our quality guidelines for how we select the links on these pages.

Browse information in multiple languages by health topic.

Albanian (Gjuha Shqipe)

Amharic (Amaríñña / አማርኛ)

Arabic (العربية)

Armenian (Հայերեն)

Bengali (Bangla / বাংলা)

Bosnian (bosanski)

Burmese (myanma bhasa)

Cape Verdean Creole (Kabuverdianu)

Chinese, Simplified (Mandarin dialect) (简体中文)

Chinese, Traditional (Cantonese dialect) (繁體中文)

Chuukese (Trukese)

Dari (دری)

Dzongkha (ཇོང་ཁ)

Farsi (فارسی)

French (français)

German (Deutsch)

Guiarati (ગુજરાતી)

HealthReach
Health Information In Many Languages

Visit HealthReach for additional multilingual health information.

Health Information in Multiple Languages - All Health Topics

Go to: A B C D E F G H I J K L M N O P Q R S T U V W XYZ

A

Abortion

Acute Bronchitis

Advance Directives

After Surgery

Alcohol

Alcoholism and Alcohol Abuse

Allergy

Alzheimer's Disease

Anal Disorders

Anemia

Angina

Angioplasty

Animal Bites

Ankle Injuries and Disorders

Anthrax

Sinh Thiết Vú

Breast Biopsy

A biopsy is the removal of pieces of tissue, which are then sent to a lab for testing. A breast biopsy may be needed when other tests show something in the breast that needs to be checked more closely. If a lump is present, it may be removed at the same time as the biopsy. Lymph nodes around the area may also be checked. Your doctor will review the results of your biopsy with you at your next visit and talk to you about treatment if needed.

There are different types of breast biopsies. Your doctor has ordered a:

- ❑ Fine Needle Aspiration (FNA)
- ❑ Core Needle Biopsy
- ❑ Stereotactic Biopsy
- ❑ Excisional Biopsy

Sinh thiết là lấy vài mẫu mô, rồi gửi tới phòng thí nghiệm để thử nghiệm. Phải làm sinh thiết vú khi các xét nghiệm khác cho thấy có vật gì trong vú cần phải kiểm tra kỹ lưỡng hơn. Nếu có bướu, thì có thể lấy bướu ra cùng lúc khi làm sinh thiết. Các hạch bạch huyết chung quanh vùng sinh thiết cũng có thể được kiểm tra. Bác sĩ sẽ xem lại kết quả sinh thiết cùng với quý vị trong lần khám bệnh kế tiếp và chỉ cho biết phương pháp điều trị cần thiết.

Có nhiều loại sinh thiết vú khác nhau. Bác sĩ của quý vị đã yêu cầu thể thức:

- ❑ Thuật dùng kim nhỏ lấy mẫu mô (Fine Needle Aspiration, hay FNA)
- ❑ Sinh thiết dùng ống dò
- ❑ Sinh thiết tựa trục
- ❑ Sinh thiết cắt

HealthReach
Health Information In Many Languages

NIH U.S. National Library of Medicine

Home | Provider Info | A-Z Index | Data Viz

A A A

Search for Patient Education Materials

Find multilingual, multicultural health information and patient education materials about health conditions and wellness topics. Learn about diseases, causes, symptoms, treatment, and prevention. Materials may be available as printable documents, audio, and video.

Search

All Languages | All Formats | All Authors

Featured Resources

Opioid Misuse and Addiction Resources NEW

In response to the current opioid crisis, the National Library of Medicine partnered with Healthy Roads Media to produce a collection of materials that teach people about opioids and opioid misuse. The collection has 22 easy-to-read handouts, videos, and audio recordings in English and Spanish.

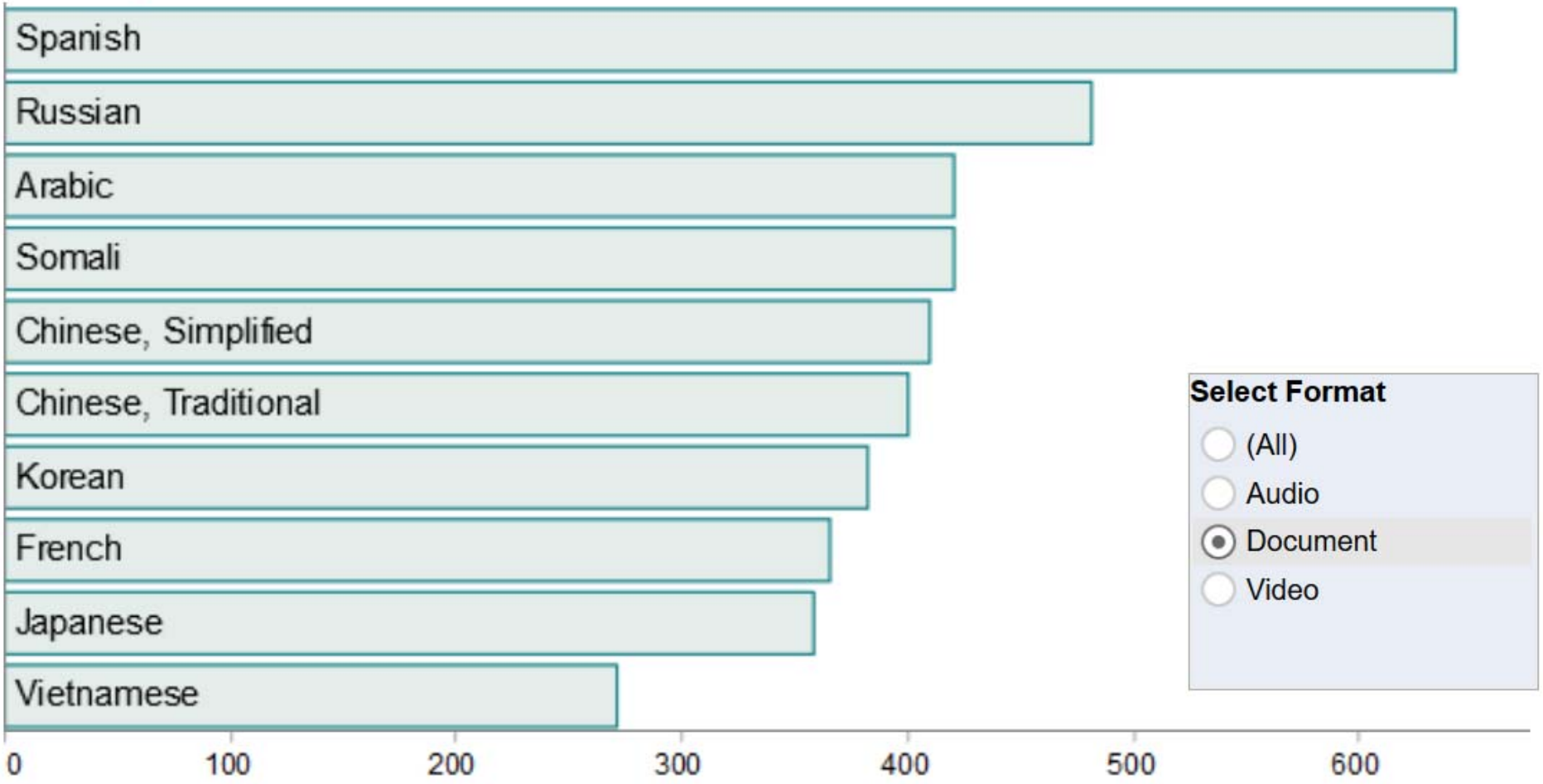
Opioids

1. Basics
2. Pain
3. Prescription opioid medicines
4. Opioid pain medication management
5. What you should know if your child is prescribed opioids for pain

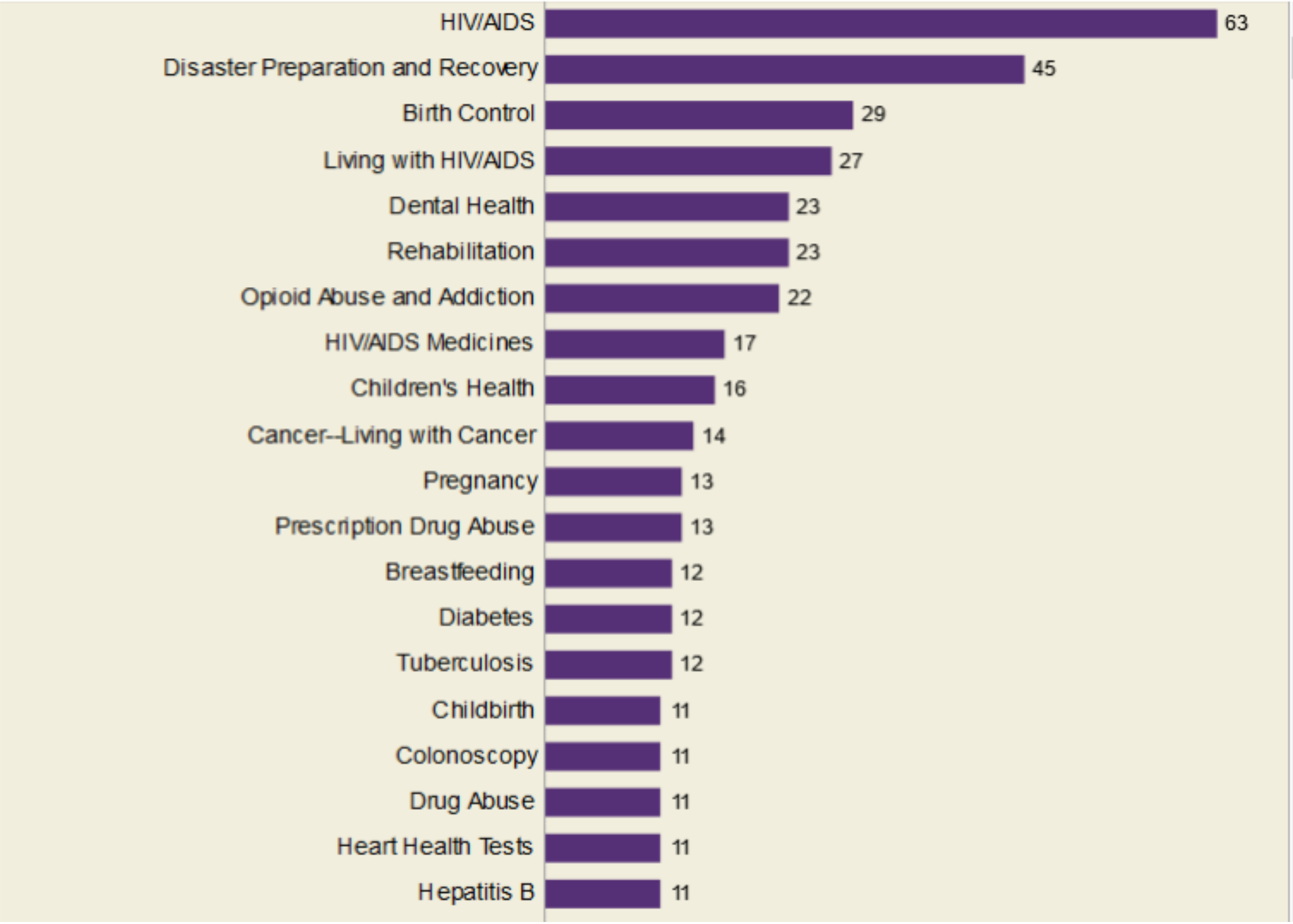
https://healthreach.nlm.nih.gov/

Top 10 Non-English Languages in HealthReach Collection

Filtered by Document Format



Health Topics by Number of Titles



Health and Well-Being 1 - Stress

Resource Properties

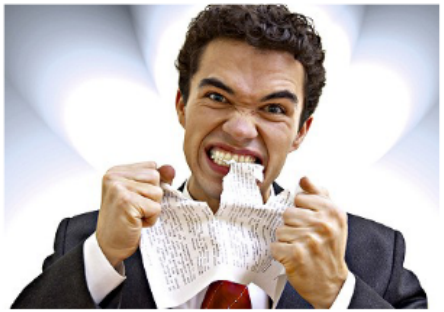
Abstract:
This two-page handout educates people about stress. It identifies some common causes of stress, including pressure from changes such as moving to a new country or learning a new language. It offers ways people can cope with stress and find relief, such as exercise.

Author(s): Siloam Health
Country of Origin: United States
Medical Reviewer: Coming soon
Other Reviewer: Coming soon
Development Method: Resource developed in English and translated into other languages
Translation Method: Translated by translation company. Reviewed by second translator at translation company
Community Participation: coming soon
Country: N/A
Population: N/A
Resource Creation Date: Coming soon
Copyright: Licensed by Creative Commons
Last Reviewed by Author(s): 1/1/2015
Record Last Updated: 12/13/2018

Access Resource

Language	Document	Video	Audio
English	Open (PDF, 107 KB)		
Amharic	Open (PDF, 278 KB) Split Screen (PDF, 278 KB)		Listen (MP3, 830 KB)
Arabic	Open (PDF, 271 KB) Split Screen (PDF, 271 KB)		
Levantine (Arabic dialect)			Listen (MP3, 697 KB)
Sudanese (Arabic dialect)			Listen (MP3, 832 KB)
Burmese	Open (PDF, 220 KB) Split Screen (PDF, 220 KB)		Listen (MP3, 542 KB)
Dari	Open (PDF, 199 KB) Split Screen		Listen (MP3, 815 KB)

Stress



Some causes of stress include *

- moving to a new country
- being unemployed
- being worried about money
- having to learn a new language or culture
- being dependent on others

စိတ်ဖိစီးမှု

စိတ်ဖိစီးမှုဖြစ်ရသည့်အကြောင်းရင်း
အချို့တွင်အောက်ပါတို့ပါဝင်သည်*

- အလုပ်လက်မဲ့ဖြစ်ခြင်း
- နိုင်ငံသစ်သို့ရွှေ့ပြောင်းခြင်း
- ငွေကြေးအတွက်စိတ်ပူပင်ရခြင်း
- ဘာသာစကားသို့မဟုတ်ယဉ်ကျေးမှုအသစ်ကိုလေ့လာသင်ယူရခြင်း
- အခြားသူများကိုမှီခိုအားထားရခြင်း

Provider Information

Discover resources, cultural backgrounders, clinical tools, and guidance about specific immigrant, refugee, and asylee populations. This collection of cross-cultural health resources and information helps healthcare providers and educators working with emerging populations.

International Organizations

International Rehabilitation Council for Torture Victims: Media and Resources Publications

The International Rehabilitation Council for Torture Victims (IRCT) aims to become a hub of global information on the rehabilitation of torture victims and prevention of torture, and has published a growing number of reports, documents, handbooks, and guides.

- Strategy
- Annual Reports
- Country Reports
- Other Reports
- Thematic Reports
- 26 June*
  - The Global Report on the UN International Day in Support of Victims of Torture provides information about the activities that take place worldwide in connection with 26 June
- Torture Journal

UNICEF Data Publications

UNICEF promotes the rights and wellbeing of children in 190 countries and territories to overcome obstacles produced by poverty, violence, disease, and discrimination.

- Data by country & topic
- Publications
- Datasets

Provider Information

Resources from over 30 agencies & organizations!

Multilingual Information

Articles

Add Your Materials to HealthReach

https://healthreach.nlm.nih.gov/submit-your-resources

National Institute on Minority Health and Health Disparities

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What can we help you find?

Home > Programs > Education, Training and Outreach Programs > Reaching People in Multiple Languages > Health Information in Multiple Languages

- Extramural Research
- Intramural Research
- NIMHD Collaborations
- Education, Training and Outreach
- NIMHD Health Disparities Research Institute

Health Information in Multiple Languages

This information portal leads to health resources from across NIH for selected priority health areas. The languages for each condition are chosen to reach populations with particular health disparities. Note that racial and ethnic indicators are based on the research data cited. Additional resources will continue to be added as they become available.

Cancer

Related Information

About Limited English Proficiency

Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency PDF (482 KB)

https://www.nimhd.nih.gov/programs/edu-training/language-access/health-information/

Health Topics

- Cancer
- Cardiovascular Disease (CVD)
- Dementia
- Diabetes
- HIV/AIDS
- Immunizations
- Infant Mortality
- Mental Health
- Substance Abuse

Languages Included: Spanish, Hindi, Korean, Chinese, Tagalog, Vietnamese, Japanese, Bengali

Diabetes

Diabetes is more common among all members of racial and ethnic minorities studied than among Whites. Nearly 13 percent of Hispanics/Latinos age 20 and older have been diagnosed with diabetes, as have 9 percent of Asian Americans.[1]

Among Hispanics/Latinos, diabetes is more common among Puerto Ricans and Mexican Americans; it is less common among Cubans and Central and South Americans, but even among these groups, diabetes is more common than it is among Whites.[1]

Diabetes Resources in Spanish:

National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK)

Información sobre diabetes de NIDDK (Diabetes Information from NIDDK)

MedlinePlus

Información sobre diabetes de MedlinePlus (Diabetes Information from MedlinePlus)

Diabetes Resources in Asian Languages:

বাংলায় ডায়াবেটিস সংক্রান্ত তথ্য (Diabetes Information in Bengali)

मधुमेह (डायबिटीज़) के बारे में हिन्दी में जानकारी (Diabetes Information in Hindi)

糖尿病の情報（日本語 (Diabetes Information in Japanese)

中文的糖尿病信息(Diabetes Information in Chinese)

Impormasyon sa Diyabetis sa Tagalog (Diabetes Information in Tagalog)

References

1. Centers for Disease Control and Prevention, National Center for Chronic Disease Prevention and Health Promotion. National Diabetes Statistics Report 2017. PDF

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EthnoMED

Integrating cultural information into clinical practice

Cultures | Clinical Topics | Patient Education | Cross-Cultural Health | Calendar

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Feature: April/May 2019

The North American Refugee Health Conference (NARHC) is the largest refugee health conference of its kind globally and it offers access to recent research and best practices in refugee health. The 2019 conference will be held in Toronto from June 14-16. Themes for this year's conference will include the Rohingya crisis, Trauma, and Resiliency. Refugee health professionals and experts from related disciplines interested in addressing challenges for optimal care, research and advocacy for the refugee patient population and self-care for healers are encouraged to attend. For more details and registration information please visit https://www.northamericanrefugeehealth.com.

Fasting Holidays: Consider Medical Implications for Some Patients

- **Abiy Tsom:** March 4th - April 28th is the Ethiopian Orthodox Great Holy Lent Fast lasting 55 days culminating on Easter April 28, 2019, observed by followers of the Ethiopian Orthodox Church. Other Orthodox Christians may also be fasting during this season. The fast involves total abstention from meat, dairy products and eggs and only one meal a day is eaten, taken in the evening or after 3:00pm. Medical assessment and educational counseling should be provided for all patients with chronic medical conditions that require daily medication. **Read more...**
- **Ramadan:** It is anticipated that Ramadan in 2019 will start Monday, May 6th and last until Tuesday, June 4th (note that in the Muslim calendar, a holiday begins on the sunset of the previous day, so observing Muslims will celebrate Ramadan beginning on the sunset of Sunday

Welcome To EthnoMed

EthnoMed contains information about cultural beliefs, medical issues and related topics pertinent to the health care of immigrants to Seattle or the US, many of whom are refugees fleeing war-torn parts of the world.

EthnoMed Newsletter & Twitter

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Donations made to the **EthnoMed Community Outreach Fund** support the development of this website and creation of its educational content. Please

https://ethnomed.org/

S*P*I*R*A*L

SELECTED PATIENT INFORMATION RESOURCES IN ASIAN LANGUAGES

View SPIRAL in the following languages:

Cambodian Khmer
Chinese 简体中文/繁體中文
English
Hmong Hmoob
Japanese 日本語
Korean 한국어
Laotian Lao
Thai ภาษาไทย
Vietnamese Tiếng Việt

Feature: Influenza ("The Flu")

View Information: Topic | Language

Web Resources

Suggest a Resource for SPIRAL

About SPIRAL

SPIRAL Brochures and Fliers

http://spiral.tufts.edu/

Health Information Translations

Quality health education resources for diverse populations

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Search by Language

Other Links

Contact Us

Health Information Translations provides education resources in multiple languages for health care professionals and others to use in their communities. Resources are easy to read and culturally appropriate.

The Ohio State University
Wexner Medical Center

Mount Carmel

Central Ohio Hospital Council

OhioHealth

Nationwide Children's
When your child needs a hospital, everything matters.

Share

https://www.healthinfotranslations.org/

Consumer Health Information in Many Languages Resources

A collaboration of the NNLM Consumer Outreach Librarians

Resources with Items in Multiple Languages

Cancer Index
http://www.cancerindex.org/clinks13.htm
Cancer Resources: Dutch, Finnish, French, German, Greek, Italian, Japanese, Portuguese, Spanish and Others.

EthnoMed
http://ethnomed.org
Cultural Competency Resources and Patient Education Materials for: Amharic, Cambodian, Chinese, Eritrean, Ethiopian, Oromo, Somali, Spanish, Tigrean, Vietnamese and others.

HealthReach
https://healthreach.nlm.nih.gov/
Multilingual information for health professionals, refugees and asylees (in print, audio and video formats).

Health Info Translations
http://www.healthinfotranslations.com/
Use the drop-down box to choose a language - Chinese Simplified and Traditional, French, Japanese, Korean, Russian, Somali, Spanish, Ukrainian, Hindi, Vietnamese, and Arabic

Health Translations Online Directory
http://www.healthtranslations.vic.gov.au/
From Australia, this database contains links to government, hospital, community health center and other agency online multilingual resources in numerous languages.

https://nnlm.gov/consumer-health-information-many-languages-resources

U.S. Department of Health & Human Services

www.hhs.gov

Outreach Activities & Resources

SPECIALIZED INFORMATION SERVICES

National Library of Medicine
National Institutes of Health

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Outreach Projects

- Disaster Health
- Environmental Health
- Health Professionals
- HIV/AIDS
- Library Science
- Minority and Ethnic Populations
- Specific Populations
- Students/Educators

Resource & Tools

- Funding Opportunities
- Training Resources
- Promotional Materials

About Us

- Outreach & Special Populations Branch
- NLM Outreach Programs
- Specialized Information Services Division
- Staff Publications

Announcements

See the Outreach Blog for the latest news!

Connect with NLM

Multi-Cultural Resources for Health Information

- Cultural Competency
- Data
- Dictionaries, Glossaries, and Online Translation Tools
- Funding Opportunities
- Health Literacy
- Health Resources in Multiple Languages
- Health Information Interpretation and Translation
- Law, Policy, and Standards
- Limited English Proficiency

https://sis.nlm.nih.gov/outreach/multicultural.html

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Consumer Health Information Resource Service (CHIRS)

- Available to: residents of Nebraska and patients & families at Nebraska Medicine.
- Medical librarian will research health information for you.
- Information is sent by email or mail.

http://unmc.edu/library/consumer

Thank You!

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University of Nebraska℠ Medical Center

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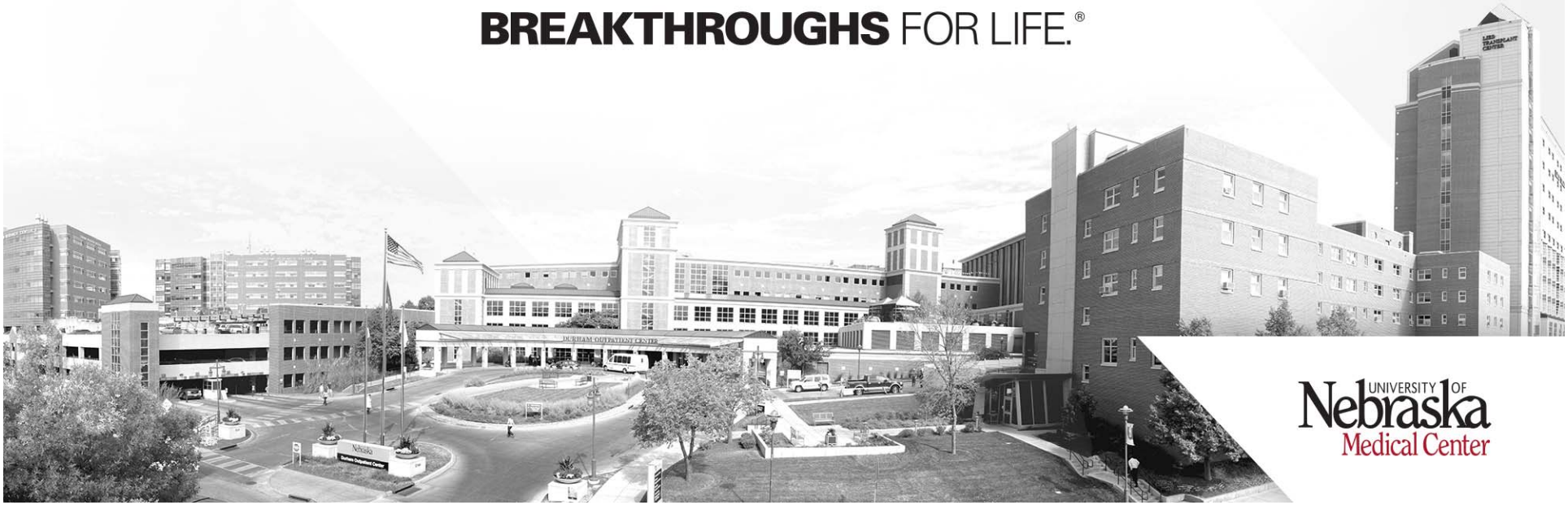

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