# **Health Equity Toolbox:**

Resources to Foster Cultural Sensitivity and Equitable Care for All







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Tip: Viewing this PDF in Google Chrome? Use "Ctrl+Click" on links to open them in a new tab.

This research and education project is supported by the Pfizer Foundation. Contents are solely the responsibility of the authors and do not necessarily represent the official views of Pfizer Foundation.

## **ABOUT THIS TOOLKIT**

Are you looking for resources to promote health equity and culturally sensitive care? This toolkit can help! It's designed to help stakeholders establish a social media strategy, manage social media accounts, implement best practices for health communication, disseminate health equity resources and evaluate social media efforts.

### WHO SHOULD USE THIS TOOLKIT?

Public health professionals, cancer control professionals, coalitions, community-based organizations and other stakeholders can all use this toolkit and adapt its messaging for their unique audiences and areas of expertise.

### REDUCING HEALTH DISPARITIES

It is important to share health education resources for diverse populations. Cultural background significantly impacts the lens through which we view health information. According to the Centers for Disease Control and Prevention (CDC), "effective communication recognizes and bridges cultural differences" (CDC, 2018). While communication is not a cure-all for reducing cancer-related health disparities, it can serve as one important tool in an overall strategy to address health inequities.

# TEAM: TOGETHER, EQUITABLE, ACCESSIBLE, MEANINGFUL

The <u>Together</u>, <u>Equitable</u>, <u>Accessible</u>, <u>Meaningful</u> (<u>TEAM</u>) education program at the GW Cancer Center aims to improve patient-provider interactions through the promotion of equitable, accessible and patient-centered care that results in better health outcomes for those impacted by cancer.

We created this toolkit to promote resources that help patients and caregivers impacted by breast and other cancers to identify providers who are culturally sensitive, improve their health literacy and engage in shared decision-making. This toolkit is also designed to promote resources that help health care providers, administrators and other professionals support patient engagement, enhance patient-provider communication and engage in culturally sensitive practices.

As a part of the TEAM education program, we've created several resources for patients and providers that can help patients talk with members of their health care team and remind providers about best practices for culturally affirming care. These resources include:

- <u>I Want You to Know Patient Card</u> Versions available in English, Spanish and Chinese (simplified)
- <u>Practice Patient-Centered Care Poster</u> Versions available with and without GW Cancer Center logo
- You Are Welcome Here Poster Versions available with and without GW Cancer Center logo











All resources mentioned in this toolkit are available for download from the <u>Cancer Control Technical Assistance Portal (TAP)</u>

<u>Resource Repository</u>. You can also check out our resources on Twitter by following the hashtag <u>#TAPResource</u>.

**SOCIAL MEDIA 101** 

According to a 2016 Pew Research Center survey, "69% of online adults use social networking sites." (Pew Research Center, 2017). In addition, a 2014 study found that nearly 75% of adults use social

Looking for more in-depth info on social media channels and communication strategy?

Check out our Media Planning and Media Relations Guide or our other social media toolkits.

media to discuss health (Fox, 2014). Social media represent a unique opportunity to reach a large audience of both consumers and professionals. It is more important than ever that online medical and health information is "trustworthy, engaging, and accessible to digitally empowered consumers" (Hootsuite, n.d., p. 2).

When designing and thinking about your social media strategy, consider your audience, the channel(s) you want to use, your objective(s), or what you are trying to achieve, as well as how you will measure success. Remember that your social media activities should ultimately support your organization's goals (Hootsuite, n.d.).

Looking to establish a social media strategy for your organization or make the case for why it's important? CDC offers <u>social media tools</u> to create and establish a social media strategy. The site also offers guidelines and best practices as well as evaluation strategies, tools and templates.

### TWITTER BEST PRACTICES

- Keep Tweets short, between the 280 character limit. This allows other users to Retweet while adding their own comments.
- Add photos or videos. Adding a photo boosts Retweets by 62% on average (Twitter Government and Elections Team, 2014).
- Tweet at author or organizational Twitter handles when possible. Note that Tweets that begin with a
  username will now reach all your followers, but they will be categorized as "replies." If you want the
  Tweet to be seen on your timeline, use the ".@" convention at the beginning.
- Twitter, Tweetdeck, Sprout Social and Hootsuite all have options to shorten links as you write Tweets.
- Promote engagement with other organizations by liking or Retweeting their content. You can even add your own comment before Retweeting.
- Be responsive and recognize Retweets, @ mentions and when others share your content. It doesn't take much, but a simple "thank you" goes a long way toward building engagement.
- Remember that Tweets cannot be edited once they are posted, so proofread before you post!

#### MEASURING SUCCESS

Looking to measure the success of your social media campaign? Twitter offers free analytic tools to allow you to demonstrate the impact of your social media efforts.

<u>Twitter Analytics</u> allows you to see and download detailed tracking information about Tweet activity, engagement, audience and trends over time. Log in to <u>analytics.twitter.com/about</u> with your Twitter username and password to learn more.

# **RESOURCES FOR PATIENTS**

| Publisher   | Patient Resource  | Tweets  |
|---|---|---|
| 'Imi Hale Native<br>Hawaiian Cancer<br>Network              | Native Hawaiian Fact Sheets   | These educational materials tailored to the Native Hawaiian community can help spread the word about cancer prevention. Share today: <a href="http://bit.ly/2pJpMMR">http://bit.ly/2pJpMMR</a> #TAPResource |
| African American Breast<br>Cancer Alliance                  | Black Women, Breast Cancer<br>and Risk Factors  | #BreastCancer is a major health concern for Black or African American women, but knowledge is power: <a href="http://bit.ly/2Fft">http://bit.ly/2Fft</a> <a href="http://bit.ly/2Fft">DHa</a> #TAPResource  |
| Agency for Healthcare<br>Research and Quality               | Is Lung Cancer Screening Right for Me?  | Could lung cancer screening be right for me? This list of tools can help you start the conversation with your doctor: <a href="http://bit.ly/2IYI7gH">http://bit.ly/2IYI7gH</a> #LCSM                       |
| American Cancer Society                                     | Glossary: Definitions and Phonetic Pronunciations   | Feeling overwhelmed by medical term pronunciations? A health care glossary can demystify things: <a href="http://bit.ly/2pKRSX8">http://bit.ly/2pKRSX8</a> #TAPResource                                     |
| American Cancer Society                                     | How to Choose a Doctor:<br>Worksheet  | Choosing a doctor is important. Let this guide from @AmericanCancer help you through the process: <a href="http://bit.ly/2FklxwE">http://bit.ly/2FklxwE</a> #TAPResource                                    |
| American Cancer Society                                     | How to Choose a Hospital:<br>Worksheet  | Choosing a hospital can be overwhelming. Use this guide from @AmericanCancer to help get the best possible medical care & treatment: <a href="http://bit.ly/2Fg6oRr">http://bit.ly/2Fg6oRr</a> #TAPResource |
| American Cancer Society                                     | Questions to Ask Your Doctor<br>When You Have Cancer  | A #cancer diagnosis comes with a lot of questions, click here for suggestions on what to ask: <a href="http://bit.ly/2GgQDWu">http://bit.ly/2GgQDWu</a> #TAPResource  |
| American Cancer Society                                     | Seeking a Second Opinion  | Considering a second opinion about your treatment options? Learn more: <a href="http://bit.ly/21702AG">http://bit.ly/21702AG</a> #TAPResource   |
| American Cancer Society                                     | The Doctor-Patient Relationship   | Improve communication with your doctor using these tips: <a href="http://bit.ly/2DYWJsN">http://bit.ly/2DYWJsN</a> #TAPResource   |
| American Health<br>Information<br>Management<br>Association | Preparing for a Doctor's Visit: A<br>Reference Guide for Patients,<br>Caregivers, and Advocates | Learn how to better prepare for a doctor's visit and have a more productive visit: <a href="http://bit.ly/2plxMMh">http://bit.ly/2plxMMh</a> #TAPResource   |
| American Society of<br>Clinical Oncology                    | ASCO Care and Treatment<br>Recommendations for Patients   | Need care and treatment recommendations? Check out this resource from @cancerdotnet <a href="http://bit.ly/211Hr0j">http://bit.ly/211Hr0j</a> #TAPResource  |
| American Society of<br>Clinical Oncology                    | Cancer Terms: Cancer Basics<br>Glossary   | Take charge of your care by learning important medical terms: <a href="http://bit.ly/2GgRAOT">http://bit.ly/2GgRAOT</a> #TAPResource  |
| American Society of<br>Clinical Oncology                    | Evaluating Cancer Information on the Internet   | Learn how to assess #cancer info from the internet like a pro: <a href="http://bit.ly/2ulHVF7">http://bit.ly/2ulHVF7</a> #TAPResource   |

| Publisher                                     | Patient Resource  | Tweets   |
|---|---|--|
| American Society of<br>Clinical Oncology      | Understanding Cancer Research<br>Study Design and How to<br>Evaluate Results      | Learn how research studies can benefit you with this resource from @cancerdotnet: <a href="http://bit.ly/2IVRlu9">http://bit.ly/2IVRlu9</a> #TAPResource   |
| American Society of<br>Clinical Oncology      | Understanding the Publication and Format of Cancer Research Studies               | Interested in understanding the publication and format of cancer research studies? This guide has you covered: <a href="http://bit.ly/2GurV8v">http://bit.ly/2GurV8v</a> #TAPResource                                      |
| Apicha Community<br>Health Center             | Patient Resources   | As a patient, you have rights. Learn how to exercise them with these resources from @APICHAHealth: <a href="http://bit.ly/2Ga9F57">http://bit.ly/2Ga9F57</a> #TAPResource  |
| Cancer Treatment<br>Centers of America        | Glossary  | Cancer-related terms can get confusing. Let this glossary take out the guesswork: <a href="https://ctcaho.pe/2pIPLnr">https://ctcaho.pe/2pIPLnr</a> #TAPResource   |
| Cancer <i>Care</i>                            | "Doctor, Can We Talk?": Tips for<br>Communicating With Your<br>Health Care Team   | Talking with your doctor can feel difficult. This guide from @cancercare can help you communicate with your health care team and improve your care: <a href="http://bit.ly/2H7aeZB">http://bit.ly/2H7aeZB</a> #TAPResource |
| Cancer <i>Care</i>                            | Communicating With Your<br>Health Care Team                                       | Having good communication with your health care team is important, but where do you start? Read more from @cancercare http://bit.ly/2FVGeQR #TAPResource   |
| Cancer <i>Care</i>                            | Coping with Cancer as an LGBT<br>Person   | A number of health disparities affect #LGBTQ communities. Click here to learn more: <a href="http://bit.ly/2pKgT4A">http://bit.ly/2pKgT4A</a> #TAPResource #MinorityCancer   |
| Cancer <i>Care</i>                            | Questions to Ask Your Health<br>Care Team   | Asking questions is important throughout your cancer experience. Use this guide from @cancercare to help: <a href="http://bit.ly/2oKCg6m">http://bit.ly/2oKCg6m</a> #TAPResource   |
| CanerCare                                     | When to Get a Second Opinion  | When should you get a second opinion? Get more info from @cancercare: <a href="http://bit.ly/2oRTVYO">http://bit.ly/2oRTVYO</a> #TAPResource   |
| Centers for Disease<br>Control and Prevention | Take Action to Lower Your<br>Breast and Ovarian Cancer Risk<br>(African American) | African American women, learn how to lower your risk for breast and ovarian cancer with @CDCgov: <a href="http://bit.ly/2Gc45il">http://bit.ly/2Gc45il</a> #TAPResource  |
| Centers for Disease<br>Control and Prevention | Take Action to Lower Your<br>Breast and Ovarian Cancer Risk<br>(Jewish)           | Interested in learning how to lower breast and ovarian cancer risk for Jewish women? Check out this infographic from @CDCgov: <a href="http://bit.ly/2ITCRLc">http://bit.ly/2ITCRLc</a> #TAPResource                       |
| Dana-Farber Cancer<br>Institute               | Five Things Minority Women<br>Should Know About Women's<br>Cancers                | As a woman of color, what are some things you should know about #cancer? Click here to find out: <a href="http://bit.ly/2unNtPn">http://bit.ly/2unNtPn</a> #TAPResource  |
| EthnoMed                                      | EthnoMed: Integrating Cultural Information Into Clinical Practice                 | .@EthnoMedUW provides information and resources on minority and immigrant health. Learn more: http://bit.ly/2uon0kF #TAPResource   |

| Publisher  | Patient Resource   | Tweets   |
|--|--|--|
| The George Washington<br>University Cancer Center        | I Want You to Know Patient<br>Cards  | Looking to start a conversation with your doctor? These "I Want You to Know" cards can help (available in English, Spanish and Chinese): <a href="http://bit.ly/TEAMPatientCards">http://bit.ly/TEAMPatientCards</a> #TAPResource #LGBTQ #MinorityCancer |
| The George Washington<br>University Cancer Center        | Living with Prostate Cancer: A<br>Resource for Gay and Bisexual<br>Men                       | Gay and bisexual men have health needs that are not often talked about. This fact sheet can help you start the conversation: <a href="http://bit.ly/MSMPrCaFactSheet">http://bit.ly/MSMPrCaFactSheet</a> #TAPResource #LGBTQ #ProstateCancer             |
| The George Washington<br>University Cancer Center        | Living with Prostate Cancer: A<br>Resource for Transgender<br>Women                          | #DYK that transgender women and gender non-conforming individuals may have unique health concerns? This #ProstateCancer fact sheet can be a good place to start: http://bit.ly/TransPrCaFactSheet #TAPResource   |
| GLMA: Health<br>Professionals Advancing<br>LGBT Equality | Find a Provider  | Are you an #LGBTQ individual seeking a trusted health care professional? Find a provider: <a href="http://bit.ly/2GcdarR">http://bit.ly/2GcdarR</a> #TAPResource   |
| GLMA: Health<br>Professionals Advancing<br>LGBT Equality | Top 10 Health Issues for Gay<br>Men, Lesbians, Bisexuals and<br>Transgender Persons          | What are the top 10 issues/concerns in health care for the #LGBTQ community? Click to find out: <a href="http://bit.ly/2GaeWcV">http://bit.ly/2GaeWcV</a> #TAPResource #MinorityCancer #LGBTQHealth  |
| GLMA: Health<br>Professionals Advancing<br>LGBT Equality | Transgender Health Resources   | Transgender patients often have unique health care concerns. This list of resources can help: <a href="http://bit.ly/2pFCoVe">http://bit.ly/2pFCoVe</a> #TAPResource #LGBTQ  |
| The Joint Commission                                     | Speak Up   | Learn how to speak with your health care team using this very helpful video series from @TJCommission: <a href="http://bit.ly/2GwX2Af">http://bit.ly/2GwX2Af</a>   |
| LGBT HealthLink  | Healthcare Bill of Rights  | What rights do #LGBTQ people have when going to see a health care provider? This resource from @LGBTHealthLink has the answers: <a href="http://bit.ly/219wzpi">http://bit.ly/219wzpi</a> #TAPResource   |
| Living Beyond Breast<br>Cancer                           | Breast Cancer in Focus: Getting<br>the Care You Need as a Lesbian,<br>Gay or Bisexual Person | A helpful guide from @LivingBeyondBC for #LGBTQ individuals on how navigate the decision of coming out to your health care team: <a href="http://bit.ly/2GeLUod">http://bit.ly/2GeLUod</a> #TAPResource #BreastCancer                                    |
| Living Beyond Breast<br>Cancer                           | LGBT With Breast Cancer  | Do you have a #BreastCancer diagnosis and identify as lesbian, gay, bisexual or transgender? Click here for helpful information and support: <a href="http://bit.ly/2Gh3zf2">http://bit.ly/2Gh3zf2</a> #TAPResource #LGBTQ                               |
| Lung Cancer Alliance                                     | Glossary   | Unsure of a #LungCancer term? Learn more with this glossary from @LCAorg: <a href="http://bit.ly/2pJklgT">http://bit.ly/2pJklgT</a> #TAPResource   |
| National Cancer Institute                                | Dictionary of Cancer Terms   | Need help defining a cancer term? This glossary from @theNCI can help: <a href="http://bit.ly/2I5HOzq">http://bit.ly/2I5HOzq</a> #TAPResource  |

| Publisher  | Patient Resource   | Tweets  |
|--|--|---|
| National Cancer Institute  | Understanding Breast Changes   | Have you noticed changes in your breast or have questions about an abnormal mammogram? This guide from @theNCI is for you: <a href="http://bit.ly/2ITcBAK">http://bit.ly/2ITcBAK</a> #TAPResource #BreastCancer             |
| National Coalition for<br>Cancer Survivorship                      | Cancer Survival Toolbox<br>(Spanish)   | A #cancer diagnosis can be difficult to navigate. Here's a program from @CancerAdvocacy that can help patients and families: <a href="http://bit.ly/2pMDMnZ">http://bit.ly/2pMDMnZ</a> #TAPResource                         |
| National Coalition for<br>Cancer Survivorship                      | Communicating With Your<br>Doctor  | Need more info about communicating with your doctor? Find some here with @canceradvocacy http://bit.ly/2uxHuaC #TAPResource   |
| National Coalition for<br>Cancer Survivorship                      | Take Charge of Your Cancer<br>Care   | Need guidance on navigating your #cancer care experience? These tools can help you take charge: <a href="http://bit.ly/2pIQ95e">http://bit.ly/2pIQ95e</a> #TAPResource  |
| National Institute on<br>Minority Health and<br>Health Disparities | Cancer Resources in Multiple<br>Languages                                    | Here are some #cancer resources available in Spanish and Asian languages: <a href="http://bit.ly/217JgS0">http://bit.ly/217JgS0</a> #TAPResource  |
| National LGBT Cancer<br>Network                                    | LGBT Cancer Information  | Want more information about cancer care issues #LGBTQ patients face? Start here: <a href="http://bit.ly/2pJ0ZZ0">http://bit.ly/2pJ0ZZ0</a> #TAPResource   |
| National Medical<br>Association                                    | "You've Got the Power!" Clinical<br>Trials Fact Sheet                        | You've got the power! Learn how you can get involved in clinical trials: <a href="http://bit.ly/2IUbHUA">http://bit.ly/2IUbHUA</a> #TAPResource   |
| Native American Cancer<br>Research Corporation                     | Breast Health Fact Sheet   | "I asked my doctor for the mammogram" - how Native<br>American women can take charge of their breast health:<br>http://bit.ly/2FVxA4R   |
| Native American Cancer<br>Research Corporation                     | Cervix Health Fact Sheet   | "Cervical cancer knows no prejudice and affects Native American women just as it does others" - Learn more about cervical health: <a href="http://bit.ly/2oJgZJY">http://bit.ly/2oJgZJY</a> #CervicalCancer #MinorityHealth |
| SHARE  | Novela on Breast Cancer<br>Survivorship                                      | Learn more about #BreastCancer survivorship by following the story of Ivette and her experience with this novella from @SHAREing: <a href="http://bit.ly/2pKUvlu">http://bit.ly/2pKUvlu</a> #TAPResource                    |
| SHARE  | Ovarian Cancer Videos and<br>Webinars  | Looking for videos on breast and ovarian cancer related topics? Watch these: <a href="http://bit.ly/2utYdfe">http://bit.ly/2utYdfe</a> #TAPResource   |
| Sibley Memorial Hospital   | Health Care for Lesbian, Gay,<br>Bisexual, Transgender and<br>Queer Patients | Need more resources on health care for #LGBTQ individuals? <a href="http://bit.ly/2185WSa">http://bit.ly/2185WSa</a> #TAPresource #MinorityCancer   |
| Sisters Network, Inc.  | Breast Cancer Facts  | African American women are diagnosed with #BreastCancer at a high rate. Learn more: <a href="http://bit.ly/2IVMQQh">http://bit.ly/2IVMQQh</a> #TAPResource  |

| Publisher                | Patient Resource  | Tweets   |
|--------------------------|---|--|
| Sisters Network, Inc.    | Breast Cancer Glossary  | Need help defining cancer terms? Here is a glossary to help, click the link to be informed: <a href="http://bit.ly/2unNT8i">http://bit.ly/2unNT8i</a> #TAPResource   |
| Sisters Network, Inc.    | Key Questions to Ask Your<br>Doctor                                 | Don't know what to ask your doctor after a #BreastCancer diagnosis? This list of questions can help: <a href="http://bit.ly/2DZ5Vxa">http://bit.ly/2DZ5Vxa</a> #TAPResource  |
| Sisters Network, Inc.    | Risk Factors on Breast Cancer                                       | Learn about common risk factors for #cancer here:<br>http://bit.ly/2GxLFYN #TAPResource  |
| Susan G. Komen           | Breast Cancer Glossary  | Unsure of a #BreastCancer related health term? Learn more with this glossary from @SusanGKomen: <a href="http://sgk.mn/2GhxAM5">http://sgk.mn/2GhxAM5</a> #TAPResource   |
| Susan G. Komen           | Educational Materials   | Need more information to better understand a breast cancer diagnosis? Visit @SusanGKomen's educational materials catalog: <a href="http://sgk.mn/2I4GMET">http://sgk.mn/2I4GMET</a> #BreastCancer #TAPResource                       |
| Susan G. Komen           | Facts for Life: Lesbian, Gay,<br>Bisexual and Transgender<br>People | #LGBTQ communities may have unique concerns when it comes to breast cancer. This fact sheet from @SusanGKomen can help: <a href="http://sgk.mn/2tjPD20">http://sgk.mn/2tjPD20</a> #BreastCancer #TAPResource                         |
| Susan G. Komen           | Facts for Life: Talking With Your<br>Doctor                         | Learn how to prepare to talk with your doctor: <a href="http://sgk.mn/217QwgL">http://sgk.mn/217QwgL</a> #TAPResource  |
| Susan G. Komen           | Komen Educational Videos<br>(multilingual)                          | These videos from @SusanGKomen are available in multiple languages. They discuss common concerns and questions for women diagnosed with #BreastCancer:  http://sgk.mn/2GaijOR #TAPResource   |
| UCSF Medical Center      | Breast Cancer Glossary  | Have you or a loved one been diagnosed with #BreastCancer? This glossary of terms can help: http://bit.ly/2Gis4Zh #TAPResource   |
| Young Survival Coalition | Breast Health and You: A Young<br>Woman's Guide to Health           | Did you know that know that nearly 13,000 cases of #BreastCancer in women under age 40 are diagnosed each year? Take charge of your health w/these resources: <a href="http://bit.ly/2Gwm6Yh">http://bit.ly/2Gwm6Yh</a> #TAPResource |
| Young Survival Coalition | Educational Resources   | Are you interested in learning how to advocate and take control of your health? Click here for valuable resources to help: <a href="http://bit.ly/2GjiMfy">http://bit.ly/2GjiMfy</a> #TAPResource @                                  |

# **RESOURCES FOR PROVIDERS**

| Publisher  | Provider Resource  | Tweets  |
|--|--|---|
| 'Imi Hale Native<br>Hawaiian Cancer<br>Network           | Reaching People in Multiple<br>Languages   | How do you reach patients in multiple languages? This useful tool can help you get started: <a href="http://bit.ly/2pJpMMR">http://bit.ly/2pJpMMR</a> #TAPResource  |
| AAPCHO   | Health Center Board Self-<br>Assessment Tool: Culture and<br>Language Access   | Providing culturally competent care is everyone's responsibility. Check out this online assessment for health care leaders: <a href="http://bit.ly/2pJoznM">http://bit.ly/2pJoznM</a> #TAPResource                                  |
| Advocate Health Care                                     | Religious Beliefs and Healthcare<br>Decisions  | #DYK your patient's religious beliefs can sometimes impact their health care decisions? Learn more: <a href="http://bit.ly/2GxJO6B">http://bit.ly/2GxJO6B</a> #TAPResource  |
| American Cancer Society                                  | Cancer Facts and Figures for<br>Hispanics/Latinos  | Unsure of current data on cancer for Hispanic/Latino patients? This reference from @AmericanCancer provides helpful info at a glance: <a href="http://bit.ly/2GjaMeO">http://bit.ly/2GjaMeO</a> #TAPResource #MinorityCancer        |
| American Medical<br>Association                          | Reducing Disparities in Health<br>Care   | We all want to reduce health disparities, but what can physicians do? This useful list of resources is a great place to start: <a href="http://bit.ly/2E2sb9q">http://bit.ly/2E2sb9q</a> #TAPResource                               |
| Association of<br>Community Cancer<br>Centers            | 2018 Patient Assistance and Reimbursement Guide  | How can you help patients navigate issues like insurance and generics? This guide can help: <a href="http://bit.ly/2pO4GMr">http://bit.ly/2pO4GMr</a> #TAPResource  |
| Association of<br>Community Cancer<br>Centers            | Ethnic Diversity and Cultural<br>Competency in Cancer Care   | Improve your cultural competency by using these tools: <a href="http://bit.ly/2GcoAvs">http://bit.ly/2GcoAvs</a> #TAPResource #MinorityCancer   |
| BMC Medical Education                                    | Development/Evaluation of a<br>Web-Based Breast Cancer<br>Cultural Competency Course for<br>Primary Healthcare Providers | What are best practices for developing online training modules for physicians? This case study provides some answers: <a href="http://bit.ly/2pJxBRI">http://bit.ly/2pJxBRI</a> #TAPResource #MinorityCancer #BreastCancer          |
| Cancer Patient<br>Education Network                      | Health Literacy Action: Toolkit for Patient Educators  | Empower patients with this toolkit for patient educators: <a href="http://bit.ly/2GfJVnR">http://bit.ly/2GfJVnR</a> #TAPResource  |
| Center for Healthy<br>Families and Cultural<br>Diversity | Clinical Cultural Competency<br>Questionnaire (Pre-Training<br>Version)  | Assess your knowledge of cultural competence with this survey designed for physicians <a href="http://bit.ly/2ussvib">http://bit.ly/2ussvib</a> #TAPResource  |
| Cigna  | Commonly Used Spanish Patient<br>Forms: Consent, Refusal,<br>Instruction and Treatment                                   | Ensure you have all the necessary tools to provide the best care to Spanish speakers with these common patient forms in English and Spanish: <a href="http://bit.ly/2GBDtXT">http://bit.ly/2GBDtXT</a> #TAPResource #MinorityCancer |
| Cigna  | Repository of Cultural<br>Competency Training and<br>Resources   | Having a hard time finding cultural sensitivity training material? This repository from @cigna can help: <a href="http://bit.ly/2IXKa4J">http://bit.ly/2IXKa4J</a> #TAPResource   |

| Publisher   | Provider Resource   | Tweets  |
|---|---|---|
| Department of Health<br>and Human Services, US<br>Food and Drug<br>Administration,<br>Department of Justice | Part 1: Breaking Down the<br>Language Barrier - Translating<br>Limited English Proficiency into<br>Practice             | Language barriers can make it difficult to communicate with and care for patients. This video has practical tips for overcoming this issue: <a href="http://bit.ly/2GAM38Y">http://bit.ly/2GAM38Y</a> #TAPResource #MinorityCancer  |
| EthnoMed  | Cultural Profile: Hispanic/Latino   | How can you best care for your Hispanic/Latino patients? This is a good place to start: <a href="http://bit.ly/2MnLiQJ">http://bit.ly/2MnLiQJ</a> #TAPResource  |
| Georgetown University<br>National Center for<br>Cultural Competence   | A Guide to Planning and<br>Implementing Cultural<br>Competence: Organizational<br>Self-Assessment                       | Know where your organization stands on cultural competency with this useful self-assessment:<br>http://bit.ly/2GylLTQ #TAPResource  |
| Georgetown University<br>National Center for<br>Cultural Competence   | Cultural and Linguistic<br>Competence Health Practitioner<br>Assessment   | Want to learn how to better care for your diverse group of patients? Check out this online module from @NCCCGeorgetown: <a href="http://bit.ly/2DZdbJm">http://bit.ly/2DZdbJm</a> #TAPResource #MinorityCancer  |
| Georgetown University<br>National Center for<br>Cultural Competence   | Cultural and Linguistic<br>Competence Health Practitioner<br>Assessment   | Improve your personal awareness of cultural competency with this survey <a href="http://bit.ly/2pLzQVy">http://bit.ly/2pLzQVy</a> #TAPResource  |
| Georgetown University<br>National Center for<br>Cultural Competence   | Distance Learning Opportunities   | Providers: Distance learning opportunities from @NCCCGeorgetown can help you learn more about cultural sensitivity: <a href="http://bit.ly/2E2Hkl8">http://bit.ly/2E2Hkl8</a>   |
| The George Washington<br>University Cancer Center   | Addressing the Need for<br>LGBTQI-Affirming Care: A Focus<br>on Sexual and Gender Minority<br>Prostate Cancer Survivors | #DYK that sexual and gender minority #ProstateCancer patients may have unique health needs? This guide from @GWCancer can help you provide culturally sensitive, affirming care for all your patients: <a href="http://bit.ly/LGBTQIPrCaCareGuide">http://bit.ly/LGBTQIPrCaCareGuide</a> #TAPResource |
| The George Washington<br>University Cancer Center   | I Want You to Know Patient<br>Cards   | What's important to know about your patients? This "I Want You to Know" card can help you start the conversation (available in English, Spanish and Chinese): <a href="http://bit.ly/TEAMPatientCards">http://bit.ly/TEAMPatientCards</a> #TAPResource #LGBTQ  #MinorityCancer                        |
| The George Washington<br>University Cancer Center   | Practice Patient-Centered Care<br>Poster  | How can you do your part to promote culturally affirming, equitable care? This poster has some helpful reminders: <a href="http://bit.ly/TEAMProviderPosters">http://bit.ly/TEAMProviderPosters</a> #TAPResource #LGBTQ #MinorityCancer   |
| The George Washington<br>University Cancer Center   | You Are Welcome Here Poster   | Remind patients of all backgrounds, national origins and identities that they are welcome in your organization: <a href="http://bit.ly/YouAreWelcomePosters">http://bit.ly/YouAreWelcomePosters</a> #TAPResource #LGBTQ  #HealthEquity  |
| GLMA: Health<br>Professionals Advancing<br>LGBT Equality  | Cultural Competence Webinar<br>Series: Quality Healthcare for<br>Lesbian, Gay, Bisexual &<br>Transgender People         | Providers: This webinar series on caring for #LGBTQ patients has great info on caring for sexual and gender minority patients: <a href="http://bit.ly/2lc1qlJ">http://bit.ly/2lc1qlJ</a> #TAPResource   |

| Publisher   | Provider Resource  | Tweets   |
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| GLMA: Health<br>Professionals Advancing<br>LGBT Equality        | Guidelines for Care of Lesbian,<br>Gay, Bisexual and Transgender<br>Patients   | Unsure of current guidelines for #LGBTQ patients? This guide can help: <a href="http://bit.ly/2IYpPMu">http://bit.ly/2IYpPMu</a> #TAPResource  |
| GLMA: Health<br>Professionals Advancing<br>LGBT Equality        | Guidelines for Care of Lesbian,<br>Gay, Bisexual, and Transgender<br>Patients  | Unsure about current guidelines for the care of #LGBTQ patients? These resources from @GLMA_LGBTHealth are a great place to start: <a href="http://bit.ly/2pLBg2h">http://bit.ly/2pLBg2h</a> #TAPResource                      |
| Health Care Interpreter<br>Network                              | Qualified Interpreting for Quality<br>Health Care: A Training Video<br>for Clinical Staff on How to Work<br>with Interpreters      | This video is specifically designed to help health care workers work with interpreters: <a href="http://bit.ly/2pLoFMr">http://bit.ly/2pLoFMr</a> #TAPResource   |
| Institute for Health<br>Promotion Research                      | A Patient Navigator Manual for<br>Latino Audiences   | This manual is designed for Patient Navigators caring for Hispanic/Latino patients <a href="http://bit.ly/2pNXuRd">http://bit.ly/2pNXuRd</a> #TAPResource  |
| Institute for Health<br>Promotion Research                      | Clinical Trials Outreach for<br>Latinos: Program Replication<br>Manual   | Hispanics/Latinos are underrepresented in clinical trials. This clinical trials outreach program manual can help you reverse the trend: <a href="http://bit.ly/2J3Uw3a">http://bit.ly/2J3Uw3a</a> #TAPResource #MinorityCancer |
| Intercultural Cancer<br>Council                                 | Cancer Fact Sheets   | Numerous factsheets for minority populations throughout the cancer continuum found here: <a href="http://bit.ly/2GCxAcQ">http://bit.ly/2GCxAcQ</a> #TAPResource #MinorityCancer  |
| The Joint Commission  | Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals             | How can hospitals advance effective communication and cultural competence? This roadmap can help: <a href="http://bit.ly/2GjXzlS">http://bit.ly/2GjXzlS</a> #TAPResource   |
| LGBT HealthLink   | LGBT Best and Promising Practices Throughout the Cancer Continuum  | Interested in best practices for #LGBTQ patients throughout the cancer continuum? Start here: <a href="http://bit.ly/2GjV2rZ">http://bit.ly/2GjV2rZ</a> #TAPResource   |
| National Academies of<br>Sciences, Engineering,<br>and Medicine | Health Insurance and Insights<br>from Health Literacy: Helping<br>Consumers Understand:<br>Proceedings of a Workshop - In<br>Brief | This useful report helps start the conversation with patients on navigating the health insurance landscape <a href="http://bit.ly/2GAFxiv">http://bit.ly/2GAFxiv</a> #TAPResource #HealthLiteracy                              |
| National Association of<br>Social Workers                       | A Guide for Understanding,<br>Supporting and Affirming<br>LGBTQI2-S Children, Youth and<br>Families                                | As a health care provider, you want to support and affirm all your patients. This guide for LGBTQI2-S youth is a great place to start: <a href="http://bit.ly/2GAUCR9">http://bit.ly/2GAUCR9</a> #TAPResource #LGBTQ           |
| National Cancer Institute                                       | Breast Cancer Risk Assessment<br>Tool  | How can your patient assess their risk for #BreastCancer? This useful tool is a good place to start: <a href="http://bit.ly/2lecONY">http://bit.ly/2lecONY</a> #TAPResource  |

| Publisher  | Provider Resource   | Tweets  |
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| National Cancer Institute  | The Witness Project   | The Witness Proejct aims to reduce the burden of mortality and morbidity of African Americans from cancer. More information can be found here: <a href="http://bit.ly/2E2IDYo">http://bit.ly/2E2IDYo</a> #TAPResource #MinorityCancer |
| National LGBT Health<br>Education Center   | National LGBT Health Education<br>Center: Learning Modules  | Are you currently providing care for #LGBTQ patients? These learning modules cover a range of topics, and many provide free CE: <a href="http://bit.ly/2lbnblp">http://bit.ly/2lbnblp</a> #TAPResource                                |
| Office of Minority Health  | A Physician's Practical Guide to<br>Culturally Competent Care   | Looking to make your practice more culturally sensitive? These resources from @MinorityHealth can help: <a href="http://bit.ly/2Gfnq2c">http://bit.ly/2Gfnq2c</a>   |
| Office of Minority Health  | Cultural Competency Program<br>for Oral Health Professionals  | Oral health practitioners: #DYK there's an online cultural sensitivity training made specifically for you? <a href="http://bit.ly/2Gd12H3">http://bit.ly/2Gd12H3</a> #TAPResource   |
| Office of Minority Health  | Culturally Competent Nursing<br>Care: A Cornerstone of Caring   | Learn more about cultural sensitivity in nursing care with this online training: <a href="http://bit.ly/2pJ9XFO">http://bit.ly/2pJ9XFO</a> #TAPResource   |
| Office of Minority Health  | Guide to Providing Effective<br>Communication and Language<br>Assistance Services                     | Ensure your patients get all the information they need with this guide on effective communication: <a href="http://bit.ly/2pRhbXl">http://bit.ly/2pRhbXl</a> #TAPResource   |
| Office of Minority Health  | Improving Data Collection for the LGBT Community  | This factsheet helps improve data collection for #LGBTQ patients. Download it today: <a href="http://bit.ly/2GEIaQJ">http://bit.ly/2GEIaQJ</a> #TAPResource   |
| UCLA Health  | Interpreter Services  | Health interpreters are important, this quick video explains why <a href="http://bit.ly/2J00C4p">http://bit.ly/2J00C4p</a> #TAPResource   |
| University of South<br>Florida College of<br>Behavioral and<br>Community Studies | Cultural & Linguistic Competence (CLC) Resource Library for Eliminating Behavioral Health Disparities | A useful guide on linguistic and cultural competence <a href="http://bit.ly/2GxVJ47">http://bit.ly/2GxVJ47</a> #TAPResource #MinorityCancer   |
| Young Survival Coalition   | Educational Materials for Providers   | This kit from @YSCBuzz is specifically designed for health care providers but also contains useful information for patients. Check it out: <a href="http://bit.ly/2GjiMfy">http://bit.ly/2GjiMfy</a> #TAPResource #BreastCancer       |

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