

STEP 8: ASSESS AND ACQUIRE WHAT YOU NEED TO PROVIDE CULTURALLY APPROPRIATE CARE

Communicating with high-risk patients in culturally appropriate ways can be a critical factor in securing the patient's agreement to undergo TB testing and adhere to a course of treatment. Some TB control programs have invested in recruiting and retaining qualified bilingual staff that match the targeted populations. Other jurisdictions use outside resources to meet these needs.

Another issue to consider is the literacy level of patients, both those who speak English and those who do not. It may be necessary to develop or acquire low-literacy and culturally appropriate materials to communicate effectively with some individuals. For more detailed information, please refer to the "Culturally Appropriate Care" section of [Background Guide 3](#). To locate additional resources, please review the sections on "Cultural Competency," "Foreign Language Patient Information Resources," and "Low Literacy Materials" in the [Resource Guide](#) located in the Tools section.

ACTIVITY 8-A

Identify your internal resources (i.e., bilingual staff) for communicating and working appropriately with members of the cultural, ethnic, and linguistic groups to which high-risk individuals in your jurisdiction typically belong.

ACTIVITY 8-B

Identify external resources that you might draw upon, such as:

- Translation and interpretation services from local hospitals or universities
- Community-based organizations that serve the target populations
- TB programs and organizations that can supply educational and outreach materials appropriate for the populations your program serves

ACTIVITY 8-C

Arrange with the identified resources to obtain services and acquire materials that will help your program work effectively with the populations it serves.