

# COMMUNITY HOUSE CALLS

## CASEWORKER CULTURAL MEDIATORS

*A Program of Harborview Medical Center's  
Interpreter Services Department*



**Our Mission** To contribute to the health of refugee and immigrant patients, families and communities through partnerships that promote culturally sensitive care.

### We Serve the Following Language Groups

<b>Spanish</b>	<b>Vietnamese</b>	<b>Somali</b>
<b>Cambodian</b>	<b>Amharic</b>	<b>Swahili</b>

### Caseworker/Cultural Mediators (CCMs)

- ❖ Provide navigation; mediation; advocacy; education and case management for patients with complex medical/social issues
- ❖ Provide knowledge about health care systems and their respective communities, resulting in bilingual/bicultural interpretation and understanding
- ❖ Provide training, resources and support to patients, providers and communities

### Services for Harborview Patients

- Supporting management of chronic diseases, especially type 2 diabetes mellitus
- Supporting patients/families on trauma units
- Navigating and advocating with healthcare systems and outside resources
- Providing home visits
- Providing health education
- Coordinating appointments
- Surgical support for Spanish-speakers
- Developing trusting relationships and case management
- Providing continuity of interpretation

### Services for Harborview Providers

- Cultural consultation
- Cultural mediation and advocacy
- Presentations
- Interpretation

Inquiries and referrals for Community House Calls services can be made by contacting  
Lea Ann Miyagawa, RN3 at [lmiyagawa@uw.edu](mailto:lmiyagawa@uw.edu), or 206.744.9256

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