



NATIONAL CENTERS OF
EXCELLENCE
IN WOMEN'S HEALTH

**Programs, Activities, and
Materials for Linguistically
Diverse Populations**

May 2000

OFFICE ON WOMEN'S HEALTH
U.S. DEPARTMENT OF HEALTH
AND HUMAN SERVICES

The National Centers of Excellence (CoEs) in Women's Health were established in 1996 by the Office on Women's Health within the U.S. Department of Health and Human Services. The CoE designation was awarded competitively to leading academic health centers across the United States and Puerto Rico. These Centers are implementing a new model of women's health that unites the latest advances in women's health research, medical training, clinical care, public health education, community outreach, and the career advancement of women in the health sciences. The purpose is to establish standards of excellence for a comprehensive, multi-disciplinary, and culturally competent approach to women's health. The ultimate goal: to improve the health status of diverse women across the life span.

Due to their geographic variation, the CoEs serve very diverse groups of women, many of whom do not speak English as a first language. In order to improve access to quality women's health services and reliable health information for non-English speaking women, and increase the cultural competency of providers, researchers, and students, the CoEs have developed numerous foreign language activities and programs. This pamphlet highlights some of them.

Outreach

◆ Community Health Resources

The Wake Forest CoE offers the Living Water Family Resource Center at a clinic in a low-income, tri-ethnic neighborhood which provides prenatal care and breast screening services. The

Center offers Spanish interpretation services on-site, teaches Spanish to clinical staff, and conducts health education classes in Spanish.

Contact: Wake Forest University CoE, Shellie Ellis, (336) 777-4221

◆ **OB/GYN Outreach Project**

The University of Wisconsin-Madison CoE is working with the University of Wisconsin Department of Obstetrics and Gynecology and Meriter Hospital to provide services for Spanish-speaking obstetrics patients. Part of the effort includes working with ob/gyn residents who are fluent in Spanish, and involving them in direct outreach.

Contact: Gloria Sarto, M.D., Linda Jameson (608) 265-5572, Deb Steberg, R.N.

◆ **HOWA! Health Outreach to Wisconsin Adolescents**

The University of Wisconsin-Madison created an outreach project with the Great Lakes Inter-Tribal Council to provide outreach to Indian nations across the state of Wisconsin to increase resources for reducing risk-taking behaviors among adolescent girls. This program has used theater and oral history programs as well as a Baby-Think-it-Over program to reduce teen pregnancy and risky behaviors; foster positive models and strengths; and connect youth to their cultural traditions and roots. Some outreach materials are in Native American languages.

Contact: University of Wisconsin-Madison CoE , Betty Chewning, PhD., Stephanie Lent (608) 267-5568

◆ **“Don’t Fear it, Fight it” Campaign**

The University of California, San Francisco created the “Don’t Fear it, Fight it” Campaign. The purpose of this campaign was to increase patient enrollment in clinical trials by informing diverse populations of women and their caretakers about clinical trials. One of the outcomes of this project was to improve access to information about research on breast cancer. Outreach included presentations, posters and brochures in Russian that were distributed throughout the Bay Area.

Contact: University of California, San Francisco CoE, Tracy Weitz, (415) 885-3895

◆ **Community Health Fair**

The Tulane/Xavier CoE is very active in the New Orleans community and attends various health fairs targeting Hispanic populations. As a result of these outreach efforts, the Tulane/Xavier CoE was invited to the New Orleans Latina Health Fair to discuss its services and to distribute culturally and linguistically appropriate health materials on breast health.

Contact: Tulane/Xavier CoE, Marcus Droker, (504) 988-4632

Alliances/Partnerships

◆ **Hispanic Health Project**

In partnership with the Wishard Health Services Hispanic Health Project, the Indiana University CoE is developing a video in Spanish that will address healthy lifestyles and the health services offered at the CoE.

Contact: Indiana University CoE, Tina Darling (317) 630-2243

◆ Identification of Education Materials

The Iris Cantor-UCLA Women's Health Education and Resource Center, in partnership with Los Angeles County Office of Women's Health is working to improve cervical cancer screening by identifying educational materials in Cambodian, Chinese, Korean, Laotian, Samoan, Thai, and Vietnamese languages. The Center also provides access to health education resources in Spanish via their web site: www.womenshealth.med.ucla.edu.

Contact: UCLA CoE, Julie Eisenberg (800) 825-2631

◆ Increasing Awareness About Breast Cancer and Early Detection Among Haitian Women

The purpose of the project is to determine whether or not an educational program, utilizing a video designed specifically to address the concerns of Haitian women, is effective. In collaboration with the American Cancer Society, the CoE developed a 15-minute Haitian Creole videotape on breast cancer screening. This linguistically appropriate video uses the expertise of Haitian American physicians at Boston Medical Center to create a culturally appropriate discussion of barriers to screening in the community.

Contact: Boston University CoE, Leslie Wright (617) 638-8035

◆ Translation of "A Health Guide"

The University of California-San Francisco CoE is working with the Wake Forest University CoE to translate the English version of "A Health Guide" into Chinese. Translation and dissemination of the Guide will be through established partnerships with advocacy organizations serving the Chinese community.

Contact: USCF CoE Tracy Weitz (415) 885-3895

◆ **Translation of “Women’s Health: Take Time to Care”**

The University of California-San Francisco CoE conducted the Chinese translation for the Office of Women’s Health of the Food and Drug Administration’s (FDA) public education effort, “Women’s Health: Take Time to Care” campaign. This is a campaign aimed at informing women about prescription medications and drug interactions to prevent medication errors and adverse drug reactions.

Contact: USCF CoE Tracy Weitz (415) 885-3895

Consumer Education

◆ **Harvard University**

The Learning Center at Beth Israel Deaconess Medical Center and the Women’s Health Associates at Massachusetts General Hospital developed and disseminated various fact sheets available in Russian, Spanish, Portuguese, Italian, Arabic, Vietnamese, Thai, Korean, Chinese, and Haitian Creole. Materials in Spanish include abuse, alcohol, breast health, cancer, cardiovascular health, diabetes, elder health, HIV/AIDS, hormone replacement therapy, liver health, tuberculosis, osteoporosis, reproductive health, respiratory health, screening, smoking, and sexually transmitted diseases. Information in Portuguese addresses elder health, nutrition, reproductive health, and sexually transmitted diseases. Vietnamese materials include cardiovascular health, child health, diabetes, environmental health, pain management, pelvic health and sexually transmitted diseases. The Learning Center also has materials in Chinese addressing breast health, cardiovascular health, diabetes, elder health, environmental

health, and reproductive health. Information in Thai includes breast health and cardiovascular health. Arabic information addresses pelvic health and reproductive health, and breast health information is available in Korean. The Harvard CoE also distributes pain management and general women's health information in Italian and Haitian Creole.

Contact: Harvard CoE, Julie Rabinovitz (617) 732-5881

◆ **Indiana University**

The Indiana University CoE has brochures available in Spanish on menopause, family planning, and sexually transmitted diseases. In addition, the CoE has a pamphlet, in Spanish, highlighting the services offered along with other literature/handouts, also in Spanish, including a bookmark about breast self-exams.

Contact: Indiana University CoE, Tina Darling (317) 630-2243

◆ **Magee-Womens Hospital**

The Magee-Womens Hospital CoE offers many varied consumer education materials in Russian including breast health, maternal and child health, and menopause. Some of the instructional materials include a laminated shower card describing the process for breast self-exams, booklets describing sexually transmitted diseases, hormone replacement therapy, and a calendar and health guide entitled, "The Twelve Months of Pregnancy. Before, During, and After the Birth of your Baby."

Contact: Magee-Womens Hospital CoE, Gayla VandenBosche (412) 641-6664

◆ **University of California at Los Angeles**

The UCLA CoE distributes patient education information in Spanish on HIV/AIDS, sexually transmitted diseases, abuse, aerobic exercise, arthritis, asthma, bleeding disorders, breast health, cancer, cardiovascular health, cold and flu, diabetes, reproductive health, nutrition, osteoporosis, maternal and child health, smoking cessation, stress management, tuberculosis, and men's health.

Contact: UCLA CoE, Julie Eisenberg, (800) 825-2631

◆ **Yale University**

The Women's Center at the Yale University CoE has available to patients and their care givers multimedia educational activities that are bilingual, culturally sensitive, and targeted toward an appropriate educational level.

Contact: Yale CoE, Dr. Janet Henrich, (203) 737-5820

◆ **University of Michigan**

The University of Michigan CoE created a task group to work within the health system to identify the top five languages of their OB/GYN patient population. With the results from the task group, they will translate the prenatal, pregnancy, and infant care book, "You, Your Baby, and Us" into these five languages. In addition, the CoE will translate its materials on violence against women into the same five languages.

Contact: University of Michigan CoE, Juliet Rogers, (734) 763-6424

The Women's Health Resource Center (WHRC) at the University of Michigan CoE answers non-English language e-mailed or written health requests.

Contact: University of Michigan CoE, Juliet Rogers, (743)
763-6424

◆ **Boston University**

The Boston University CoE has translated information on the following topics in Spanish: menopause and hormone replacement therapy, osteoporosis, depression, cervical cancer screening, smoking cessation, oral contraception, post-coital contraception, lower back pain, and violence against women. They have plans to translate these materials to Portuguese and Haitian Creole

Contact: Boston University CoE, Leslie Wright (617) 638-8035

◆ **University of California, San Francisco**

The UCSF CoE developed and disseminates Russian language education materials on breast cancer. The center also purchased software that translates patient education materials into Russian. Materials translated include information on cancer, urinary incontinence, and family planning.

Contact: University of California, San Francisco CoE, Tracy Weitz, (415) 885-3895

◆ **University of Puerto Rico**

The University of Puerto Rico CoE has an undergraduate student in Health Education developing education modules based on a needs assessment. This student is developing and disseminating all education materials and information in Spanish identified by the CoE clinic. Contact the Center's library services for more women's health information.

Contact: University of Puerto Rico CoE, Victoria Delgado,
(787)758-2525 ext. 2284

Junior Faculty Research

◆ **“Did You See What She Said?: Creating Access to Health Care with Deaf Women”**

Dr. Steinberg, from the University of Pennsylvania CoE created an outreach program, entitled “Did You See What She Said?: Creating Access to Healthcare with Deaf Women.” The goal of this program is to overcome healthcare barriers and optimize the use of visually accessible information pathways to empower deaf women as informed and effective consumers and advocates of health care services. The project seeks to provide training and support to deaf women, and also includes the deaf women in the training, advocacy, and technical assistance of health care systems, managed care organizations, health care providers and institutions in making their services accessible to deaf women. There are approximately one million American deaf women, some with profound hearing loss, who depend on sign language for communication. There are few appropriate healthcare services targeting this population. Dr. Annie Steinberg’s outreach project is an innovative project that is comprehensive and encompasses a broad spectrum of health care and related disciplines.

Contact: University of Pennsylvania CoE, JoAnn Binko, (215) 573-5408

◆ **“A Health Guide to Improve the Health of Hispanic Women”**

The Spanish Health Guide project, conducted by Dr. Beth Dugan at the Wake Forest University CoE, aims to create a portable health record and map for navigating the health system. This ongoing project was reviewed in focus groups with Latina women.

Contact: Dr. Beth Dugan (336) 777-3943

◆ **The Crescent Women's Health Program**

To address the health needs of Middle Eastern women, Dr. Hammound's project at the University of Michigan aims to identify barriers and facilitators to preventive health care practices. Program components include a steering/advisory committee, a health program summit, a women's clinic, a local resource center, an outreach program and health care provider education.

Contact: University of Michigan CoE, Dr. Maya Hammound, Juliet Rogers (734) 763-6424

◆ **Increasing Awareness About Breast Cancer and Early Detection Among Haitian Women**

Dr. Michele David, from the Boston University CoE, is conducting outreach directly with Haitian American communities. The purpose of the project is to educate women about breast cancer screening and to enroll them into screening services. All of the materials for this project have been developed in Haitian Creole.

Contact: Boston University CoE, Dr. Michele David, Leslie Wright (617) 638-8035

Internet Information

◆ **University of Washington**

The University of Washington CoE provides public access to foreign language materials at the Health Education Resource Exchange (H.E.R.E) web site in Washington. The Internet address is: (www.hereinwa.org). H.E.R.E provides foreign

language health education materials free of charge, or for a minimal cost.

The University of Washington also sponsors an Internet site called Ethnomed (www.hslib.washington.edu/clinical/ethnomed) that provides information on cultural beliefs and medical issues pertinent to the health care of recent immigrants in Seattle, many of whom are refugees fleeing war-torn parts of the world. It contains materials targeted at consumers as well as for health care providers. The ethnic groups targeted by this site include: Amharic, Cambodian, Eritrean, Oromo, Somali, Tigrinean, and Vietnamese.

◆ **MCP Hahnemann University**

The MCP Hahnemann University CoE provides access to health education fact sheets in Spanish on diabetes, nutrition, pregnancy, breast feeding, and breast cancer via its web site: www.mpchu.edu/institutes/iwh/index.htm

◆ **University of California at Los Angeles**

The UCLA CoE's web site features patient education resources in Spanish and links to other web sites with Spanish health information: <http://womenshealth.med.ucla.edu/>

◆ **University of Puerto Rico**

The University of Puerto Rico CoE offers an English and Spanish version of its web site for the public. This bilingual site includes information about the CoE, the quarterly newsletter, "Mujer y Salud," links to other women's health sites, and bibliographic resources. Visit the site for more information: <http://www.rcm.upr.edu/2k1whc/>

Clinical Services

◆ **University of Washington**

Clinical Services Working Group at the University of Washington CoE is conducting focus groups at Harborview Medical Center to address cultural and linguistic barriers to quality health care for Hispanic/Latino, Somali and Vietnamese populations.

Contact: University of Washington CoE, Deborah Johnson
Miranda (206)598-8991

◆ **Wake Forest University**

The Wake Forest CoE conducted focus groups with Latina, Asian American and Pacific Islander, Alaska Native and American Indian, and African American women to ask them to describe their concept of an ideal women's health center.

Contact: Wake Forest University CoE, Shellie Ellis, (336) 777-4221

◆ **Boston University**

The Women's Health Group practice at the Boston University CoE utilizes a distinctive health history form, which is especially geared toward the basic and specialized health and mental health care needs of women, particularly the underserved. This health history form is translated into Spanish and serves to permit physicians and practitioners in efficiently reviewing a woman's entire medical history while allowing time for an in depth evaluation of critical areas for prevention and management.

Contact: Boston University CoE, Leslie Wright (617) 638-8035

◆ **University of California, San Francisco**

The UCSF CoE conducted focus groups with Mandarin-speaking Chinese women ages 18-25, 35-50, and 50-65 asking them to describe their concept of an ideal women's health center.

The results indicated that the women wanted the clinic to focus on alternative methods of treatment.

Contact: UCSF CoE, Tracy Weitz, (415) 885-3895

◆ **University of California, San Francisco**

To understand the needs of Russian-speaking women, the UCSF CoE has conducted studies to determine the specific cultural and linguistic needs of monolingual immigrant and refugee Russian women to improve access to health care.

Contact: UCSF CoE, Tracy Weitz, (415) 885-3895

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Boston University Medical Center, Phone: 617-638-8035,
Internet: www.bmc.org/coewh/

University of California, Los Angeles, Phone: 800-825-2631,
Internet: www.med.ucla.edu/womens/

University of California, San Francisco, Phone: 415-885-7273,
Internet: www.itsa.ucsf.edu/~ucsfcoe/

Harvard University, Phone: 617-732-8798,
Internet: www.hmcnet.harvard.edu/coe/

University of Illinois at Chicago,
Phone: 312-413-1924, Internet:
www.uic.edu/orgs/womenshealth/index.html

Indiana University School of Medicine, Phone: 317-274-2754,
Internet: www.iupui.edu/~womenhlt/

Magee -Womens Hospital, Phone: 412-641-6003,
Internet: www.magee.edu/cewh2.htm

MCP Hahnemann University,
Phone: 215-842-7041, Internet:
<http://www/mcphu.edu/institutes/iwh>

University of Michigan, Phone: 734-763-0984,
Internet: [www.med.umich.edu/whrc/
ctr.excel.html](http://www.med.umich.edu/whrc/ctr.excel.html)

Ohio State University, Phone: 614-293-6937,
Internet: www.osumedcenter.edu/women/

University of Pennsylvania, Phone: 215-898-0147,
Internet: www.obgyn.upenn.edu/cewh/

University of Puerto Rico, Phone: 787-753-0090,

Internet: www.rcm.upr.edu/2klwhc

Tulane University and Xavier University of Louisiana,

Phone: 504-585-6156, Internet: www.tulane.edu/~tuxcoe/

Wake Forest University, Phone: 336-713-4220,

Internet: www.wfubmc.edu/women/

University of Washington, Seattle,

Phone: 206-598-8986, Internet:

www.depts.washington.edu/~uw98coe/

University of Wisconsin, Madison, Phone: 608-267-5566,

Internet: www.womenshealth.wisc.edu/

Yale University, Phone: 203-737-5820, Internet:

<http://info.med.yale.edu/womenshealth/>

**OFFICE ON WOMEN'S HEALTH,
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES**

NATIONAL CENTERS OF EXCELLENCE IN WOMEN'S HEALTH

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