

Optimal Care for Every Community (2026)

Content and Image Citations

Image credits: Unless otherwise indicated, all course images are used by permission, with no attribution required, via Articulate 360, eLearningBrothers.com or Pixabay.com licenses or are public domain.

IEHP Member Demographics

1. **IEHP Member Age Data** – IEHP Strategy Analytics. (March 2024). *Member Demographics*. Internal IEHP report: unpublished.
2. **IEHP Member Language Data** – Quality Systems. (2023) *PHM Population Assessment Study*. Internal IEHP report: unpublished.
3. **“Threshold Language” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-7. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
4. **IEHP Member Threshold Language Data** - IEHP Strategy Analytics. (March 2024). *Member Demographics*. Internal IEHP report: unpublished.
5. **IEHP Member Marital Status Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished.
6. **IEHP Member Sex Assigned at Birth Data** - IEHP Strategy Analytics. (March 2024). *Member Demographics*. Internal IEHP report: unpublished.
7. **IEHP Member Gender Identity Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished
8. **IEHP Member Sexual Orientation Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished
9. **“Religion and Spirituality” Definition** - Graves, D. L. (2015, June 25). *Exploring Culture in CLAS: Religion and Spirituality*. Think Cultural Health. <https://thinkculturalhealth.hhs.gov/resources/presentations/6/exploring-culture-in-clas-religion-and-spirituality>
10. **IEHP Member Religious Affiliation Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished.
11. **IEHP Culture and Spirituality Findings** – IEHP Health Equity Operations. (2023). *IEHP Culture & Spirituality Survey Findings*. Internal IEHP report: unpublished.
12. **“Race” Definition** - American Psychological Association. (2023, November 15). *Race*. *APA Dictionary of Psychology*. (2023, November 15). <https://dictionary.apa.org/race>
13. **“Race” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-6. <https://iehp.sharepoint.com/sites/Hub->

[QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](#)

14. **“Ethnicity” Definition** - American Psychological Association. (2023, November 15). Race. *APA Dictionary of Psychology*. (2023, November 15). <https://dictionary.apa.org/ethnicity>
15. **“Ethnicity” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-3. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
16. **“Diversity” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-2. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
17. **IEHP Member Race Data** - IEHP Strategy Analytics. (March 2024). *Member Demographics*. Internal IEHP report: unpublished.
18. **Fastest Growing Ethnic Group Data** - 2022 IEHP Community Health Needs Assessment. (2022). Inland Empire Health Plan. <https://www.iehp.org/content/dam/iehp-org/en/documents/our-commitment-to-innovation/2022%20Community%20Health%20Assessment%20IEHP1022Final.pdf>
19. **Race as % of Population Comparison Data for Riverside and San Bernardino Counties – Race as % of Population**. (2017-2021). Race Counts. <https://www.racecounts.org/county/san-bernardino/>
20. **Top 10 Diagnosis for Medi-Cal and D-SNP Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished.
21. **IEHP Member Health Status Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished.
22. **IEHP Member Mental & Physical Disability Data** - IEHP Healthcare Informatics. (2024). Data pull on ethnicity, language and gender statistics. Internal IEHP report: unpublished.
23. **IEHP SPD Population Percentage Data** - Quality Systems. (2023) *PHM Population Assessment Study*. Internal IEHP report: unpublished.
24. **CYSHCH Definition** - Health Resources & Services Administration. (n.d.). *Children and Youth with Special Health Care Needs (CYSHCN)*. <https://mchb.hrsa.gov/programs-impact/focus-areas/children-youth-special-health-care-needs-cyshcn>
25. **CYSHCH by Type (Chart)** - KidsData. (2022). *Summary: Children with Special Health Care Needs*. <https://kidsdata.org/demographic/5/children-with-special-health-care-needs/summary#27/demographics-and-other-characteristics>
26. **Barriers to Care for CYSHCH** - KidsData. (2022). *Difficulty Getting Needed Referrals for Children with Special Health Care Needs (California & U.S. Only)*. <https://www.kidsdata.org/topic/64/cshcn-specialist-referrals/table#fmt=323&loc=1.2&tf=160&ch=136,135&sortColumnId=0&sortType=asc>
27. **% of CYSHCH Receiving Care** - California Department of Public Health. (2023). *Children and Youth with Special Health Care Needs (CYSHCN)*. <https://www.cdph.ca.gov/Programs/CFH/DMCAH/surveillance/Pages/Children-and-Youth-with-Special-Health-Care-Needs.aspx>
28. **Disparities Faced by CYSHCH** - Abdi, F. M., Seok, D., Murphey, D. *Children with special health care needs face challenges accessing information, support, and services*. Child Trends, 2023 Dec 13. <https://www.childtrends.org/publications/children-with-special-health-care-needs-face-challenges-accessing-information-support-and-services>
29. **Drug Overdose Data** - KFF. (n.d.). *Mental Health in California*. <https://www.kff.org/statedata/mental-health-and-substance-use-state-fact-sheets/california/>

30. **Substance Use Disorder (SUDs) Data** - Acevedo, A., Panas, L., Garnick, D., Acevedo-Garcia, D., Miles, J., Ritter, G., & Campbell, K. (2018). *Disparities in the Treatment of Substance Use Disorders: Does Where You Live Matter?*. The journal of behavioral health services & research, 45(4), 533–549. <https://doi.org/10.1007/s11414-018-9586-y>
31. **Barriers to SUD Treatment** - Substance Abuse and Mental Health Services Administration. *Low Barrier Models of Care for Substance Use Disorders*. Advisory. Publication No. PEP23-02-00-005. Rockville, MD: Substance Abuse and Mental Health Services Administration, 2023. <https://store.samhsa.gov/sites/default/files/advisory-low-barrier-models-of-care-pep23-02-00-005.pdf>
32. **Top Four IEHP Health Inequities in the Inland Empire - 2022 IEHP Community Health Needs Assessment**. (2022). Inland Empire Health Plan. <https://www.iehp.org/content/dam/iehp-org/en/documents/our-commitment-to-innovation/2022%20Community%20Health%20Assessment%20IEHP1022Final.pdf>
33. **Meet Mario's Family (Image)** - David Valdez--HUD. "New homeowner, and Native American, Arnold Reano and family at the Santa Domingo Indian Reservation north of Albuquerque, New Mexico." Picryl, 12 April 2005, <https://picryl.com/media/new-homeowner-and-native-american-arnold-reano-and-family-at-the-santa-domingo-ba244b>

IEHP Data Policies

34. **"Sensitive Information" Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-6. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
35. **Notice of Privacy Practices: Annual Distribution & Right to Request** - 45 CFR § 164.520 - *Notice of privacy practices for protected health information*. (2018). U.S. Department of Health and Human Services.
36. **Notice of Privacy Practices: Material Revision Time Frame** - 45 C.F.R. §164.520(c)(1). *Notice of privacy practices for protected health information*. (2018). U.S. Department of Health and Human Services.
37. **Notice of Privacy Practices (link)** - https://www.iehp.org/content/dam/iehp-org/en/documents/notice-of-privacy-policy/PRO_CMP%20P-04a%20-%20Notice%20of%20Privacy%20Practices%20_NCQA.pdf

Structural and Institutional Racism

38. **American Medical Association Structural "Racism" Definition** - American Medical Association. (2021). *What is structural racism?* <https://www.ama-assn.org/delivering-care/health-equity/what-structural-racism>
39. **Impact of Structural and Institutional Racism on SDOH** - Braveman, P., Arkin, E., Proctor, D., Kauh, T., & Holm, N. (2022). *Systemic And Structural Racism: Definitions, Examples, Health Damages, And Approaches To Dismantling*. Health Affairs, 41(2). <https://www.healthaffairs.org/doi/10.1377/hlthaff.2021.01394>
40. **Contributors to Health Inequities (CDC)** – Racism and Health. (2023). *Racism is a Serious Threat to the Public's Health*. Center for Disease Control. <https://www.cdc.gov/minorityhealth/racism-disparities/index.html>
41. **Great Depression Low Risk vs. Hazardous Neighborhoods** - KFF. (n.d.). *The Home Owners' Loan Corporation Act*. <https://www.kff.org/how-history-has-shaped-racial-and-ethnic-health-disparities-a-timeline-of-policies-and-events?entry=1930-to-1939-the-home-owners-loan-corporation-act>
42. **Redlining Map of Ontario CA in 1954 (Image)** - United States Geological Survey. (n.d.). *USGS Maps, Ontario, CA in 1954*. <https://ngmdb.usgs.gov/topoview/viewer/#13/34.0935/-117.6273>

43. **Home Owners' Loan Corporation High Risk Neighborhoods** - Braveman, P., Arkin, E., Proctor, D., Kauh, T., & Holm, N. (2022). *Systemic And Structural Racism: Definitions, Examples, Health Damages, And Approaches To Dismantling*. Health Affairs, 41(2).
<https://www.healthaffairs.org/doi/10.1377/hlthaff.2021.01394>
44. **Systemic Denial of Mortgage Lending (Image)** – Lee, R., photographer. (1940) Houses. Delano, California. Kern County United States California Delano, 1940. Nov. [Photograph] Retrieved from the Library of Congress. <https://www.loc.gov/item/2017788194/>
45. **How Redlining Negatively Impacts Communities** - Clark, E.C., Cranston, E., Polin, T. et al. *Structural interventions that affect racial inequities and their impact on population health outcomes: a systematic review*. BMC Public Health 22, 2162 (2022). <https://doi.org/10.1186/s12889-022-14603-w>
46. **Jim Crow Laws as Case of Inequity** – Wang, G., Schwartz, GL., Kershaw, KN., McGowan, C., Kim, MH. & Hamad, R. *The association of residential racial segregation with health among U.S. children: A nationwide longitudinal study*. SSM Popul Health. 2022 Oct 3;19:101250.
<https://doi.org/10.1016/j.ssmph.2022.101250>
47. **Segregated Drinking Water (Image)** - Lee, R., photographer. (1939). *Negro drinking at "Colored" water cooler in streetcar terminal, Oklahoma City, Oklahoma. United States Oklahoma City Oklahoma*. [Photograph] Retrieved from the Library of Congress,
<https://www.loc.gov/item/2017740552/>.
48. **Segregated Neighborhood Disadvantages** - Braveman, P., Arkin, E., Proctor, D., Kauh, T., & Holm, N. (2022). *Systemic And Structural Racism: Definitions, Examples, Health Damages, And Approaches To Dismantling*. Health Affairs, 41(2). <https://www.healthaffairs.org/doi/10.1377/hlthaff.2021.01394>
49. **Today's Discriminatory Policies** – Artiga, S., Hill, L. & Presiado, M. (2024). How Present-Day Health Disparities for Black People Are Linked to Past Policies and Events. KFF. <https://www.kff.org/racial-equity-and-health-policy/issue-brief/how-present-day-health-disparities-for-black-people-are-linked-to-past-policies-and-events/#:~:text=As%20a%20result%20of%20ongoing.green%20space%2C%20and%20more%20limited>
50. **Structural Racism Inequitable Health Effects** - Clark, E.C., Cranston, E., Polin, T. et al. *Structural interventions that affect racial inequities and their impact on population health outcomes: a systematic review*. BMC Public Health 22, 2162 (2022). <https://doi.org/10.1186/s12889-022-14603-w>
51. **Example of Structural Racism (Anna)** - Sidney H. Hankerson, M.D., M.B.A., Nathalie Moise, M.D., M.S., Diane Wilson, M.S., Bernadine Y. Waller, et al. (2022). *The Intergenerational Impact of Structural Racism and Cumulative Trauma on Depression*. The American Journal of Psychiatry, 179(6), 434-440.
<https://doi.org/10.1176/appi.ajp.21101000>
52. **"Minority Stress" Definition** – American Psychological Association. (2023). *APA Dictionary of Psychology*. <https://dictionary.apa.org/minority-stress>
53. **Minority Stress Coping Skills and Support** – Center for Community Practice. (n.d.). *What is Minority Stress?* <https://www.urccp.org/article.cfm?ArticleNumber=69>
54. **Trauma-Informed Care** - Trauma-Informed Care Implementation Resource Center. (n.d.). *What is Trauma-Informed Care?* <https://www.traumainformedcare.chcs.org/what-is-trauma-informed-care/>
55. **Trauma-Informed Care Responsive Involvement** – Journal of Nonprofit Innovation. (2022). *Latest Research & Statistics: Trauma-Informed Care*. Research & Statistics: Trauma-Informed Care, 2(5).
<https://vahara-o2-public.s3.amazonaws.com/media/103020/Journal-of-Nonprofit-Innovation--Sept-2022--Latest-Research.pdf>
56. **Importance of Understanding Trauma as a Part of Experience** – Trauma Informed. (n.d.). *Trauma-Informed Care*. <https://www.traumapolicy.org/topics/trauma-informed-care>

57. **6 Guiding Principles (infographic)** – Centers for Disease Control and Prevention (U.S.) Office of Public Health Preparedness and Response. (2018). *6 Guiding principles to a trauma-informed approach*. <https://stacks.cdc.gov/view/cdc/56843>

Unconscious Bias

58. **“Inclusion” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 3-Glossary. 3-4. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
59. **Project Implicit: Implicit Association Test (link)** - <https://implicit.harvard.edu/implicit/takeatest.html>

Health Equity

60. **Equality vs. Equity Images (image inspiration)** - Robert Wood Johnson Foundation. (2017). *Visualizing Health Equity: One Size Does Not Fit All Infographic*. <https://www.rwjf.org/en/insights/our-research/infographics/visualizing-health-equity.html>
61. **“Equity” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 3-Glossary. 3-3. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
62. **“Inequity” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 3-Glossary. 3-4. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
63. **World Health Organization (quote)** - World Health Organization. (2018). *Health inequities and their cause*. <https://www.who.int/news-room/facts-in-pictures/detail/health-inequities-and-their-causes>
64. **Social Drivers (quote)** - U.S. Department of Health and Human Services. (n.d.). *Social Determinants of Health*. <https://health.gov/healthypeople/priority-areas/social-determinants-health>

The Effect of Culture on Members

65. **“Culture” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-1. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
66. **“Cultural Humility” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-1. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
67. **Strategies for Practicing Cultural Humility** - Think Cultural Health. (n.d.). *CLAS, cultural competency, and cultural humility*. <https://thinkculturalhealth.hhs.gov/assets/pdfs/resource-library/clas-clc-ch.pdf>
68. **“...Doctors need to understand that when you see a patient...” (quote)** - Coutin-Foster, C. (n.d.). [quote on seeing total patient].
69. **Home Remedies as Measure of Symptom Management** - Parisius, LM., Stock-Schröer, B., Berger, S., Hermann, K. & Joos, S. *Use of home remedies: a cross-sectional survey of patients in Germany*. BMC Fam Pract. 2014 Jun 11;15:116. <https://doi.org/10.1186%2F1471-2296-15-116>

70. **“Traditional Medicine” Description** - World Health Organization. (n.d.). *Traditional, Complementary and Integrative Medicine*. https://www.who.int/health-topics/traditional-complementary-and-integrative-medicine#tab=tab_1
71. **How People Communicate Symptoms (quote)** - Office of the Surgeon General (US); Center for Mental Health Services (US); National Institute of Mental Health (US). *Mental Health: Culture, Race, and Ethnicity: A Supplement to Mental Health: A Report of the Surgeon General*. Rockville (MD): Substance Abuse and Mental Health Services Administration (US). 2001 Aug. Culture Counts: The Influence of Culture and Society on Mental Health. <https://www.ncbi.nlm.nih.gov/books/NBK44249/>
72. **Traditional Medicine Use Growth** – World Health Organization. (2023). *Traditional medicine*. <https://www.who.int/news-room/questions-and-answers/item/traditional-medicine#:~:text=Herbal%20remedies%20and%20treatments%20such,and%20healthier%20than%20pharmaceutical%20substances>
73. **Plant-Based Remedies (quote)** – Malapela, R.G., Thupayagale-Tshweneagae, G., Baratedi, W.M. (2022). *Use of home remedies for the treatment and prevention of coronavirus disease: An integrative review*. Health Science Reports, 6(1). <https://doi.org/10.1002/hsr2.900>
74. **Establishing Health Communication** - Sertan, A., Çek, K., Öñiz, A., & Özgören, M. (2023). *The Influence of Medicine Approaches on Patient Trust, Satisfaction, and Loyalty*. Healthcare (Basel, Switzerland), 11(9), 1254. <https://doi.org/10.3390/healthcare11091254>

Impact of Member Experience

75. **Grievance Data** – IEHP Healthcare Informatics. (2025). Data pull on discrimination related grievances for 2025. Internal IEHP report: unpublished.
76. **DEI Focus Group Data** – IEHP Health Equity Operations. (June 2024). DEI Focus Group. Internal IEHP report: unpublished.

Meeting IEHP Member Cultural Needs

77. **“Culturally and Linguistically Appropriate Practices” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-1. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
78. **Member Engagement as Key Factor to Improve Care** – Adetosoye, F. (2014). *Patient Engagement: 4 Strategies for Building a Patient-Provider Coalition*. U.S. Department of Health and Human Services - Office of Minority Health. <https://minorityhealth.hhs.gov/news/patient-engagement-4-strategies-building-patient-provider-coalition>
79. **Kleinman’s 8 Questions** - University of Pennsylvania School of Medicine. (2011). *Health Equity and Literacy*. www.med.upenn.edu
80. **Hope Assessment Tool Sample Questions** - Al-Ubaidi, B. (2017). *Integrate of Spiritual Needs into Patient Care*. Journal of Family Medicine and Disease Prevention, 3(2). <https://doi.org/10.23937/2469-5793/1510056>
81. **FICA Assessment Tool Sample Questions** - Gillilan, R., Qawi, S., Weymiller, A. & Puchalski, C. (2017). *Spiritual distress and spiritual care in advanced heart failure*. Heart Failure Reviews. 22(4). <https://link.springer.com/article/10.1007/s10741-017-9635-2>
82. **HOPE and FICA assessment tools (link)** - <https://files.constantcontact.com/11e48d00401/1fe877ca-5b6c-4b01-9210-056163996f88.pdf>

Social Needs of IEHP Members

83. **“Social Needs” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 2+-Glossary. 2-8.
84. **DEI Focus Group Data** - IEHP Health Equity Operations. (June 2024). DEI Focus Group. Internal IEHP report: unpublished.

Gender-Affirming Care

85. **LGBTQIA+ Identified as Health Disparity Population** - Perez-Stable E. J., (2024). *Sexual and Gender Minorities Formally Designated as a Population Experiencing Health Disparities for Research Purposes*. The National Institute on Minority Health. https://www.nimhd.nih.gov/about/directors-corner/messages/message_10-06-16.html
86. **Center for American Progress Survey** - Singh, S. & Durso, L.E. (2017). *Widespread Discrimination Continues to Shape LGBT People’s Lives in Both Subtle and Significant Ways*. Center for American Progress. <https://www.americanprogress.org/article/widespread-discrimination-continues-shape-lgbt-peoples-lives-subtle-significant-ways/>
87. **“Heteronormative” Definition** - Merriam-Webster. (n.d.). *Heteronormative*. <https://www.merriam-webster.com/dictionary/heteronormative>
88. **“Gender Identity” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 3-Glossary. 3-3. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
89. **Genderbread Person** - Killermann, Sam. (2017). Genderbread Person Version 4. <https://www.itspronouncedmetrosexual.com/2018/10/the-genderbread-person-v4/>
90. **Onlea.org (video)** - Onlea.org. (Jun 6, 2017). *Gender Identity and Pronouns - Onlea - What Will You Teach The World?* (video). Retrieved from <https://www.youtube.com/watch?v=J3Fh60GEB5E>
91. **“Asexual,” “Gay,” “Intersex,” “Lesbian” Definitions** – National LGBTQIA+ Health Education Center. (n.d.). *Glossary of Terms*. <https://www.lgbtqihealtheducation.org/glossary/>
92. **“Bisexual,” “FtM,” “Genderqueer,” “MtF,” “Transgender” Definitions** – Industry Collaboration Effort. (2013). *Cultural Competency Training for Healthcare Providers: Connecting with your patients*. [http://www.iceforhealth.org/library/documents/ICE_C_L_Cultural_Competency_Provider_Training_Final\(1\).pdf](http://www.iceforhealth.org/library/documents/ICE_C_L_Cultural_Competency_Provider_Training_Final(1).pdf)
93. **“Sexual Orientation” Definition** - National Committee for Quality Assurance (NCQA). (2024). Health Equity Standards, Appendix 3-Glossary. 3-7. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
94. **National LGBTQIA+ Health Education Center (link)** - <https://www.lgbtqihealtheducation.org/glossary/>
95. **“Gender-Affirming Care” Definition** - World Health Organization (WHO). (n.d.). *Gender Incongruence and Transgender Health in the ICD*. <https://www.who.int/standards/classifications/frequently-asked-questions/gender-incongruence-and-transgender-health-in-the-icd>
96. **Gender-Affirming Care Examples** - UCSF Transgender Care. (2017). *Overview of Gender-Affirming Treatments and Procedures*. <https://transcare.ucsf.edu/guidelines/overview>
97. **Gender-Affirming Health Care Practices on Health Outcomes** - Department of Health and Human Services – Office of Population Affairs. (n.d.). *Gender-Affirming Care and Young People*. <https://opa.hhs.gov/sites/default/files/2022-03/gender-affirming-care-young-people-march-2022.pdf>

98. **Gender Diverse Adolescents** - Department of Health and Human Services – Office of Population Affairs. (n.d.). *Gender-Affirming Care and Young People*. <https://opa.hhs.gov/sites/default/files/2022-03/gender-affirming-care-young-people-march-2022.pdf>
99. **“Gender Incongruence” Definition** - World Health Organization. (n.d.). *Gender incongruence and transgender health in the ICD*. <https://www.who.int/standards/classifications/frequently-asked-questions/gender-incongruence-and-transgender-health-in-the-icd>
100. **American Psychiatric Association Research Study** – Johns, M.M., Lowry, R., Andrzejewski, J., et al. (2017). *Transgender Identity and Experiences of Violence Victimization, Substance Use, Suicide Risk, and Sexual Risk Behaviors Among High School Students — 19 States and Large Urban School Districts*. MMWR Morb Mortal Wkly Rep 2019;68:67–71. <http://dx.doi.org/10.15585/mmwr.mm6803a3>
101. **Health Care Professionals Positive Impact for Gender-Affirming Care** - Bhatt, N., Cannella, J., & Gentile, J. P. (2022). *Gender-affirming Care for Transgender Patients*. *Innovations in clinical neuroscience*, 19(4-6), 23–32. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC9341318/>

Language and Literacy Needs

102. **U.S. LEP Population** - Centers for Medicare & Medicaid Services. (n.d.). *Introduction to Language Access Plans*. <https://www.cms.gov/Outreach-and-Education/MLN/WBT/MLN2059239-Language-Access-Plans/lap/lesson01/04-Limited-English-Proficiency-LEP/index.html#:~:text=According%20to%20the%20U.S.%20Census,Americans%2C%20have%20limited%20English%20proficiency>
103. **LEP Population Increase Percentage** – Zong, J. & Batalova, J. (2015). *The Limited English Proficient Population in the United States in 2013*. Migration Policy Institute. <https://www.migrationpolicy.org/article/limited-english-proficient-population-united-states-2013>
104. **Risks for Members with LEP** - Wilson, C. (n.d.). *Module 2: Cultural Competency: Race, Ethnicity, Language, and Unconscious Bias in Health Care*.
105. **“Language Services” Definition** - National Committee for Quality Assurance (NCQA). (2024). *Health Equity Standards, Appendix 3-Glossary*. 3-4. [https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20\(HEA\)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1](https://iehp.sharepoint.com/sites/Hub-QualityQAP/Health%20Equity%20Accreditation%20HEA/Health%20Equity%20Accreditation%20(HEA)%20Standards/2024%20HEA%20Glossary.pdf?csf=1&web=1&e=5UbvD1)
106. **Interpreter Speaking to Patient in Hospital (image)** - Defense Visual Information Distribution Service. (2012). *Latter Day Saints Charities volunteer nurse Jan Johnson*. <https://picryl.com/media/latter-day-saints-charities-volunteer-nurse-jan-johnson-3bfa33>

Seniors and Persons with Disabilities

107. **“Seniors and Persons with Disabilities” Definition** - Department of Health Care Services. (2023). *Medi-Cal Enrollment Update*. p. 28. <http://www.dhcs.ca.gov/dataandstats/Documents/Medi-Cal-Enrollment-December-2022.pdf>
108. **Percentage of Older Adults in California** - Justice in Aging, Fighting Senior Poverty Through Law. (2023). *Snapshot of Older Adults in Riverside County*. <https://justiceinaging.org/wp-content/uploads/2023/03/Snapshot-of-Older-Adults-in-Riverside-County-Accessible-Outline.pdf>
109. **Older Adult Health Problem Risk** - Consumer Affairs. (2024) *Population over 65 by state*. ConsumerAffairs.com. <https://www.consumeraffairs.com/homeowners/elderly-population-by-state.html>
110. **Percentage of Americans with a Disability** - Centers for Disease Control, Disability and Health Promotion. (2021). *Prevalence of Disability and Disability Types by Urban-Rural County Classification*

- *United States, 2016*. <https://www.cdc.gov/ncbddd/disabilityandhealth/features/disability-prevalence-rural-urban.html#:~:text=Approximately%20one%20in%20four%20adults,likely%20to%20have%20a%20disability>
111. **“Disability” Description** - Centers for Disease Control, Disability and Health Promotion. (2023). *Disability Impacts All of Us*. <https://www.cdc.gov/ncbddd/disabilityandhealth/infographic-disability-impacts-all.html#:~:text=%2061%20million%20adults%20in%20the%20United%20States,living%20with%20disabilities%20is%20highest%20in%20the%20South>
 112. **Percentage of Person’s with Disabilities in California and the Inland Empire** – Center for Research on Disability. (2019). *The Annual Disability Statistics Compendium, Annual Report on People With Disabilities*. <https://disabilitycompendium.org/compendium/2019-state-report-for-county-level-data-prevalence/CA>
 113. **4 Aspects of Removing SPD Barriers** - Centers for Disease Control and Prevention (CDC). (2024). *Common Barriers to Participation Experienced by People with Disabilities*. Disability and Health Promotion. <https://www.cdc.gov/ncbddd/disabilityandhealth/disability-barriers.html>
 114. **“Barriers” Definition** - World Health Organization. (2001). *International classification of functioning, disability and health*. Geneva, WHO. p. 214.
 115. **People First Language** - National Disability Institute. (2022, May). *Positive Language Empowers: Using person-first language [PDF]*. National Disability Institute. Retrieved March 9, 2026, from <https://www.nationaldisabilityinstitute.org/wp-content/uploads/2023/08/people-first-language.pdf>
 116. **ODR Disability Sensitivity Training (video)** - DC Office of Disability Rights (ODR). (2018). *ODR Disability Sensitivity Training* (video). Retrieved from <https://www.youtube.com/watch?v=Xkz-UNuvve0>
 117. **Community Supports Information (link)** - <https://www.providerservices.iehp.org/en/programs-and-services/community-supports>

Summary

118. **Encouragement of Behavioral Change** - Hood, K. K., Hilliard, M., Piatt, G., & Levers-Landis, C. E. (2015). *Effective strategies for encouraging behavior change in people with diabetes*. Diabetes management (London, England), 5(6), 499–510.
119. **Patient Style of Learning by NIDDK** - Wilson, L. & Wittmann-Price, R.A. (2024). *Certified Healthcare Simulation Educator (CHSE) Review* (pp. 47-67). Springer Publishing Company, LLC. https://books.google.com/books?hl=en&lr=&id=6uzAEAAQBAJ&oi=fnd&pg=PA47&dq=acknowledging+different+learning+styles+in+patient&ots=vqsFazTxn9&sig=UV4SI9MOAg7CNI99zvilS_CvHio#v=onepage&q=acknowledging%20different%20learning%20styles%20in%20patient&f=false
120. **Use of Incentive Programs** - Vulimiri, M., Bleser, W. K., Saunders, R. S., Madanay, F., Moseley, C., McGuire, H. F., Ubel, P. A., McKethan, A., McClellan, M., & Wong, C. A. (2019). *Engaging Beneficiaries In Medicaid Programs That Incentivize Health-Promoting Behaviors*. Health affairs (Project Hope), 38(3), 431–439. <https://doi.org/10.1377/hlthaff.2018.05427>