

Appendix One

KEY WORDS USED IN LITERATURE REVIEW

I. KEYWORDS USED FOR CATEGORY A: CULTURALLY SENSITIVE INTERVENTIONS

- adherence
- clinical training and cultural issues
- complaint/grievance procedures
- conflict resolution training
- cultural health beliefs
- cultural matching
- cultural parity
- cultural practices and medicine
- cultural responsiveness
- culturally appropriate health services delivery
- culturally competent encounters
- culturally diverse staff
- demographic matching
- enrollment practices
- ethnic parity
- healing beliefs
- healing systems
- health professionals
- language access policies
- marketing
- matching
- modern medicine
- policy
- racial parity
- spiritual beliefs
- staff diversity
- systems
- traditional health practices
- western medicine
- workforce diversity

II. KEYWORDS USED FOR CATEGORY B: LANGUAGE ASSISTANCE

- bilingual
- certified interpreters
- communication
- conflict/grievance resolution process
- consult forms
- cross cultural communication
- intercultural communication
- interpreters
- language/communication barriers
- LEP
- medical instructions
- medical interpretation
- medical interpreters
- non-English language assistance
- non-English materials
- non-English speakers
- patient/consumer rights
- patient compliance/non-English
- patient history/interpreter services
- patient-provider communication
- signage
- telemedicine interpretation
- telephone communication/interpretation
- Title VI
- translation services
- translators
- translated materials
- translated written materials
- written notices

III. KEYWORDS USED FOR CATEGORY C: ORGANIZATIONAL SUPPORTS FOR CULTURAL COMPETENCE

- assessment
- audits
- community/family member inclusion
- community based needs assessment
- conflict management
- cross cultural conflict
- cultural brokering
- cultural competence
- cultural mediation
- cultural profiling
- data collection
- data collection requirements
- data standardization
- delivery plans
- demographic profiling
- ethnic groups
- ethnicity
- evaluation
- GIS
- goals
- immigrants
- information systems
- institutional agenda
- integrated data collection
- languages spoken
- management plans
- migrants
- needs assessment
- neighborhood mapping
- operational plans
- organizational/systematic assessment
- organizational policy on data collection
- performance evaluations
- policies
- population mapping
- race
- racial groups
- strategic plans
- structure
- systematic plans