## References

Abel, T. (2007). Cultural Capital in Health Promotion. In: McQueen, D., Kickbusch, I., Potvin, L., Pelikan, J., Balbo, L., & Abel, T., editors. Health Modernity. New York: Springer.

Adeyanju, M. (2008). Communication and cultural competence. In M. A. Perez & R. R. Luquis (Eds.), Cultural competence in health education and health promotion (pp. 147-162). San Francisco, CA: Jossey-Bass.

Ahn, A., Ngo-Metzger, Q., & Legedza, A. T. (2006). Complementary and alternative medical therapy use among Chinese and Vietnamese Americans. *American Journal of Public Health*, *96*(4),647–53.

American Cancer Society. (2006). Making treatment decisions: Curanderismo. Retrieved http://www.cancer.org/docroot/ETO/content/ETO\_5\_3X\_Curanderismo.asp?sitearea=ETO External Web Site Policy

American Medical Association. (2006). Improving communication, improving care: How health care organizations can ensure effective, patient-centered communication with people from diverse populations. Retrieved from http://www.ama-assn.org/resources/doc/ethics/pcc-consensus-report.pdf

American Nurses Association, Center for Ethics and Human Rights. (2015). Code of ethics for nurses with interpretive statements. Retrieved from

http://www.nursingworld.org/MainMenuCategories/EthicsStandards/CodeofEthicsforNurses/Code-of-Ethics-For-Nurses.html External Web Site Policy

American Occupational Therapy Association. (2011). AOTA's societal statement on health literacy. *American Journal of Occupational Therapy, 65*, S78-S79. doi:10.5014/ajot.2011.65S78

Anderson, L. M., Scrimshaw, S. C., Fullilove, M. T., Fielding, J. E., & Normand, J. (2003). Culturally competent health care systems: A systematic review. *American Journal of Preventive Medicine*, 24, 68–79.

Andrews, M. A., & Boyle, J. S. (2003). Transcultural concepts in nursing care. Philadelphia, PA: Lippincott Williams & Wilkins.

Anglin, C. (2008). Providing pediatric psychosocial support through patient library services in an outpatient hematology/oncology clinic. *Primary Psychiatry*, 15(7), 78–83.

Arksey, H., & O'Malley, L. (2005). Scoping Studies: Towards a Methodological Framework. *International Journal of Social Research Methodology, 8*(1), 19–32.

Baker, D., Gazmararian, J., Williams, M., Scott, T., Parker, R., Green, D., ... & Peel, J. (2002). Functional health literacy and the risk of hospital admission among Medicare managed care enrollees. *American Journal of Public Health*, *92*(8), 1278-1283.

Baker, D., Parker, R., Williams, M., & Clark, W. (1997). The relationship of patient reading ability to self-reported health and use of health services. *American Journal of Public Health*, 87(6), 1027-1030.

Baker, D., Parker, R., Williams, M., & Clark, W. (1998). Health literacy and the risk of hospital admission. *Journal of General Internal Medicine*, 13(12), 791-798.

Baker, D., Parker, M., Williams, M., Ptikin, K., Parikh, N., Coates, W., & Imara, M. (1996). The health care experience of patients with low literacy. *Archives of Family Medicine*, *5*(6), 329-334.

Barnes, L. L. (2004). Concept paper: Culturally competent care. Paper presented at the Consensus Building Meeting for the Culturally Competent Nursing Modules Project, Washington, DC.

Barnes, P. M., Powell-Griner, E., McFann, K., & Nahin, R. L. (2004). Complementary and alternative medicine use among adults: United States, 2002. (Advance data from vital and health statistics, No. 343). Hyattsville, MD: National Center for Health Statistics.

Beach, M. C., Cooper, L. A., Robinson, K. A., Price, E. G., Gary, T. L., Jenckes, M. W.,... Powe, N. R. (2004). Strategies for improving minority healthcare quality. (AHRQ Publication No. 04-E008-02). Retrieved from the Agency of Healthcare Research and Quality website: http://archive.ahrq.gov/downloads/pub/evidence/pdf/mingual/mingual.pdf

Bennet, C., Ferreira, M., Davis, T., Kaplan, J., Weinberger, M., Kuzel, T., ...& Sartor, O. (1998). Relation between literacy, race, and stage of presentation among low-income patients with prostate cancer. *Journal of Clinical Oncology*, *16*(9), 3101-3104.

Berkman, N. D., Sheridan, S. L., Donahue, K. E., Halpern, D. J., & Crotty, K. (2011). Low health literacy and health outcomes: An updated systematic review. *Annals of Internal Medicine*, *155*(2), 97-107. doi: 10.7326/0003-4819-155-2-201107190-00005

Betancourt, J.R. (2006). Improving quality and achieving equity: The role of cultural competence in reducing racial and ethnic disparities in health care. (Commonwealth Fund Publication No. 961). Retrieved from The Commonwealth Fund website:

http://www.commonwealthfund.org/~/media/Files/Publications/Fund%20Report/2006/Oct /Improving%20Quality%20and%20Achieving%20Equity%20%20The%20Role%20of%20Cultural%20Comp etence%20in%20Reducing%20Racial%20and%20Ethni/Betancourt\_improving quality achieving equity\_961%20pdf.pdf

Betancourt, J. R., Green, A. R., Carrillo, J. E., & Ananeh-Firempong, O. (2003). Defining cultural competence: A practical framework for addressing racial/ethnic disparities in health and health care. Public Health Reports, 118, 293–302. Retrieved from http://www.ncbi.nlm.nih.gov/pmc/articles/PMC1497553/pdf/12815076.pdf

Berlin, E., & Fowkes, W. (1983). A teaching framework for cross-cultural health care. *Western Journal of Medicine*, 139, 934–938.

Billek-Sawhney, B. & Reicherter, E. (2005). Literacy and the older adult: Educational considerations for health professionals. *Topics in Geriatric Rehabilitation*, *21*(4), 275–81.

Brach, C., & Fraser, I. (2000). Can cultural competency reduce racial and ethnic health disparities? A review and conceptual model. *Medical Care Research and Review*, *57*, 181-217.

Browning, N. (2002). Literacy of children with physical disabilities: A literature review. *Canadian Journal of Occupational Therapy*, 69(3), 176–82.

Campinha-Bacote, D. (2005, October 11). Health care literacy: Scope and impact. Paper presented at the Greater Cincinnati Association of Health Underwriters, Cincinnati, Ohio.

Campinha-Bacote, J. (2002a). A culturally competent model of care. Retrieved from http://transculturalcare.net

Campinha-Bacote, J. (2002b). The process of cultural competence in the delivery of healthcare services: A model of care. *Journal of Transcultural Nursing*, *13*(3), 181-184.

Canadian Association of Occupational Therapists. (2006). CAOT Position Statement Health and Literacy. Ottawa (Ontario): Canadian Association of Occupational Therapists.

Canadian Council on Learning. (2007). Initial results from the International Adult Literacy and Skills Survey. Health literacy in Canada. Contract No.: Document Number.

Carillo, J. E., Green, A. R., & Betancourt, J. R. (1999). Cross-cultural primary care: A patient-based approach. *Annals of Internal Medicine*, *103*, 829-834.

Castro, A. & Ruiz, E. (2009). The effects of nurse practitioner cultural competence on Latina patient satisfaction. *Journal of the American Academy of Nurse Practitioners*, 21(5), 278-86.

Centers for Disease Control and Prevention (n.d.). Health literacy for public health professionals. Retrieved January 12, 2017, from https://www.cdc.gov/healthliteracy/training

Costa, D. (2008). Facilitating health literacy. *OT Practice*, 13(15), 13–6.

Cross, T.L., Bazron, B. J., Dennis, K. W., & Isaacs, M. R. (1989). Towards a culturally competent system of care: A monograph on effective services for minority children who are severely emotionally disturbed. Washington, DC: CASSP Technical Assistance Center, Georgetown University Child Development Center.

DeRosa, N., & Kochurka, K. (2006) Implement culturally competent healthcare in your workplace. *Nursing Management*, *37*, 18-26.

DeWalt, D. A., Berkman, N. D., Sheridan, S., Lohr, K. N., & Pignone, M. P. (2004). Literacy and health outcomes: A systematic review of the literature. *Journal of General Internal Medicine*, 19, 1228–1239. https://doi.org/10.1111/j.1525-1497.2004.40153.x

Divi, C., Koss, R. G., Schmaltz, S. P., & Loeb, J. M. (2007). Language proficiency and adverse events in US hospitals: A pilot study. *International Journal for Quality in Health Care*, 19, 60-67.

Doak, C., Doak, L., & Root, J. (1996). Teaching patients with low literacy skill (2nd ed.). Philadelphia, PA: J. B. Lippincott Company. Retrieved from http://www.hsph.harvard.edu/healthliteracy/doak.html

Douglas, M. K., Pierce, J. U., Rosenkoetter, M., Callister, L. C., Hattar-Pollara, M., Lauderdale, J., & Pacquiao, D. (2009). Standards of practice for culturally competent nursing care: A request for comments. *Journal of Transcultural Nursing*, *20*, 257–269.

Dreeben, O. (2010). Patient Education and Communication Variables. In: Dreeben, O., editor. Patient education in rehabilitation. Sudbury, MA: Jones and Bartlett.

Ericksen, A. B. (2002, March 1). Culturally speaking. Healthcare Traveler. Retrieved from http://patientcareoline.mediwire.com/main/Default.aspx?P=Content&ArticleID=46934

Esposito, C. (2013). Provision of culturally competent health care: An interim status review and report. *Journal of the New York State Nurses Association*, *43*(2), 4-10.

Farmer, P. (1997). On suffering and structural violence: A view from below. In V. Das, M. Lock, & A. Kleinman (Eds.), Social Suffering (pp. 261-283). Berkeley, CA: University of California Press.

Finnie, R. K., Felder, T. M., Linder, S. K., & Mullen, P. D. (2010). Beyond reading level: A systematic review of the suitability of cancer education print and web-based materials. *Journal of Cancer Education*, 25(4), 497-505.

Friedland, R. (1998). New estimates of the high costs of inadequate health literacy. In: Proceedings of Pfizer Conference "Promoting Health Literacy: A Call to Action." October 7-8, 1998, Washington, DC: Pfizer, Inc., 6-10.

Fuller, K. (2002). Eradicating essentialism from cultural competency education. *Academic Medicine*, 77(3), 198-201.

Galanti, G. (2004). Caring for patients from different cultures. Philadelphia, PA: University of Pennsylvania Press.

Genao, I., Bussey-Jones, J., Brady, D., Branch, W.T., & Corbie-Smith, G. (2003). Building the case for cultural competence. *American Journal of the Medical Sciences*, 326(3), 136-140.

Giger, J., & Davidhizar, R. (2002). The Giger and Davidhizar Transcultural Assessment Model. Journal of *Transcultural Nursing*, *13*(3), 185-188.

Gilbert, M. J. (2003). Principles and recommended standards for cultural competence education of health care professionals. (Report prepared for the California Endowment). Retrieved March 10, 2005, from http://www.calendow.org/reference/publications/pdf/cultural/principles\_standards.pdf

Giuse, N.B., Koonce, T.Y., Storrow, A.B., Kusnoor, S.V., & Ye, F. (2012). Using health literacy and learning style preferences to optimize the delivery of health information. *Journal of Health Communication*, *17*, 122-140. doi: 10.1080/10810730.2012.712610

Glenn, B. (2013). Most patient education materials suffer from lack of readability, study says. JAMA Internal Medicine. Retrieved February 26, 2016, from http://medicaleconomics.modernmedicine.com/medical-economics/content/tags/jamainternal-medicine/most-patient-education-materials-suffer-lack-r

Goode, T.D. (2009). Promoting cultural and linguistic competency self-assessment checklist for personnel providing primary health services. National Center for Cultural Competence: Georgetown University Center for Child and Human Development University Center for Excellence in Developmental Disabilities. Retrieved from http://nccc.georgetown.edu/documents/Checklist%20PHC.pdf

Goode, T.D., & Dunne, C. (2003). Policy brief 1: Rationale for cultural competence in primary care. Washington, DC: National Center for Cultural Competence, Georgetown University Center for Child and Human Development.

Goode, T. D., Dunne, M. C., & Bronheim, S. M. (2006). The evidence base for cultural and linguistic competency in health care. (Commonwealth Fund Publication No. 962). Retrieved from The Commonwealth Fund website:

http://www.commonwealthfund.org/usr\_doc/Goode\_evidencebasecultlinguisticcomp\_962.pdf

Gordon, M., Hampson, R., Capell, H., & Madhok, R. (2002). Illiteracy in rheumatoid arthritis patients as determined by the Rapid Estimate of Adult Literacy (REALM) score. *Rheumatology*, *41*(7), 750-754.

Grantmakers in Health (2003, May 5). Lost in the translation: The role of language and culture in the health care setting. Washington, DC: Author. Retrieved from http://www.gih.org/usr\_doc/lost\_in\_the\_translation.pdf

Graves, D. L., Like, R. C., Kelly, N., & Hohensee, A. (2007). Legislation as intervention: A survey of cultural competence policy in health care. Journal of Health Care Law and Policy, 10(2), 339–361. Retrieved from http://thecqc.org/uploads/Graves\_et\_al.pdf

Green, J. (2008). Health education-the case for rehabilitation. Critical Public Health, 18(4), 447–56.

Green, M. A. (2005, May 9). Charting the course for DUHS nursing. *Duke University Medical Center & Health System Employee Newsletter, 14*(9).

Greenhalgh, T., Wood, G., Bratan, T., Stramer, K. & Hinder, S. (2008). Patients' attitudes to the summary care record and HealthSpace: Qualitative study. *British Medical Journal*, *336*(7656), 1290–5.

Greipp, M. E. (1995). Culture and ethics: A tool for analyzing the effects of biases on the nurse-patient relationship. *Nursing Ethics*, *2*(3), 211-221.

Griffin, J., McKenna, K, & Tooth, L. (2003). Written health education materials: Making them more effective. *Australian Occupational Therapy Journal*, *50*, 170–7.

Griffin, J., McKenna, K., & Tooth, L. (2006). Discrepancy between older clients' ability to read and comprehend and the reading level of written educational materials used by occupational therapists. *American Journal of Occupational Therapy, 60*(1), 70-80. doi:10.5014/ajot.60.1.70

Guthrie, D. (2004, August 9). From birth to burial, region adapts to culture: Islamic beliefs enter mainstream. Detroit News.

Hahn, E., & Cella, D. (2003). Health outcomes assessment in vulnerable populations: Measurement challenges and recommendations. *Archives of Physical Medicine and Rehabilitation, 84*(4 Suppl 2), S35–42.

Hallenbeck J. (2005, August). Fast facts and concepts #26: The explanatorymModel. End-of-Life Physician Education Resource Center, www.eperc.mcw.edu. Retrieved from http://www.eperc.mcw.edu/fastFact/ff\_026.htm

Hatzenbuehler, M. (2011). The social environment and suicide attempts in lesbian, gay, and bisexual youth. *Pediatrics*, 896-903.

Hasnain-Wynia, R., & Baker, D. W. (2006). Obtaining data on patient race, ethnicity, and primary language in health care organizations: Current challenges and proposed solutions. *Health Services Research*, *41*, 1501–1518. doi:10.1111/j.1475-6773.2006.00552.x

Hasnain-Wynia, R., Pierce, D., & Pittman, M. A. (2004). Who, when, and how: The current state of race, ethnicity, and primary language data collection in hospitals (Commonwealth Fund Publication No. 726). Retrieved from The Commonwealth Fund website:

http://www.commonwealthfund.org/~/media/Files/Publications/Fund%20Report/2004/May/Who %20%20When%20%20and%20How%20%20The%20Current%20State%20of%20Race%20%20Ethnicity% 20%20and%20Primary%20Language%20Data%20Collection%20in%20Ho/hasnain%20wynia\_whowhenhow 726%20 pdf.pdf

Health Research & Educational Trust, Institute for Diversity in Health Management. (2011). Building a culturally competent organization: The quest for equity in health care. Retrieved from http://www.hret.org/quality/projects/resources/cultural-competency.pdf

Hewison, A. (1995). Nurses' power in interactions with patients. *Journal of Advanced Nursing*, 21(1), 75-82.

Higgins, P. C., & Taylor, E. F. (2009). Measuring racial and ethnic disparities in health care: Efforts to improve data collection. Retrieved from Mathematica Policy Research website: http://www.mathematica-mpr.com/pdfs/health/DisparitiesHealthcare.pdf

Hills, M., Carroll, S., & Vollman, A. (2007). Health Promotion and Health Professions in Canada: Toward a Shared Vision. In: O'Neill, M., Dupéré, S., & Rootman, I., editors. Health promotion in Canada Critical perspectives. Toronto: Canadian Scholars' Press Inc.

Howard, D., Gazmararian, J., & Parker, R. (2005). The impact of low health literacy on the medical costs of Medicare managed care enrollees. *The American Journal of Medicine*, 118, 371-377.

Ingram, R. R. (2012). Using Capinha-Bacote's process of cultural competence model to examine the relationship between health literacy and cultural competence. *Journal of Advanced Nursing*, 68(3), 695-704.

Institute for Healthcare Improvement. (2007). IHI at Forefront of National Program to Advance Patient Self-Management of Care. Cambridge, MA. Contract No.: Document Number.

Institute of Medicine. (2001). Crossing the quality chasm: A new health system for the 21st century. Committee on Quality of Health Care in America. Washington, DC: National Academy Press. Retrieved from http://darwin.nap.edu/books/0309072808/html/39.html

Institute of Medicine. (2003). Unequal treatment: Confronting racial and ethnic disparities in health care. Retrieved from http://www.nap.edu/openbook.php?record\_id=10260&page=R1

Institute of Medicine. (2004a). Health literacy: A prescription to end confusion. Washington, DC: National Academy Press. Retrieved from http://darwin.nap.edu/books/0309091179/html

Institute of Medicine. (2004b). In the nation's compelling interest: Ensuring diversity in the health care workforce. Washington, DC: The National Academies Press.

Institute of Medicine. (2009). Race, ethnicity, and language data: Standardization for health care quality improvement. Retrieved from http://iom.edu/Reports/2009/RaceEthnicityData.aspx

Institute of Medicine. (2011). The future of nursing: Leading change, advancing health. Committee on the Robert Wood Johnson Foundation Initiative on the Future of Nursing. Washington, D.D.: National Academy Press. Retrieved from http://www.iom.edu/Reports/2010/The-Future-of-Nursing-Leading-Change-Advancing-Health.aspx

Interagency Working Group on LEP. (2001). Language assistance self-assessment and planning tool for recipients of federal financial assistance. Washington, DC: Civil Rights Division, Department of Justice. Retrieved from http://www.lep.gov/selfassesstool.pdf

International Reading Association. (2010). About the International Reading Association: The World's Leading Organization of Literacy Professionals.

Jenko, M., & Moffitt, S.R., (2006). Transcultural nursing principles. *Journal of Hospice and Palliative Nursing*, 8(3), 172-180.

Johnston, M., Diab, M., Kim, S., & Kirshblum, S. (2005). Health literacy, morbidity, and quality of life among individuals with spinal cord injury. *Journal of Spinal Cord Medicine*, 28(3), 230–40.

Johnson, M., & Webb, C. (1995). The power of social judgement: Struggle and negotiation in the nursing process. *Nurse Education Today*, *15*(2), 83-89.

The Joint Commission. (2010). Advancing Effective Communication, Cultural Competence, and Patientand Family-Centered Care: A Roadmap for Hospitals. Retrieved from http://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf

The Joint Commission. (2011). Advancing Effective Communication, Cultural Competence, and Patientand Family-Centered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT Community: A Field Guide. Retrieved from http://www.jointcommission.org/lgbt/default.aspx

Joyce, M.K. (2001). Team tips and problem solving tools. Washington, DC: Author.

Kaiser Permanente. (2006). Cultural issues in the clinical setting: General guidelines for providers using interpreters in a medical setting. Paper presented at Passport Health Plan's 2006 Conference.

Kaiser Permanente. National Diversity Council. (2001). A provider's handbook on culturally competent care: Latino population. Oakland, CA: Kaiser Foundation Health Plan, Inc.

Kaiser Permanente. National Diversity Council. (2003). A provider's handbook on culturally competent care: Asian and Pacific Islander population. Oakland, CA: Kaiser Foundation Health Plan, Inc.

Kalichman, S., Ramachandran, B., & Catz, S. (1999). Adherence to combination antiretroviral therapies in HIV patients of low health literacy. *Journal of General Internal Medicine*, *14*(5), 267-273.

Kalichman, S., Benotsch, E., Suarez, T., Catz, S., Miller, J., & Rompa, D. (2000). Health literacy and health-related knowledge among persons living with HIV/AIDS. *American Journal of Preventive Medicine*, 18(4), 325-331.

Kalichman, S., & Rompa, D. (2000). Functional health literacy is associated with health status and health-related knowledge in people living with HIV-AIDS. *Journal of Acquired Immune Deficiency Syndromes and Human Retrovirology*, 25(4), 337-344.

Keheler, H. (2009). Turning the key on health literacy to achieve better health outcomes. CDN Conference Darwin. September 10; 2009.

Keheler, H., & Hagger, V. (2007). Health Literacy in Primary Health Care. *Australian Journal of Primary Health*, 13(2), 24–30.

Kerr, M. J., Struthers, R., & Huynh, W. C. (2001). Work force diversity: Implications for occupational health nursing. *American Association of Occupational Health Nurses Journal*, 49, 14–20.

Kickbusch, I., Wait, S., & Maag, D. (2005). Navigating Health: The Role of Health Literacy. London. Contract No.: Document Number

Kickbusch, I. & Maag, D. (2008). Health Literacy. *International Encyclopedia of Public Health, 2008*, 204–11.

Kirsch, I., Jungeblut, A., Jenkins, L. & Kolstad, A. (1993). Adult Literacy in America: A First Look at the Results of the National Adult Literacy Survey (NALS). Washington, DC: National Center for Education Statistics, U.S. Department of Education.

Kleinman, A. (1980). Patients and healers in the context of culture. Berkeley, CA: University of California Press.

Kleinman, A., Eisenberg, L., & Good, B. (1978). Culture, illness and care: Clinical lessons from anthropologic and cross-cultural research. *Annals of Internal Medicine*, 88, 251-258.

Kountz, D. (2009). Strategies for improving low health literacy. *Postgraduate Medical Review, 121*(5), 171–7.

Kutner, M., Greenberg, E., Jin, Y., & Paulsen, C. (2006). The health literacy of America's adults: Results from the 2003 National Assessment of Adult Literacy (NCES 2006-483). Washington, DC: U.S. Department of Education, National Center for Education Statistics.

Leininger, M., & McFarland, M. (2002). Transcultural nursing: Concepts, theories, research and practice. New York: McGraw-Hill.

Leonard, B. J., & Plotnikoff, G. A. (2000). Awareness: The heart of cultural competence. *American Association of Clinical-Care Nurses Clinical Issues*, *11*(1), 51-59.

Levasseur, M. & Carrier, A. (2010). Do rehabilitation professionals need to consider their clients' health literacy for effective practice? *Clinical Rehabilitation*, *24*(8), 756–65.

Levasseur, M., & Carrier, A. (2012). Integrating health literacy into occupational therapy: Findings from a scoping review. *Scandinavian Journal of Occupational Therapy, 19*(4), 305-314. doi: 10.3109/11038128.2011.588724

Levine, S., Like, R., & Gottlieb, J. (2000). ETHNIC: A framework for culturally competent clinical practice. New Brunswick, NJ: University of Medicine & Dentistry of New Jersey, Robert Wood Johnson Medical School, Department of Family Medicine.

Levinson, W., Lesser, C.S., & Epstein, R.M. (2010). Developing physician communication skills for effective care. *Health Affairs*, 29(7), 1310-1318. doi:10.1377/hlthaff.2009.0450

Lipson, J. G., & Dibble, S. L. (Eds.). (2005). Culture and clinical care. San Francisco, CA: UCSF Nursing

Lurie, N., & Parker, R. (2007). Editorial: Moving health literacy from the individual to the community. *American Journal of Health Behavior*, *31*(Suppl 1), S6–7.

Mackert, M., Ball, J., & Lopez, N. (2011). Health literacy awareness training for healthcare workers: Improving knowledge and intentions to use clear communication techniques. *Patient Education and Counseling*, 85(3), 225-228. doi: 10.1016/j.pec.2011.02.022

Magasi, S., Durkin, E., Wolf, M., & Deutsch, A. (2009). Rehabilitation consumers' use and understanding of quality information: a health literacy perspective. *Archives of Physical Medicine and Rehabilitation*, 90(2), 206–12.

Maier-Lorentz, M. M. (2008). Transcultural nursing: Its importance in nursing practice. *Journal of Cultural Diversity*, 15(1).

Mallik, M. (1997). Advocacy in nursing—A review of the literature. *Journal of Advanced Nursing*, 25,130–138.

Marks, R. (2009). Ethics and patient education: Health literacy and cultural dilemmas. *Health Promotion Practice*. *10*(3): 328-32. doi: 10.1177/1524839909335657

Management Sciences for Health. (2006). The provider's guide to quality & culture. Retrieved from http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English

McCaffery, K., Smith, S., & Wolf, M. (2010). The Challenge of Shared Decision Making Among Patients With Lower Literacy: A Framework for Research and Development. *Medical Decision Making*, *30*(1), 35–44.

McGrath, T. (2004). Health Literacy: Implications for Client-Centred Practice - Insights from a health promotion pilot project. *Irish Journal of Occupational Therapy, 33*(2), 2–10.

McKinney, J. & Kurtz-Rossi, S. (2000). Culture, Health, and Literacy: A Guide to Health Education Materials for Adults With Limited English Skills. Boston, MA: World Education.

McQueen, D. (2007). Critical Issues in Theory for Health Promotion. In: McQueen, D., Kickbusch, I., Potvin, L., Pelikan, J., Balbo, L., & Abel, T., editors. Health Modernity The role of theory in health promotion. New York: Springer.

Miller, G., & Shank, J.C. (1986). Patient education: Comparative effectiveness by means of presentation, *Journal of Family Practice*, 22, 178-181.

Miller-Scott, C. M. (2014). An evidence-based health literacy training program for occupational therapy professionals: Program development and evaluation. Nova Southeastern University, Florida.

Moghimi, C. (2007). Issues in caregiving: The role of occupational therapy in caregiver training. *Topics in Geriatric Rehabilitation*, 23(3), 269–79.

Muñoz, C., & Luckmann, J. (2005). Transcultural communication in nursing. Clifton Park, NY: Thomson Learning.

Murthy, P. (2009). Health Literacy and Sustainable Development. UN Chronicle, 46(1). Retrieved from http://unchronicle.un.org/article/health-literacy-and-sustainabledevelopment/NASEM Health and Medicine Division. (2012). Health Literacy: A Prescription to End Confusion - Extended Video. [Video File]. Retrieved from https://www.youtube.com/watch?v=iBy3I7YKCQQ

National Assessment of Adult Literacy. (2003). Nationally Representative and Continuing Assessment of English Language Literacy Skills of American Adults.

National Center for Complementary and Alternative Medicine, National Institutes of Health. (2012). Use of complementary and alternative medicine in the United States. Retrieved from https://nccih.nih.gov/research/statistics/NHIS/2012

National Center for Education Statistics. (2006). The Health Literacy of America's Adults: Results From the 2003 National Assessment of Adult Literacy. Washington, DC: U.S. Department of Education.

National Council on Interpreting in Health Care. (2008). The terminology of health care interpreting: A glossary of terms. Retrieved from

http://data.memberclicks.com/site/ncihc/NCIHC%20Terms%20Final080408.pdf

National Health Law Program (2010). What's in a word? A guide to understanding interpreting and translation in health care. Retrieved from

http://www.healthlaw.org/images/stories/whats in a word guide.pdf

National Institute for Literacy. (1991). Public Law 102-73, The National Literacy Act of 1991. Retrieved from http://www.nifl.gov/public-law.html

Narayanasamy, A. (2002). The ACCESS model: A transcultural nursing practice framework. *British Journal of Nursing*, 11, 643-650.

Nielsen-Bohlman, L., Panzer, A., & Kindig, D. (2004). Health Literacy: A Prescription to End Confusion. Washington, D.C: National Academy of Sciences.

Norton, R.W. (1983). Communicator style: Theory, applications, and measures. Beverly Hills, CA: Sage.

Nutbeam, D. (2000). Health literacy as a public health goal: A challenge for contemporary health education and communication strategies into the 21st century. *Health Promotion International*, 15(3), 259–67.

Nutbeam, D. (2008). The evolving concept of health literacy. Social Science Medicine, 67(12), 2072–8.

Nutbeam, D. & Kickbusch, I. (2000). Advancing health literacy: a global challenge for the 21st century. *Health Promotion International*, 15(3), 183–4.

O'Hara, L., Cadbury, H., De, S., & Ide, L. (2002). Evaluation of the effectiveness of professionally guided self-care for people with multiple sclerosis living in the community: a randomized controlled trial. *Clinical Rehabilitation, 16,* 119–28.

Osborn, C. Y., Weiss, B. D., Davis, T. C., Skripkauskas, S., Rodrigue, C., Bass, P. F., & Wolf, M. S. (2007). Measuring adult literacy in health care: Performance of the newest vital sign. *American Journal of Health Behavior*, *31*(1), S36-46. doi:10.5993/ajhb.31.s1.6

Osborne, H. (2006). Health literacy: how visuals can help tell the healthcare story. *Journal of Visual Communications*, 29(1), 28–32.

Parikh, N., Parker, R., Nurss, J., Baker, D., & Williams, M. (1996). Shame and health literacy: The unspoken connection. *Patient Education and Counseling*, *27*(1), 33-39.

Patcher, L. M. (1994). Culture and clinical care: Folk illness beliefs and behaviors and their implications for health care delivery. *The Journal of the American Medical Association*, *271*(9): 690-694.

Pelikan, J., Balbo, L., & Abel, T., editors. Health Modernity. New York: Springer.

Perkins, J. (2003, August). Ensuring linguistic access in health care settings: An overview of current legal rights and responsibilities. Retrieved from the Kaiser Family Foundation website: http://kff.org/medicaid/report/ensuring-linguistic-access-in-health-care-settings-2/ External Web Site Policy

Pincus, F. (2006). Understanding Diversity: An Introduction to CLAS, Race, Gender & Sexual Orientation. Boulder: Lynne Rienner Publishers, Inc.

Plain Language Action and Information Network. What Is Plain Language? Available at www.plainlanguage.gov. Accessed on May 12, 2017.

Pleasant, A., Rudd, R. E., O'Leary, C., Paasch-Orlow, M.K., Allen, M. P., Alvarado-Little, W. ... Rosen, S. (2016). Discussion paper: Considerations for a new definition of health literacy. Washington, DC: National Academy of Medicine. Retrieved from https://nam.edu/considerations-for-a-newdefinition-of-health-literacy/.

Pope, C. (2002). Regarding race: The social dynamics of identities in the talk of health encounters. (Doctoral dissertation). University of Rochester, Rochester, NY. University Microfilms (UMI) No. 3023743

Pope, C., & Burnett, S. (2005, June). Overcoming prejudices in teen counseling and communication. Paper presented at the South Carolina Campaign to Prevent Teen Pregnancy Sixth Annual Summer Institute, Charleston, SC.

Poyatos, F. (1983). New perspectives in nonverbal communication. Oxford: Pergamon Press.

Price-Wise, G. (2008, November 19). Language, Culture, and Medical Tragedy: The Case of Willie Ramirez. Retrieved April 1, 2015, from Health Affairs Blog: http://healthaffairs.org/blog/2008/11/19/language-culture-and-medical-tragedy-the-case-of-willie-ramirez/

Project Implicit. (2011). Implicit Association Test. Retrieved from https://implicit.harvard.edu/implicit/education.html

Public Law 102-73. The National Literacy Act of 1991.

Purnell, L. (2005). The Purnell model for cultural competence. Journal of Multicultural Nursing and Health. Retrieved from http://www.findarticles.com/p/articles/mi\_qa3919/is\_200507/ai\_n14825638

Putsch, R. W. (2002). Language access services: Domains, strategies and implications for medical education. (Concept papers commissioned for the development of cultural competence curricular modules). Washington, DC: Office of Minority Health, U.S. Department of Health and Human Services.

Rasbridge, L., & Kemp, C. (2004). Asian Health: Vietnamese. Waco, TX: Baylor School of Nursing, Texas Department of Health, Office of Refugee Resettlement, and Vietnamese Mutual Assistance Association. Retrieved from http://www3.baylor.edu/~Charles\_Kemp/vietnamese\_health.htm

Ratzan, S., Parker, R. Editors. NLM Pub. No. CBM 2000-1. Bethesda, MD: National Institutes of Health, U.S. Department of Health and Human Services.

Readability Statistics Feature in Microsoft Word 2013. (2015). Retrieved January 15, 2017 from http://www.thewindowsclub.com/readability-statistics-feature-microsoft-word

Reeves, T., & Bennett, C. (2004, December). We the people: Asians in the United States (Census 2000 Special Reports) Retrieved from http://www.census.gov/prod/2004pubs/censr-17.pdf

Restall, G., Ripat, J., & Stern, M. (2003). A framework of strategies for client-centred practice. *Canadian Journal of Occupational Therapy*, 70(2), 103–12.

Rootman, I. (2004). Health promotion and literacy: Implications for nursing. *Canadian Journal of Nursing*, 36(1), 13–21.

Rootman, I. & Edwards, P. (2006). As the ship sails forth. *Canadian Journal of Public Health, 97* (Suppl 2), S43–6.

Rootman, I., & Gordon-El-Bihbety, D. (2008). Report of the Expert Panel on Health Literacy. Ottawa (Ontario). A vision for a Health Literate Canada. Contract No.: Document Number.

Rootman, I. & Ronson, B. (2005). Literacy and health research in Canada: Where have we been and where should we go? *Canadian Journal of Public Health*, *96*(Suppl 2), S62–77.

Rothschild, B. (2005). Health literacy: What the issue is, what is happening, and what can be done. *Health Promotion Practice*, *6*(1), 8–11.

Salimbene, S. (2004). Organizational support standards for culturally and linguistically appropriate services (CLAS) core concepts, content knowledge, and skills. (Concept papers commissioned for the development of cultural competence nursing module). Washington, DC: U.S. Department of Health and Human Services, Office of Minority Health.

Schein, E. (2010). Organizational Culture and Leadership. San Francisco: Jossey-Bass.

Schillinger, D., Grumbach, K., Piette, J., Wang, F., Osmond, D., Daher, C., ... & Bindman, A. (2002). Association of health literacy with diabetes outcomes. *Journal of the American Medical Association*, 288(4), 475-482.

Schillinger, D., Grumbach, K., Wang, F., Wilson, C., Daher, C., Leong-Grotz, K., ... & Bindman, A. (2003). Closing the loop: Physician communication with diabetic patients who have low health literacy. *Archives of Internal Medicine*, *163*(1), 83-90.

Scott, T., Gazmararian, J., Williams, M., & Baker, D. (2002). Health literacy and preventive health care use among Medicare enrollees in a managed care organization. *Medical Care*, *40*(5), 395–404.

Sharry, R., McKenna, K., & Tooth, L. (2002). Brief report-occupational therapists' use and perceptions of written client education materials. *American Journal of Occupational Therapy, 56*, 573-576.

Shi, L., Lebrun, L. A., & Tsai, J. (2009). The influence of English proficiency on access to care. *Ethnicity & Health*, 14(6), 625–642.

Singer, M., & Clair, S. (2003). Syndemics and public health: Reconceptualizing disease in bio-social context. *Medical Anthropology Quarterly*, *17*(4), 423–441.

Singleton K., & Krause E.M.S. (2009). Understanding cultural and linguistic barriers to health literacy. *Online Journal of Issues in Nursing, 14*(3)

Smith, D. L., Hedrick, W., Earhart, H., Galloway, H., & Arndt, A. (2010). Evaluating two health care facilities' ability to meet health literacy needs: A role for occupational therapy. *Occupational Therapy in Health Care*, 24(4), 348-359. doi: 10.3109/07380577.2010.507267

Spector, R.E. (2003). Cultural diversity in health and illness. Upper Saddle River, NJ: Prentice Hall Health.

St John, W., Wallis, M., James, H., McKenzie, S., & Guyatt, S. (2004). Targeting community-dwelling urinary incontinence sufferers: A multi-disciplinary community based model for conservative continence services. *Contemporary Nursing*, *17*(3), 211–22.

Stuart, M., & Lieberman, J. (1993). The fifteen minute hour: Applied psychotherapy for the primary care physician. New York, NY: Praeger.

Sullivan, L.W., & Mittman, I.S. (2010). The state of diversity in the health professions a century after Flexner. *Academic Medicine*, *85*, 246-253.

Sutton, M. (2000). Cultural competence: It's not just political correctness. It's good medicine. Family Practice Management. Retrieved from http://www.aafp.org/fpm/20001000/58cult.html

Taylor, R. R., Lee, S. W., Kielhofner, G. & Ketkar, M. (2009). Therapeutic use of self: A nationwide survey of practitioners' attitudes and experiences. *American Journal of Occupational Therapy*, 63, 198-207.

Thom, D., Hall, M., & Pawlson, G. (2004). Measuring patients' trust in physicians when assessing quality of care. *Health Affairs*, 23(4), 124-132.

Tickle-Degnen, L. (2002). Client-centered practice, therapeutic relationship, and the use of research evidence. *American Journal of Occupational Therapy*, *56*(4), 470-474.

Torres, B. (2001). Best practice recommendations for hospital-based interpreter services. Boston, MA: Massachusetts Department of Public Health, Office of Minority Health. Retrieved from http://www.hablamosjuntos.org/pdf\_files/Best\_Practice\_Recommendations\_Feb2004.pdf

Townsend, E. (1998). Occupational therapy language: Matters of respect, accountability and leadership. *Canadian Journal of Occupational Therapy, 65*(1), 45–50.

Townsend, E. (2003). Reflections on power and justice in enabling occupation. *Canadian Journal of Occupational Therapy, 70*(2), 74–87.

Trossman, S. (1998). Diversity: A continuing challenge. Nursing World Online. Retrieved from http://www.nursingworld.org/tan/98janfeb/divers.html

United States Department of Justice (DOJ), Civil Rights Division, Federal Coordination and Compliance Section. (2011). Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs

- U.S. Census Bureau. (2012, December 12). U.S. Census Bureau projections show a slower growing, older, more diverse nation a half century from now. Washington, D.C.: Author.
- U.S. Department of Health and Human Services. (2000). Healthy People 2010. Washington, DC: U.S. Government Printing Office. Originally developed for Ratzan SC, Parker RM. 2000. Introduction. In National Library of Medicine Current Bibliographies in Medicine: Health Literacy. Selden, C., Zorn, M.,
- U.S. Department of Health and Human Services. (2001). National Standards for Culturally and Linguistically Appropriate Services in Health Care. Washington, DC: Office of Minority Health.
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2010). National action plan to improve health literacy. Rockville, MD:Author.
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2010). National Action Plan to Improve Health Literacy. Washington, DC. Contract No.: Document Number.
- U.S. Department of Health and Human Services. (2011). Implementation guidance on data collection standards for race, ethnicity, sex, primary language, and disability status. Retrieved from http://aspe.hhs.gov/datacncl/standards/ACA/4302/index.pdf
- U.S. Department of Health and Human Services. (2013). Healthy People 2020: Health communication and health information technology. Retrieved from https://www.healthypeople.gov/2020/topics-objectives/topic/health-communicationand-health-information-technology
- U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality. (2015). Health literacy universal precautions toolkit (2nd ed.). Retrieved from http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/healthlittoolkit2.html
- U.S. Department of Health and Human Services, Centers for Disease Control and Prevention. (2011). CDC Health disparities and inequalities report United States, 2011. *Morbidity and Mortality Weekly Report,* 60, 1-109.
- U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services. (2003). A practical guide for implementing the recommended national standards for culturally and linguistically appropriate services. Retrieved from http://minorityhealth.hhs.gov/assets/pdf/checked/CLAS a2z.pdf
- U.S. Department of Health and Human Services, Health Resources and Services Administration. (2001). Cultural competence works (HRSA Inventory Code No. HRS00249). Washington, DC: Author. Retrieved from http://www.fachc.org/HRSA%20Cultural%20Competence%20Works.pdf
- U.S. Department of Health and Human Services, Health Resources and Services Administration. (2013). The U.S. Nursing Workforce: Trends in Supply and Education. Washington, D.C.: U.S. Department of Health and Human Services, Health Resources and Services Administration.

- U.S. Department of Health and Human Services, National Institutes of Health, National Cancer Institute. (1992). Making health communication programs work: A planner's guide. Washington, DC: Author. Retrieved from http://www.cancer.gov/pinkbook/page9
- U.S. Department of Health and Human Services, National Institutes of Health, National Center for Complementary and Alternative Medicine. (n.d.). The use of complementary and alternative medicine in the United States. Retrieved from http://nccam.nih.gov/news/camsurvey\_fs1.htm
- U.S. Department of Health and Human Services, Office for Civil Rights. (2003). Guidance to federal financial assistance recipients regarding Title VI prohibition against national origin discrimination affecting limited English proficient persons. Retrieved from http://www.hhs.gov/ocr/lep/revisedlep.html
- U.S. Department of Health and Human Services, Office for Civil Rights. (n.d.). Limited English Proficiency. Retrieved from http://www.hhs.gov/ocr/civilrights/resources/specialtopics/lep/
- U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2010). National action plan to improve health literacy. Washington, DC: Author.
- U.S. Department of Health and Human Services, Office of Minority Health. (2001). National standards for culturally and linguistically appropriate services in health care: Final report (Contract No. 282-99-0039). Washington, DC: Author.
- U.S. Department of Health and Human Services, Office of Minority Health. (2002). Teaching cultural competence in health care: A review of current concepts, policies, and practices (Contract No. 282-98-002). Washington, DC: Author.
- U.S. Department of Health and Human Services, Office of Minority Health, National Partnership for Action to End Health Disparities. (2011). Health equity & disparities. Retrieved from http://minorityhealth.hhs.gov/npa/templates/browse.aspx?lvl=1&lvlid=34
- U.S. Department of Health and Human Services, Office of Minority Health. (2013). National standards for culturally and linguistically appropriate services in health and health care: A blueprint for advancing and sustaining CLAS Policy and Practice. Retrieved from http://www.thinkculturalhealth.hhs.gov
- U.S. Department of Health and Human Services, Office of Minority Health. (2015). Guide to Providing Effective Communication and Language Assistance Services. Retrieved from https://hclsig.thinkculturalhealth.hhs.gov/default.asp
- U.S. Department of Justice, Civil Rights Division, Federal Coordination and Compliance Section. (2011). Common Language Access Questions, Technical Assistance, and Guidance for Federally Conducted and Federally Assisted Programs. Retrieved from http://www.lep.gov/resources/081511\_Language\_Access\_CAQ\_TA\_Guidance.pdf
- U.S. Department of Justice. (2011). Memorandum from the Attorney General for Heads of Federal Agencies regarding the Federal Government's Renewed Commitment to Language Access Obligations Under Executive Order 13166. Retrieved from http://www.lep.gov/13166/AG\_021711\_EO\_13166\_Memo\_to\_Agencies\_with\_Supplement.pdf

U.S. Department of State. (1964). Civil Rights Act of 1964. Retrieved from http://usinfo.state.gov/usa/infousa/laws/majorlaw/civilr19.htm

Vanderhoff, M. (2005). Patient education and health literacy. Physical Therapy, 13(9), 42-6.

Vernon, J.A., Trujillo, A., Rosenbaum, S., & DeBuono, B. (2007). Low health literacy: Implications for national health policy. Retrieved March 12, 2017 from http://publichealth.gwu.edu/departments/healthpolicy/CHPR/downloads/LowHealthLiteracyReport10\_4\_07.pdf

Wallen, G. R. & Hastings, C. (2006, March 27). Researching the gap. *Advance for Nurses*. Maryland/DC/Virginia, 15-18.

Wanless, M., & Cameron, M. (2010). Oral health education. In R. Ireland (Ed.), Advanced dental nursing (2nd ed., pp. 26-76). West Sussex, United Kingdom: Wiley.

Ward, C., Turpin, G., Dewey, M., Fleming, S., Hurwitz, B., ...& Ratib, S. (2004). Education for people with progressive neurological conditions can have negative effects: evidence from a randomized controlled trial. *Clinical Rehabilitation*, 18, 717–25.

Weiss, B. (2003). Health literacy: A manual for clinicians. Chicago, IL: AMA Foundation.

Weiss, B. (2007). Health literacy and patient safety: Help patients understand (manual for clinicians). Chicago, IL: American Medical Association Foundation and American Medical Association.

Weiss, B. D., Mays, M. Z., Martz, W., Castro, K. M., DeWalt, D. A., Pignone, M. P., & Hale, F. A. (2005). Quick assessment of literacy in primary care: The newest vital sign. *The Annals of Family Medicine*, *3*(6), 514-522. doi: 10.1370/afm.405

Weiss, L., Bauer, T., Hill, C., Fuld, J., & Bergman, J. (2006, May). Language as a barrier to health care for New York City children in immigrant families: Haitian, Russian and Latino perspectives. New York: The New York Academy of Medicine.

White, H. (2003). Implementing the multicultural education perspective into the nursing education curriculum. *Journal of Instructional Psychology*, *30*(4): 326.

Whittemore, R (2007). Culturally competent interventions for Hispanic adults with type 2 diabetes. Journal of Transcultural Nursing, 18(2): 157-66. Retrieved from http://www.ncbi.nlm.nih.gov/pubmed/17416718

Williams, M., Baker, D., Honig, E., Lee, T., & Nowlan, A. (1998). Inadequate literacy is a barrier to asthma knowledge and self-care. *Chest*, 114(4), 1008-1015.

Williams, M., Baker, D., Parker, R., & Nurss, J. (1998). Relationship of functional health literacy to patients' knowledge of their chronic disease. A study of patients with hypertension and diabetes. *Archives of Internal Medicine*, 158(2), 166-172.

Williams, K. & Johnson, V. (2002). Eliminating African-American health disparity via history-based policy. Harvard Health Policy Review,3(2). Retrieved from http://www.hcs.harvard.edu/~epihc/currentissue/fall2002/williams-johnson.php

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: A report of findings. Retrieved from http://www.jointcommission.org/assets/1/6/hlc\_paper.pdf

World Federation of Occupational Therapists (WFOT). (2009). Guiding Principles on Diversity and Culture. Forrestfield WFOT.

Wu, E., & Martinez, M. (2006). Taking cultural competency from theory to action (Commonwealth Fund Publication No. 964). Retrieved from The Commonwealth Fund website: http://www.commonwealthfund.org/usr doc/Wu takingcultcomptheoryaction 964.pdf

Wynia, M. K., Johnson, M., McCoy, T. P., Passmore Griffin, L., & Osborn, C. Y. (2010). Validation of an organizational communication climate assessment toolkit. *American Journal of Medical Quality, 25*(6), 436–443. doi:10.1177/1062860610368428

Wynia, M. K., & Osborn, C. Y. (2010). Health literacy and communication quality in health care organizations. Journal of Health Communication. 15(Suppl 2): 102–115. doi:10.1080/10810730.2010.499981

Zezima, K. (2004, September 1). The Muslim patient will see you now, doctor. New York Times, p. A16