Welcome/ to the Quality Interactions Resource Center, designed to help you improve your patients’ experiences, and assure better health outcomes by managing cross-cultural situations in your daily interactions.

Explore/ cultural competency resources, including:

+ Ethnic Origin Reference Pages
+ Major World Religions
+ Common Clinical Issues
+ Foundations in Cultural Competency
+ Difficult Cross-Cultural Situations
+ Language & Interpretation

Login/ to get started!

1. Go to: resourcecenter.qualityinteractions.com
2. Enter your login information: User name: resource_vanderbilt
   Password: test
   Support: help@qualityinteractions.com
Learn how the Quality Interactions Resource Center can help you:

+ **Understand Ethnic Origins**

  Ethnic Origins reference pages describe the demographics, immigration patterns, health profiles, and common health beliefs and practices of the major ethnic groups in the U.S., including a wide range of ethnic/national subgroups.

  Pages include: African American/Black (Ghana, Haiti, Jamaica, Nigeria), Arab American/Middle Eastern (Iran, Iraq, Lebanon), European American/White (Bosnia, Russia), Asian American/Pacific Islander (China, India, Korea, Pakistan, Philippines, Vietnam), Hispanic/Latino (Cuba, Dominican Republic, Mexico, and Puerto Rico), and American Indian/Alaskan Native.

+ **Connect Religious Beliefs and Practices with Healthcare**

  Religion pages provide an overview of beliefs and practices as they relate to topics in healthcare, such as birthing; caring for the ill and dying; diet and fasting; modesty; and transplants and transfusions. While this information does not substitute for asking individuals about their own beliefs and preferences, it does serve as a helpful starting place to learn more about Buddhism, Christianity, Hinduism, Islam, Judaism, and Sikhism.

Our comprehensive site is designed to help you quickly find what you need, as well as discover new areas of learning in cultural competency.
+ **Manage Common Clinical Issues**

Clinical Issues are described as they might be impacted by cultural/religious beliefs or practices, and include relevant examples and tips for effective cross-cultural communication.

Issues covered include: cancer care, care of LGBT patients, chronic disease management, disability, end-of-life, fetal maternal health (prenatal and postpartum), genetic counseling, intensive care, and mental health.

+ **Navigate Difficult Cross-Cultural Situations**

Cross-Cultural Situations highlights challenging behaviors that may relate to cross-cultural issues, and provides tips and guidelines for management.

Situations include: refusing test/procedure; non-adherence; family decision-making; demanding test, procedure, or medication; missed/late appointments; unusual/unexplained symptoms; illness/treatment comprehension; and managing your frustration.

+ **Approach Language & Interpretation with Skill**

Language & Interpretation pages describe how and when to involve a medical interpreter in patient interactions, and includes a list of general “do’s and don’ts;” details about etiquette; word choice and tempo; how to ensure accuracy and confidentiality; and guidelines for debriefing with interpreters.

+ **Review Foundations in Cultural Competency**

Foundations presents all Quality Interactions concepts, including our ResCUE Model™, QI Framework: A Person-Based Approach to Cross-Cultural Care™, and ESFT Model. Detailed information is provided for each section within these models, including case vignettes and skill-building tips. Foundations also includes a listing of cultural competency definitions and online resources.

**Need help?**

**Contact us:** help@qualityinteractions.com