



DiversityPreparedness.Org E-Newsletter

Produced by the Center for Health Equality at the Drexel University School of Public Health with support from the U.S. Department of Health & Human Services' Office of Minority Health.

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Dear Colleagues,

Welcome to the Seventh Issue of the DiversityPreparedness.Org E-Newsletter. This issue provides resources pertaining to the Haiti earthquake, updates on the H1N1 situation, and features Online Disaster Education and Cultural Competence as the Topic of the Month, providing links to a variety of free online training opportunities. Additionally, we spoke with Guadalupe Pacheco of the USDHHS Office of Minority Health about a new online training program—Cultural Competence Curriculum for Disaster Preparedness and Crisis Response.

Director's Desk:

Thoughts from Dennis P. Andrulis, PhD, MPH, Director of the Center for Health Equality and Associate Dean for Research at the Drexel University School of Public Health.



Disaster Events, Emergency Responders and Diverse Communities: What About the Role of the Emergency Service Organization?

The U.S. has taken major steps in providing guidance to agencies for training and educating public health and emergency management personnel in preparing for and responding to disasters. For example, in December 2009 the U.S. Department of Health and Human Services (USDHHS) released the **National Health Security Strategy**, which offers guidance to strengthen and sustain emergency response systems by building community resilience. A September 2009 Institute of Medicine report, **Guidance for Establishing Crisis Standards of Care for Use in Disaster Situations**, offers direction to state and local public health officials on how to ensure that adequate care is provided during emergency situations. Other issuances from federal, state, and local agencies have offered training and education programs for responders and others with an explicit focus on the needs of diverse populations. For example, Montgomery County, Maryland developed an **Emergency Preparedness Training Curriculum for Latino Health Promoters**, while other local efforts have featured similar culturally-relevant initiatives. Perhaps one of the most extensive set of preparedness courses focused on race, ethnicity and culture was developed under the auspices of the USDHHS Office of Minority Health (OMH). The **Cultural Competence Curriculum for Disaster Preparedness and Crisis Response**, grounded in OMH's National Guidance on Culturally and Linguistically Appropriate Services issued in 2001, focuses on educating and training responders on three primary areas of priority: culturally competent care, language assistance and organizational supports.

The topic of organizational supports is often given short shrift, as training and education programs frequently focus on individuals or actions that agencies should take. What tends to be missing is an internal look at the organizations responsible for providing assistance. What are the organization's strengths that directly apply to preparedness or could be adapted for that purpose? What are its gaps or areas where programs are not working effectively? What should the organization be doing internally and externally? What resources does one part of an organization have that could benefit other parts?

Organizational assessments of cultural competence for disaster preparedness and response offer significant opportunities for agencies charged with major roles to take inventory of their activities in an ordered way and evaluate how well they are working discretely and with other actions. Organizations can take stock of and share their strengths, identify limitations, centralize data and information sources, and identify priorities.

As an example, one tool, based on health care settings provides suggestions on how organizations may approach and conduct assessments. The Cultural Competence Self-Assessment Protocol is founded on four "cornerstones" applicable to disaster preparedness, response and recovery: an organization's relationship with its community; the organizational administration's policies and emphases as they affect staff; interstaff relationships and communication; and the provider-individual interaction. Sections of the protocol offer the chance to document and evaluate: racial, ethnic and cultural characteristics including the organization's mission and commitment to meeting diverse community/individual needs; approaches to accommodating diversity, including human resource and training/education program opportunities; identifying and assessing links to priority communities both externally (outreach) and internally (capacity for addressing specific needs such as language assistance and database development).

The ability to order and understand the capacity of an organization engaged in disaster-related actions for diverse communities can save time and money as it can capitalize on internal strengths it may not know it has, and can provide a "holistic" view of status and challenges. Perhaps one of its greatest strengths lies in the acknowledgement that front line workers and the organization that employs them are not alone: that it too has its role to play in working to ensure that the most effective actions are taken to protect our diverse communities.



Topic of the Month: Online Disaster Education and Cultural Competence

Efforts to integrate the principles of cultural competence into emergency preparedness and response plans have gained momentum in recent years. While training and education are key to improving cultural competence, the economic recession has prompted cuts to the budgets of public health and emergency management agencies across the country—limiting opportunities for on-site training and education. Below is a list of free online courses and training modules on cultural competence and related topics, many of which offer continuing education credits.

- **Cultural Competency Curriculum for Disaster Response:** This set of online courses provides guidance for emergency personnel responding to the needs of diverse communities following a disaster. The curriculum is grounded in the Office of Minority Health's CLAS Standards which span the topics of culturally competent care, language access services, and organizational supports. The courses were developed by the Office of Minority Health and CECs are available.
- **Building Systems through Partnerships:** This online education session discusses the importance of emergency management in tribal nations. By the end of the session participants should be able to describe emergency management programs and activities in tribal nations in Washington State and discuss the importance of partnering with tribal nations. The course is provided by the Northwest Tribal Emergency Management Council.



- Culture and Health Literacy- Case Studies:** This online training module contains pre and post-tests and describes three local efforts to close the health literacy gap in Minnesota, including ECHO Minnesota which focuses on emergency preparedness in culturally diverse communities. The course was developed by the University of Minnesota School of Public Health and CECs are available.
- Ethical Issues in Disaster Response:** This online training module discusses ethical issues in disaster response as well as cultural competency. The course was developed by the North Carolina Center for Public Health Preparedness and CEUs are available.
- Special Needs Planning Considerations for Emergency Management:** This web-based course is designed to provide emergency management officials and first responders with a better understanding of special needs populations and strategies for partnering with the organizations that support them. The course is provided by FEMA and CEUs are available.
- Special Needs Populations in Disaster Response:** This introductory level course on disaster response focuses on the needs of special populations and discusses how culture and religion should be considered when designing and executing consequence management activities during a crisis. The course is provided by the South Central Public Health Partnership.
- Title VI—Cultural Competency:** This online training module provides general information on Title VI of the 1964 Civil Rights Act and the integration of culturally competent practices into public health preparedness and emergency response. The module is provided by the North Carolina Center for Public Health Preparedness and CEUs are available.

- Building Partnerships with Tribal Governments:** This computer-based course is designed to provide participants with basic knowledge to build effective partnerships with tribal governments to protect native people and property against all types of hazards. The course is provided by FEMA and CEUs are available.

Below are links to recent and upcoming events and initiatives as well as recently published reports and articles.

Events & Training:

2010 Public Health Preparedness Summit
Atlanta, GA
February 16-19, 2010

The 2010 Public Health Preparedness Summit, "Partners in Preparedness: Engaging a Community for a Successful Public Health Response," will provide a range of informative sessions on public health preparedness to enhance the capabilities of public health professionals. For more information on the Summit [CLICK HERE](#).

2010 Emergency Management Summit
Washington, DC
March 3-5, 2010

The Emergency Management Summit provides emergency managers, first responders, emergency physicians, and other professionals with the opportunity to increase their knowledge on how to best prepare for, respond to, and recover from disasters. For more information on the Summit [CLICK HERE](#).

2010 National Conference on Quality Health Care for Culturally Diverse Populations
October 18-21, 2010
Baltimore, MD

The 2010 National Conference on Quality Health Care for Culturally Diverse Populations, "Improving Health Care for Culturally Diverse Populations: A New Place on the National Health Agenda," provides the opportunity for networking and education through over 60 practice-oriented sessions on a wide range of topics, including: cultural competence training, culturally competent health care organization, culturally appropriate care to reduce disparities, and research /measurement. **Proposals are being accepted until February 1, 2010.** For more information [CLICK HERE](#).

Webinar: Emergency Communication and Response with Racial, Ethnic and Minority Communities

This Society for Public Health Education webinar, originally recorded in summer of 2009, describes risk communication issues specific to racial/ethnic minorities and awareness of, and compliance with, government issued H1N1 warnings. Participants of the webinar also discuss the role of Community Health Centers in serving diverse populations during public health emergencies. To access the webinar [CLICK HERE](#).

Preparation for Pandemic Flu: A Health Promoter Training Module

This training module, developed by the Montgomery County Advanced Practice Center, is designed to prepare health promoters to conduct educational interventions on pandemic flu preparedness. The module is designed to be used in combination with the [Emergency Preparedness Education for the Latino Community: Health Promoter Training Manual curriculum](#). Print copies of the module are available in both [English](#) and [Spanish](#).

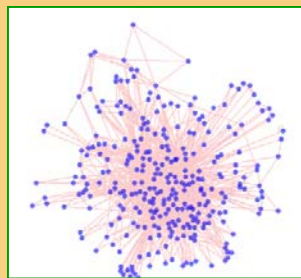
Emergency Preparedness Planning Toolkit for Diverse Populations

This online toolkit, developed by the Yale Center for Public Health Preparedness, provides resources to improve outcomes for diverse populations during a public health emergency by focusing on planning considerations. In addition to planning resources, the toolkit contains natural disaster-based HSEEP compliant tabletop exercises that users can customize to meet their needs. To access the toolkit [CLICK HERE](#).

Initiatives & Publications:

Improving Latino Disaster Preparedness Using Social Networks

This recent article from the *American Journal of Preventive Medicine* presents the findings from a randomized, longitudinal cohort study which tested methods to improve disaster preparedness in Latino communities in Los Angeles County. To view the full abstract and access the article [CLICK HERE](#).



Issue Brief: Preliminary Findings- Study of the Impact of the 2009 H1N1 Influenza Pandemic on Latino Migrant Farm Workers in the U.S.

This issue brief from the Center for Biosecurity of UPMC presents preliminary findings on the social threats to the health of Latino migrant farmworkers in connection with the 2009 H1N1 outbreak. Such threats include stigmatization, limited access to health care, and economic barriers which inhibit compliance with the recommendations of public health officials. Guidelines on the provision of the H1N1 vaccine to migrant farmworkers are also provided. To view the full issue brief [CLICK HERE](#).

CDC to Detroit Media: Trust is Crucial to Dispel H1N1 Hype

Drawing from examples in Detroit, this New America Media article discusses the role of trust in dispelling myths about H1N1 influenza. It emphasizes the importance of engaging ethnic media outlets and community leaders when developing and disseminating risk communication information due to low levels of trust in government in diverse communities. To view the article [CLICK HERE](#).

USDHHS National Security Strategy & Implementation Guide

This document presents the Nation's first National Health Security Strategy (NHSS) and is intended to help galvanize efforts to minimize the health consequences associated with significant health incidents. The NHSS was developed in consultation with a broad range of stakeholders and explicitly acknowledges issues surrounding language, culture, and trust. To view the NHSS and Implementation Guide [CLICK HERE](#).

IOM Report: Guidance for Establishing Crisis Standards of Care for Use in Disaster Situations

This consensus report provides guidance that can assist state and local public health officials, health-care facilities, and professionals in the development of systematic and comprehensive policies and protocols for crisis standards of care in disasters where resources are scarce. The report acknowledges the importance of engaging culturally diverse communities and features the [National Consensus Statement on Integrating Racially and Ethnically Diverse Communities into Public Health Emergency Preparedness](#). To view the full report [CLICK HERE](#).

Recent Events and Updates:

Haiti Earthquake:

The 7.0 magnitude earthquake which struck just outside Port au Prince, Haiti on January 12, 2010 has caused death and destruction of catastrophic proportions. The humanitarian crisis has set international aid organizations into action and mobilized the first wave of international relief workers. While the critical need for immediate disaster relief is without question, the complex nature of the emergency is likely to raise formidable cross-cultural challenges for international relief workers who are not familiar with the local language, customs, social structures, and communication systems. Below is a list a resources to assist disaster relief workers and international aid organizations in meeting these challenges—such as effectively working with lay translators and providing culturally competent mental health services.



Want to help? Below is a concise list of prominent disaster relief organizations:

- [Partner's in Health](#)
- [Doctors without Borders](#)
- [American Red Cross](#)
- [UNICEF](#)
- [Project HOPE](#)

Demographic, Socioeconomic, and Cultural Information:

- CIA World Factbook: [Haiti](#)
- U.S. Department of State: [Haiti](#)

Translated Materials:

- Medline Plus: [Translated Haitian Creole Health Information](#)
- Refugee Health Information Network: [Translated Haitian Creole Health Information](#)
- Hesperian Foundation: [Where There is No Doctor](#) (Haitian Creole), [Sanitation and Cleanliness booklet](#) (Haitian Creole), [Where Women Have No Doctor](#) (Haitian Creole)

Toolkits, Online Training, and Guides:

- John Hopkins Center for Refugee and Disaster Response: [Training in Qualitative Research Methods for PVOs and NGOs](#)

- Gender and Disaster Network: [Resources to inform gender-responsive approaches to disaster relief](#)
- World Health Organization: [Mental Health and Psychosocial Support in Emergencies](#)
- SAMHSA: [The Role of Culture in Helping Children Recover from a Disaster](#)
- University of South Florida: [Assuring Cultural Competence in Disaster Response](#)

Peer-Reviewed Articles:

- Ethnocultural Considerations in Disasters: [An Overview of Research, Issues, and Directions](#)
- Communicating Across Cultures: [Improving Translation to Improve Complex Emergency Program Effectiveness](#)

H1N1 Update:

Below are links to selected resources on H1N1 and the needs of culturally/ linguistically diverse communities. For a comprehensive list of resources and translated materials on H1N1 and pan flu [CLICK HERE](#).



- [CDC: American Indians and Alaska Natives Suffer Disproportionately High H1N1 Mortality Rate:](#) A CDC study recently published in *Morbidity and Mortality Weekly Report* indicates that AI/ANs are more than four times as likely to die from H1N1 than individuals of other racial/ethnic groups. The exact causes of this disparity are unknown—but it may be associated with high prevalence of chronic disease, high poverty, and limited access to health care among this population.
- [State-by-State At-Risk Populations H1N1 Resources:](#) The Association of State and Territorial Health Officials (ASTHO) has developed a state-by-state list of state health department activities to meet the needs of at-risk populations during the H1N1 pandemic
- [CDC Translated H1N1 Vaccination Materials:](#) The CDC has developed translated materials on the H1N1 vaccination in a wide variety of languages ([Amharic](#), [Arabic](#), [Armenian](#), [Bengali](#), [Chinese](#), [English](#), [French](#), [Haitian Creole](#), [Hmong](#), [Khmer/Cambodian](#), [Korean](#), [Oromo](#), [Portuguese](#), [Russian](#), [Somali](#), [Spanish](#), [Tagalog](#), [Turkish](#), [Urdu](#), and [Vietnamese](#)).

Voices from the Field: Guadalupe Pacheco¹, USDHHS Office of Minority Health

Established in 1986 by the U.S. Department of Health and Human Services (USDHSS), the Office of Minority Health (OMH), serves to advise the Secretary of USDHHS and the Office of Public Health and Science on health issues affecting racial and ethnic minorities.² In addition to serving in this advisory capacity, OMH supports numerous projects to promote culturally competent health care and reduce racial and ethnic health disparities.

In 2005, in the wake of Hurricane Katarina, OMH recognized the potential of expanding its work to the realm of disaster response and public health preparedness—resulting in support for the **National Resource Center on Emergency Preparedness and Cultural Diversity** and the **National Consensus Panel on Emergency Preparedness and Cultural Diversity**. Two years in the making, in the Summer of 2009 OMH launched the latest of its initiatives to reduce racial and ethnic disparities in disaster scenarios, **Cultural Competence Curriculum for Disaster Preparedness and Crisis Response**. This online series of training modules serves as a tangible and hands-on compliment to OMH's existing preparedness projects. We spoke with Guadalupe Pacheco of OMH to learn more about the impetus behind the project, the nature of the online training modules, and its successes to date.

As Mr. Pacheco explained, **Cultural Competence Curriculum for Disaster Preparedness and Crisis Response** is grounded in OMH's National Standards for Culturally and Linguistically Appropriate Services (CLAS). The curriculum integrates principles from the three major domains of CLAS standards—culturally competent care, language access services, and organizational services—with the ultimate goal of improving the quality of care provided to racial and ethnic minorities following a disaster. The training modules are geared to crisis response workers from a range of disciplines, including social work, disaster medicine, mental health, emergency management, and public health. Mr. Pacheco indicated that racial and ethnic minorities are statistically underrepresented in these professions, reinforcing the need for additional training to enhance knowledge about communicating across cultures among service providers.

The four distinct training modules provide concrete guidance on how to implement promising practices for meeting the needs of diverse communities in disasters. Many of the strategies offered supplement the recommendations of the National Consensus Panel on Emergency Preparedness and Cultural Diversity—such as how to use ethnic media as a vehicle for disseminating disaster information and methods for utilizing community and faith-based organizations as trusted community partners. As Mr. Pacheco described, the training modules are particularly unique as they include video clips depicting real life scenarios.

The full curriculum takes nine hours to complete and is asynchronous, meaning that it can be completed through multiple login sessions over an extended period of time. The web-based format was designed so that users could complete the curricula 24 hours a day, 7 days a week, from anywhere in the world. The training curriculum has been approved by numerous accrediting bodies—such as the Accreditation Council for Continuing Medical Education, the Continuing Education Coordinating Board for Emergency Medical Services, and the National Association for Social Workers—and up to nine Continuing Education Credits (CECs) are available upon its completion.

Descriptive statistics and user feedback indicate that the online curricula has been successful to date. Mr. Pacheco explained that nearly 1,100 CECs have been awarded since July 2009 and 89% of users state that “the course is an effective tool to increase their knowledge of cultural competence.” Social workers have been most active in completing the curriculum, followed by EMTs and psychiatrists/psychologists.

With state and local agencies across the country feeling the strain of recent budget cuts, online training serves as an alternative to face-to-face training sessions. As the nation continues to grow increasingly diverse, Cultural Competence Curriculum for Disaster Preparedness and Crisis Response is a no-cost and high quality strategy for improving cultural competence in disaster response scenarios.

1. Guadalupe Pacheco, MSW is Special Assistant to the Director, USDHHS Office of Minority Health
2. **Office of Minority Health website**

We encourage you to share the National Resource Center with your peers and colleagues and welcome you to link to the website. Please also feel free to e-mail your comments and any feedback to our team. We look forward to working with you to making this site a resourceful and useful tool in advancing the preparedness of our nation's diverse communities.

Sincerely,

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