¿No Comprende?

Online Health Resources to help English Speakers serve Spanish Speaking Communities

National Network of Libraries of Medicine
Southeastern/Atlantic Region
http://nnlm.gov/sea

800-338-7657

Agenda

- Introduction – 10 min
- Cultural Competence and Health Literacy – 20 min
- Spanish Language – 40 min
- Spanish Vocabulary – 15 min
- 15 Minute Break
- Evaluating Spanish Websites with exercises – 30 min
- Quality Health Information in Spanish with exercises – 1 hour
- Q/A, Evaluations, Certificates – 20 min
- Dismissal

Class Objectives

Participants will be able to:

- Define the basics of health literacy and cultural competence
- Identify online resources for basic, medical, and internet Spanish vocabulary
- Pronounce the letters in the Spanish alphabet
- Describe criteria for evaluating health websites and evaluate online health information resources that are in Spanish
- Identify reliable online Spanish health information resources

NN/LM Cultural Competence

Cultural competence refers to an ability to interact effectively with people of different cultures. Cultural competence comprises four components: (a) Awareness of one's own cultural worldview, (b) Attitude towards cultural differences, (c) Knowledge of different cultural practices and worldviews, and (d) cross-cultural skills. Developing cultural competence results in an ability to understand, communicate with, and effectively interact with people across cultures.

~ Martin & Vaughn

❖ Synonyms: Cultural Sensitivity and Cultural Awareness

❖ Be sensitive to subcultures and differences that exist within the same culture.

NN/LM Cultural Competence

HRSA U.S. Department of Health and Human Services
Health Resources and Services Administration

http://www.hrsa.gov/culturalcompetence

- Assessment Tools
- Culture/Language Specific Resources
- Disease/Condition Specific Resources
- Health Professions Education
- Special Populations
- Training Curricula
- Web-based Training

NN/LM Cultural Competence

The Office of Minority Health
1-800-444-6472

http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=1&lvlID=3

- Guides & resources
- Link to CLAS standards
- Organizations & programs
- Policies, initiatives & laws
- Training Tools for physicians & others

AHRQ Agency for Healthcare Research and Quality
Advancing Excellence in Health Care

http://www.ahrq.gov/research/cultural.htm
Setting the Agenda for Research on Cultural Competence in Health Care
This pdf document examines how cultural competence affects health care delivery and health outcomes, and it is sponsored by the Agency for Healthcare Research and Quality (AHRQ) and the Office of Minority Health (OMH). This is Part I of the report, comprised of the introduction and key findings.

NN/LM ¿Qué piensan ustedes?

What percentage of the US population is Hispanic?

a) 10%
b) 15%
c) 20%

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What percentage of the US population is Hispanic?

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www.census.gov

NN/LM ¿Qué piensan ustedes?

Hispanics are the nation's:

a) largest minority group
b) 2nd largest minority group
c) 3rd largest minority group

NN/LM

¿Qué piensan ustedes?

Hispanics are the nation's:

a) **largest minority group**
b) 2nd largest minority group
c) 3rd largest minority group

www.census.gov

NN/LM

¿Qué piensan ustedes?

Put these countries in order from highest Hispanic population to the lowest:

Spain
Mexico
United States
Colombia

NN/LM

¿Qué piensan ustedes?

Put these countries in order from highest Hispanic population to the lowest:

Mexico
Colombia
United States
Spain

www.census.gov

Linguistic Factors Contributing to Language Barriers

- After a number of injections my jaw got number.
- The farm was used to produce produce.
- When shot at, the dove dove into the bushes.
- The insurance was invalid for the invalid.
- The buck does funny things when the does are present.
- I had to subject the subject to a series of tests.
- How can I intimate this to my most intimate friend?

Excerpted from the full poem, *Why is English so Hard to Learn?*
http://www.spellingsociety.org/news/media/poems.php

Extra-linguistic Factors Contributing to Language Barriers

- Speaking a new language to a native speaker can be intimidating.

- A lower socio-economic bracket makes up a higher percentage of Spanish-only speakers who are in the U.S. to work. This translates to a higher illiteracy rate for that population.

- Some Spanish-only speakers may be planning to be in the U.S. only temporarily.

Content on this slide provided by www.handsonspanish.com
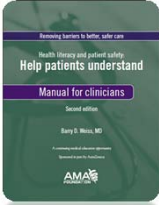Creator of "Pharmacy Spanish" and "Spanish for Nurses" online and live programs

Health Literacy

"Most clinicians are surprised to learn that literacy is one of the strongest predictors of health status. In fact, all of the studies that investigated the issue report that literacy is a stronger predictor of an individual's health status than income, employment status, education level, and racial or ethnic group."

~ American Medical Association

- Health literacy is the ability to read, understand, and act on health care information.

- It is the responsibility of both patients and health professionals to establish clear communication.

- According to the National Adult Literacy Survey (NALS), 50% of Hispanic Americans have reading problems.

- Health Literacy Toolkit from the NN/LM SE/A (National Network of Libraries of Medicine, Southeastern/Atlantic Region)
http://nnlm.gov/sea/outreach/healthlitkit/index.html

Health Literacy

This toolkit will enable clinicians to:

- Define the scope of the health literacy problem.
- Recognize health system barriers faced by patients with low literacy.
- Implement improved methods of verbal and written communication.
- Incorporate practical strategies to create a shame-free environment.

http://www.ama-assn.org/ama1/pub/upload/mm/367/healthlitclinicians.pdf

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Health Literacy

United Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency

FREE Online Course!

http://www.hrsa.gov/publichealth/healthliteracy/

About Health Literacy:

http://www.hrsa.gov/publichealth/healthliteracy/healthlitabout.html

Free Online Course

Unified Health Communication (UHC): Addressing Health Literacy, Cultural Competency, and Limited English Proficiency is free, on-line, go-at-your-own-pace training that has helped more than 4,000 health care professionals and students improve patient-provider communication.

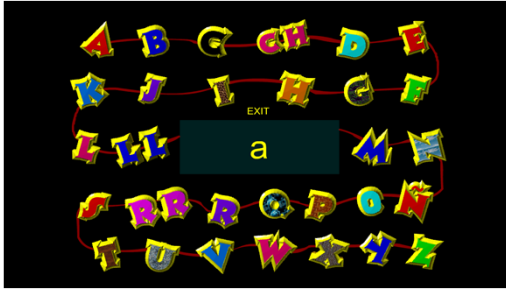## Problems Encountered by Spanish Speakers in Taking Prescription Medications

- In a recent survey, over half of the Spanish-speaking respondents found it "impossible" to fully understand their prescription drugs because of language difficulties.

- **47%** of Spanish-speaking participants said they have at one time taken the wrong dosage because they had trouble translating the instructions into Spanish.

- Overall, 17% have performed an activity that they shouldn't have while on their medication.

http://www.transperfect.com/about/press/030402_poor_translation_medical.html

Spanish Language: The Alphabet

http://www.spanishspanish.com/alfabeto_ipower.html

Pronunciation: vowels

Spanish vowels are always pronounced in the same way – no exceptions.

A	ah
E	eh
I	ee
O	oh
U	oo
Y	ee

Pronunciation: consonants

c	s (before i or e)	gracias
c	k (before a, o, or u)	Colombia
g	h (before i or e)	general
g	guh (before a, o, u, or consonant)	gato
h	silent	hombre
j	h	jota
ll	y	llama
ñ	ny	niño
qu	k	búsque
r (beginning of word or double rr)	roll your tongue rrrrrr	rodilla
r (single)	r or d	cerebro
v	Somewhere between v and b	viejo
x	x or h	México
z	s	zanahoria

Pronunciation: accents

When speaking, the second to last syllable is normally accented:

- Esqueleto
- Enchilada

If there is an accent mark, accent that syllable instead:

- Información
- Mamá

Note: There are many exceptions to the accent rule.

Spanish Vocabulary: Basics

Spanish Flashcards

http://members.tripod.com/spanishflashcards

- Excellent for learning basic Spanish vocabulary
- Main website is not too pretty or well designed, but vocabulary pages are very good
- Vocabulary sets use Macromedia Flash to feature audio and photos (move mouse over words)
- Topics include the alphabet, animals, clothing, illness, body parts, etc.

Spanish Vocabulary: Basics

Flashcard Exchange

http://www.flashcardexchange.com/tag/nnlm

Mostly free with over 749,000 flashcards from 26 languages

- 14 main categories of words including science and medicine
- Flashcards are created by the Internet community
  - Add and share your own cards
  - Study in a variety of orders
  - Spell check with dictionaries in multiple languages
  - Download and import with MS Excel or text
  - Download to Palm Pilot or Pocket PC (paid feature)

Spanish Vocabulary: Basics

Learn Spanish
http://www.studyspanish.com/freesite.htm

Includes tools for
- Pronunciation
- Grammar
- Vocabulary

Medical vocabulary:
http://www.studyspanish.com/travel/medical.htm

Spanish Diacritics   á - ñ - ¿ - ¡

In general, Spanish diacritics can be found in "Symbols" under the Insert menu on a PC:
- Accents (búsqueda)
- upside-down question marks (¿)
- Enyes (niño)

PC keyboard commands:
- Accent: Ctrl + ' + vowel
- Upside-down question mark: Ctrl+Shift+Alt+?
- Enye: Ctrl + Shift + ~ + n

Type Spanish accents: http://spanish.typeit.org – keyboard to type, cut and paste accented letters and other diacritical marks

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Spanish Diacritics   á - ñ - ¿ - ¡

Alt + numbers on PC number pads:
- Alt and 160 = á
- Alt and 130 = é
- Alt and 161 = í
- Alt and 162 = ó
- Alt and 163 = ú
- Alt and 164 = ñ
- Alt and 168 = ¿
- Alt and 173 = i
- Alt and 129 = ü
- Alt and 165 = Ñ
- Alt and 154 = Ü

The University of Michigan's Language Resource Center offers
Spanish diacritics for Mac and PC:
http://www.umich.edu/~langres/diacritics/spanish.html

Internet Vocabulary

- La búsqueda—search, usually next to search box
- Los enlaces—link as in hyperlink
- Actualizado—updated
- La página—page
- La Red—the Net or Web
- El Internet—Internet
- La base de datos—database

Internet Vocabulary

Learn Spanish: Internet Terms in Spanish and English
http://www.lingolex.com/internet.htm

- Not beautiful, but simple

- Scroll down for extensive list of Internet and computer terms in Spanish

Medical Vocabulary

Polyglot: Multimedia Medical Spanish Translator
http://polyglot.topsailmultimedia.com/polyglot.html

- Interactive
- Side-by-side vocabulary and phrase listing
- Audio

English-Spanish Dictionary from the Oregon Occupational Safety & Health Division
http://www.orosha.org/pdf/dictionary/english-spanish.pdf

- 136 pages of free health and safety phrases and vocabulary
- pdf format

Medical Vocabulary

Practicing Spanish: Medical Spanish for Healthcare Providers
http://www.practicingspanish.com
- Monthly Medical Spanish Dialogue
- Just-a-List Categories
- Anatomy
- Grammar & Exercises
- Audio and Video
- Cultural Topics

TeachMe

http://www.123teachme.com/learn_spanish/medical-spanish
Medical Spanish for Health Professionals course with:
- Audio vocabulary and phrases
- Verb Conjugator
- Tests & Games
- Links to other useful resources

Online Translators

Babelfish: http://babel.altavista.com
Google: http://translate.google.com/translate

- Good tools for getting the general idea

- Translation ≠ Interpretation

- Don't use for medical information

- Don't use for translating into writing

Vocabulary and Pronunciation Exercises

1) Define & pronounce the following Spanish words:

   neoplasma

   oreja

   muñeca

   refrigerador

2) Find these words in Spanish and pronounce them:

   pregnant

   broken leg

   spinal cord

Health Resources in English & Spanish

- Most top health sites have Spanish versions:

What about Spanish-only resources?

Evaluation of Online Spanish Health Information

TIPS

- Alphabet is almost the same
- Language is similar
- You know more words than you think you do
- Photos and graphics can help you figure out what the site is about and the target audience
- Unreliable sites may have graphics of completely unrelated topics

Evaluation of Online Spanish Health Information

TIPS

"About us" information about the organization or author is usually under:

- Sobre nosotros
- Sobre
- Acerca de nosotros
- ¿Quiénes somos?
- Acerca de (Name of Organization)

❖ Not having an "About Us" section provides a clue to the level of quality.

Evaluation of Online Spanish Health Information

TIPS

Use an online translator to translate the "About Us" section:

Babelfish: http://babel.altavista.com

Google: http://translate.google.com/translate

- Helpful but *not reliable*
- Helps in getting the gist of the Spanish words
- Can translate words, sentences, paragraphs, or an entire site

Evaluation of Online Spanish Health Information

TIPS

There may also be an English version of the site:

- Look for the words *inglés* or English
- Spanish versions of English pages may not be translated well or can be much more limited than the English version

Also, feel free to lead your patrons to the MedlinePlus Guide to Healthy Web Surfing, which is also in Spanish:
http://www.nlm.nih.gov/medlineplus/spanish/healthywebsurfing.html

Evaluation Criteria

- Currency
- Authority
- Affiliation
- Objectivity
- Purpose
- Audience
- Accuracy
- Coverage

Evaluation methods borrowed from *Evaluating Internet Resources: Factors to Consider* by Gale Dutcher, National Library of Medicine

Evaluation Criteria

Currency

- Is there a date? What does the date represent?
  (Remember that dates are displayed day.month.year)
- Is the information up-to-date?
- Is the update frequency apparent?
- Is it static or does it change regularly?
- Is currency necessary for this type of information?
- Look for the word "Fecha" meaning *date*
- Look for the word "Actualizado" meaning *updated*
- Look for the word "Modificado" meaning *modified*

Evaluation Criteria

Authority

- Is information available about the author?
- Who is the author?
- Is the author the original creator of the information?
- What are the author's credentials? Occupation? Education?
- Can you find a name where you would normally see an author's name on an English resource?

Evaluation Criteria

Affiliation

- ➤ Affiliation = Publisher
- ➤ What institution is connected with this information?
- ➤ Does the institution exercise quality control?
- ➤ Have you ever heard of this organization?
  (Run the name through Babelfish/Google Translate)
- ➤ Does the organization have an English counterpart or webpage that you could read?

Evaluation Criteria

Objectivity

- ➤ Is there a minimum of bias?
- ➤ Is there any apparent conflict like advertising by the sponsor?

  You can identify an ad in Spanish just as well as in English.

Evaluation Criteria

Purpose

- ➤ What is the purpose of this Web site?

  This one might be difficult if there is no "About Us" section.

Evaluation Criteria

Audience

> Who is the intended audience?

- Professionals
- General Public

> The type of organization may give away who the audience is

Graphics will come in handy for this criterion.

Evaluation Criteria

Accuracy

> Is the information reliable?
> Is the information free from error?
> Where does the information come from?
> Are sources cited? Can you independently verify the information?
> Has the information been reviewed or refereed?
> Are they linking or do they have actual content? If there are only links, test them to see if they are still working.

This one may be difficult, so look for organizations or people you recognize that support the information on the page.

Evaluation Criteria

Coverage

> What topics are included?

> What is the depth of exploration?

Evaluation Group Activity

What is good and/or bad about these sites?

http://www.redmedica.com.mx

http://www.tuotromedico.com

http://www.mipediatra.com.mx

http://www.censida.salud.gob.mx

Break

Online Health Resources

MedlinePlus
Información de salud para usted

MEDLINEplus en español

http://medlineplus.gov/spanish

- Consumer Health Information in Spanish
- Health Topics—over 600 Health Topics in Spanish with links to great information including Hispanic-American Health
- Can toggle from English to Spanish and back
- Medical Encyclopedia
- Drug information
- Low literacy health information tutorials with audio
- News

Online Health Resources

PubMed National Library of Medicine NLM

http://pubmed.gov

- Professional medical information
- To see articles in Spanish click on:

  Limits | Language | Spanish

- Abstracts generally in English
- For full-text articles in Spanish, contact your nearest medical library for document delivery options

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Online Health Resources

Locating Spanish Language Health Information on the World Wide Web

http://nnlm.gov/outreach/consumer/chspanish.html

- Websites in Spanish
- Abstracts written in English
- Organized into associations, foundations, organizations, government agencies, local and regional resources
- Helpful for English speaking service providers, but not for Spanish speaking patrons

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Online Health Resources

Tox Town en español

http://toxtown.nlm.nih.gov/espanol/index.php

- Information about health associated with chemical substances and different locations in towns and cities

- Learn about possible chemical hazards present in different locations in a town or a city

Online Health Resources

National Cancer Institute
U.S. National Institutes of Health | www.cancer.gov

Cancer.gov   http://www.cancer.gov/espanol

- Cancer information for health professionals and consumers
- Beginning cancer tutorial
- Publications on different kinds of cancer

Online Health Resources

AIDSinfo en español (SIDA)
http://www.aidsinfo.nih.gov/infoSIDA/
- Online glossary of AIDS terms
- Search for clinical trials
- Search the drug database
- CDC brochures

Aidsinfonet.org
http://www.aidsinfonet.org/?lang=spa

Site funded by NLM's SIS and created in New Mexico

- Has resources and printouts of AIDS information in Spanish
- Divided into categories such as prevention, nutrition, and medicines

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Online Health Resources

Healthfinder®
http://www.healthfinder.gov/espanol/
- Many health topics in Spanish, similar to MedlinePlus, but fewer articles per topic.
- Easy to use

FIRSTGOV en Español
Información y Servicios del Gobierno de los Estados Unidos

Salud y Seguridad
http://www.usa.gov/gobiernousa/Salud-Nutricion-Seguridad/Salud.shtml

- Huge list of health and safety websites from the federal government
- More than 80 links all in Spanish (with English titles)

Online Health Resources

CDC en español

http://www.cdc.gov/spanish

- Public health topics such as obesity, vaccinations, the flu, pre-natal care, diabetes, and more
- Current public health news, general topics, specific groups, and links to other reliable sites in Spanish

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Online Health Resources

Pan American Health Organization

http://www.paho.org/default_spa.htm

- News and public information from other countries
- Data
- Health Topics
- BIREME Virtual Health Library
- Bookstore and more

Online Health Resources

Organización Mundial de la Salud

World Health Organization   http://www.who.int/es

- United Nations specialized agency for health
- Features
  - Health statistics for different countries (países)
  - Health topics (usually in English)
  - Individual pages toggle

NN/LM Online Health Resources Exercises

1. A Latino patient who speaks little English wants to know the side-effects of a drug recommended for his son. Where can he find side effects on *Guaifenesina?* What are they, in English and Spanish?

2. A patient who has just been diagnosed with cervical cancer would like basic information on the disease printed out in Spanish. What website(s) would you use to find the information she wants? Provide the URL of the page you would print for her.

3. You are having trouble communicating with an Hispanic patient who speaks no English. What online resource can you use to facilitate a question and answer session?

NN/LM Other Resources

Health information for the whole family
familydoctor.org
from the American Academy of Family Physicians
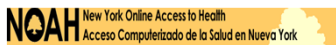
http://familydoctor.org/online/famdoces/home.html

From the American Academy of Family Physicians

- Created as patient education handouts
- Health topics—content and links
- Toggles between English and Spanish

NN/LM Other Resources

NOAH New York Online Access to Health
Acceso Computerizado de la Salud en Nueva York

NOAH: New York Online Access to Health

http://www.noah-health.org/

- Links selected by librarians and health professionals in New York
- Health Topics in English and Spanish
- Partnership of a number of New York libraries
- Limited toggle ability

Other Resources

KidsHealth
- http://www.kidshealth.org/parent/en_espanol/index.html
- http://www.kidshealth.org/kid/en_espanol
- http://www.kidshealth.org/teen/en_espanol

- Different pages for Parents, Kids, and Teens
- Information and links in Spanish, but navigation is in English
- Nemours Foundation

Other Resources

American Diabetes Association

http://www.diabetes.org/espanol/default.jsp?WTLPromo=HEADER_espanol&vms=159465616194

- Diabetes information specifically for Latinos
- No toggle ability
- Spanish site is entirely in Spanish

National Diabetes Education Program
National Diabetes Education Program:
Tengo Diabetes
http://ndep.nih.gov/i-have-diabetes/TengoDiabetes.aspx

- Federally funded program sponsored by NIH & CDC
- Educational brochures, fact sheets, publications in Spanish

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Other Resources

NN/LM Consumer Health Information in Many Languages
http://nnlm.gov/outreach/consumer/multi.html

- Resources including Cultural Competency Resources, Multilingual health information, Specific Languages including Spanish, and Glossaries by Language.

AdCouncil's Healthy Lifestyles
http://www.adcouncil.org/default.aspx?id=399

- Ads encouraging healthy lifestyles in English and Spanish

Medical Spanish Apps

Medical Spanish Apps

Most quality apps have to be purcha$ed – they are not free!

Find the newest apps and read reviews:

: iTunes for ratings, reviews and downloading
http://www.apple.com/itunes/

iMedicalApps : iPad/iPhone and Android medical app
reviews by health care professionals
http://www.imedicalapps.com

AppGuide : iPad,iPod, & iPhone app reviews from
Macworld editors - and you! (in beta)
http://www.macworld.com/appguide/index.html

And many many more…

Pair Exercise: Answer a Question

- Break up into pairs
- One of you be the service provider, one be a patron
- Patron asks the service provider a question (in English)
- Service provider must find the answer/resource in Spanish
- Use only class resources to find answers
- Switch roles and repeat

Thank You!

¡Muchas Gracias!

Please fill out your evaluations.

National Network of Libraries of Medicine
Southeastern/Atlantic Region
www.nnlm.gov/sea
or
800-338-7657