

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

Spanish	Vietnamese	Somali
Cambodian	Amharic	Swahili

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 Asmeret Tesfalem, RN3 at tesfulem@uw.edu, or 206.744.9256

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