



[www.ucdenver.edu/C-CAT](http://www.ucdenver.edu/C-CAT)

## **Licensed C-CAT Consultants**

The following consultants (listed alphabetically and not ranked in any order) have received specialized training in how to use and interpret the results of the C-CAT. While the C-CAT surveys are available for free, we strongly encourage organizations to work with trained consultants throughout the assessment process. You may contact any or all of the consultants to receive bids on your assessment project.

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### **Compass Consulting Services**

Compass Consulting Services, LLC

P.O. Box 221347

Beachwood, Ohio 44122

216-299-7335

[www.compassconsultingservices.com](http://www.compassconsultingservices.com)

**Trained Consultant: Tameka L. Taylor, Ph.D.**

[tameka@compassconsultingservices.com](mailto:tameka@compassconsultingservices.com)

Compass Consulting Services, LLC is an organizational development firm that helps companies meet their optimal performance by maximizing employee relationships and fostering inclusive work environments. We specialize in five focus areas: diversity and inclusion management, leadership development, conflict management, communication and team building. We work with organizations of all sizes and in all sectors. Our clients include for-profit and non-profit organizations, schools, social services agencies and governmental offices.

We have worked with youth and adults and have the skill set to work at all levels of a system - individual, group, and organizational. Our services are customized to meet your organization's needs, and we will work with you to decide on a plan that best fits your needs based on an organizational assessment.

Compass Consulting Services, LLC was started because of a need that we saw for effective training that would help organizations work more efficiently. We believe that employees that share understanding, appreciation and respect for one another work better together - producing more unique solutions to problems, higher rates of retention, innovative products and services, and ultimately creating stronger bottom lines and higher client/patient satisfaction.

## **Critical Measures**

Critical Measures, LLC  
4627 Nicollet Avenue South  
Minneapolis, MN 55419  
Office: (612) 746-1375  
Cell: (612) 558-0028  
[www.cmelearning.com](http://www.cmelearning.com)  
[www.criticalmeasures.net](http://www.criticalmeasures.net)

### **Trained Consultant: David B. Hunt, J.D., President and CEO**

[dbhunt@criticalmeasures.net](mailto:dbhunt@criticalmeasures.net)

Critical Measures is a management training and consulting firm that assists employers to harness the power of diversity to create more productive, profitable and inclusive workforces. Over time, David has developed substantial expertise on diversity-related matters in law, business and medicine:

*HealthCare:* Two thirds of Critical Measures work is in the area of cross-cultural healthcare. David is a sought-after national and international speaker on issues of racial and ethnic disparities in health care, the law of language access and medical disparities that result from globally mobile populations. He has delivered keynote presentations on such topics as The New Science of Unconscious Bias for the American Hospital Association and The Law of Language Access for the American Bar Association. Together with physician partners from Harvard and the University of Minnesota Medical School, David has created some of the nation's first e-learning programs on cross-cultural medicine. Over 175,000 providers have now been trained on these programs. The Blue Cross Blue Shield Association of America recently selected Critical Measures as its primary vendor for products and services related to cultural competence in healthcare.

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### **The Cross Cultural Health Care Program (CCHCP)**

1200 12<sup>th</sup> Ave S, Ste 1001 | Seattle, WA | 98144-2712  
P: 206-860-0329 | F: 206-860-0334

<http://xculture.org/cultural-competency-programs/cultural-competency-consulting/the-c-cat-program/>

Mikaela Louie, Program Manager, *Closing the Gap: Cultural Competency in Health and Human Services*, Ira SenGupta, Executive Director

### **Trained Consultant: Mikaela Louie, Program Manager**

[mikaela@xculture.org](mailto:mikaela@xculture.org)

The Cross Cultural Health Care Program (CCHCP) is a nonprofit training and consulting organization founded in 1992. Our mission is to serve as a bridge between communities and health care institutions to advance access to quality health care that is culturally and linguistically appropriate. Recognized as a leader in the field of cultural competency and medical interpreter training, CCHCP trains professionals and organizations to be more culturally competent in their approach to health and social services delivery. Large hospital and university systems, as well as small agencies, have called upon CCHCP's expertise to lead their organizations through the demands of changing patient demographics, accreditation standards and funding mechanisms. Previous consulting clients include Texas Health Resources,

International Community Health Services, Lurie Children's in Chicago, MD Anderson Cancer Center, and St. Vincent Health.

The first step in any cultural competency or health equity initiative is assessment to identify gaps and areas of improvement. CCHCP is thrilled to offer the C-CAT tool, which aligns with the The Joint Commission and National CLAS Standards. Our consulting and assessment services also include (1) organizational assessments and evaluations, (2) community health needs assessments, (3) coalition building, and (4) the implementation of cultural competency initiatives. Based on a whole-systems approach combined with innovative tools and community-driven methodology, CCHCP assists health care systems build organizational excellence that is culturally and linguistically appropriate. All CCHCP services are customized to the needs of our client organizations to maximize relevancy and effectiveness. We look forward to working with you as your organization seeks to enhance its communications climate!

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**CulturaLink LLC**

157 Technology Parkway, Suite 600  
Peachtree Corners, GA 30092  
<http://www.theculturalink.com>

**Trained Consultant: Yolanda Robles, President**  
[yrobles@theculturalink.com](mailto:yrobles@theculturalink.com)

CulturaLink is a nationally leading consulting firm recognized for providing innovative and customized cultural and linguistic solutions to the health care industry.

CulturaLink services are performed to strengthen health care organizations ability to improve the quality of care delivered to today's multicultural and multilingual communities. We work as your partner to promote diversity as a means of improved quality and patient safety that will directly impact the bottom-line, through a comprehensive range of services including: cultural competence assessment, consulting services around the provision of culturally competent care, language, and cultural training.

Our seasoned team of professionals with more than 40 years of experience in key areas will work with you to create the best approach for your organization to implement a cultural competence plan that is effective, accountable and sustainable.

CulturaLink is the company that can help you better connect to diverse communities.

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## **Global Healthcare Associates**

435 Stockbridge Rd.

Lee, MA 01238

phone 800-530-3789 ext 1

fax: 888-680-9859

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**Trained Consultant:** Michelle Dubner, RN, BSN

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Global Healthcare Associates is a healthcare consulting company that works with home care agencies, community service organizations, hospital healthcare systems, hospice, Accountable Care Organizations, and others to ensure maximum efficiency, profitability and patient outcomes. The company, founded by Registered Nurse Michelle Dubner, was created to help administrators and clinical executive leaders make a difference in their communities by providing improved, more accessible care and higher quality service.

Our difference is in how we listen to our clients. We treat all of our agencies, businesses and organizations with the utmost respect, listening to their unique problems before creating a tailored solution to fit their needs. We're here to guide you and show you the way to a more patient-centric and profitable future.

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## **Health Literacy Missouri**

911 Washington Ave, Suite 625

St. Louis, Missouri 63101

(314) 361-9400

<http://www.healthliteracymissouri.org>

**Trained Consultant: Allen Todd, Director of Partnership and Initiatives**

[Atodd@healthliteracymissouri.org](mailto:Atodd@healthliteracymissouri.org)

Health Literacy Missouri (HLM) is a 501(c)3 nonprofit organization that specializes in clear health communications. We partner with health care providers, advocates and organizations who want patients to feel better, systems to work and flow better, and materials to make more sense. By integrating evidence-based health literacy principles, HLM helps close the gap between patient skills and the demands of the health care system.

Key services include:

- Training health professionals to communicate better with patients and clients
  - Assessing health systems to make them easier to navigate
  - Editing, designing, and writing clear health information, including digital and video messaging
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**Health Communication Research Institute**

UC Davis Cancer Center  
FSSB, 4800 2<sup>nd</sup> Avenue, Suite 2200 (Office 2210)  
4501 X Street, Suite 3016  
Sacramento, California 95817-6165  
(916) 734-8810 (Direct Work Phone)  
(916) 703-5259 (Fax)

**Trained Consultant: Marlene M. von Friederichs-Fitzwater, PhD, MPH**

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Marlene M. von Friederichs-Fitzwater, MS, PhD, MPH, is a professor in Internal Medicine (hematology & oncology) in the UC Davis School of Medicine and is director of the UC Davis Cancer Center Outreach Research & Education Program. She is a national expert on health communication, cultural competency and patient-centered communication with more than 25 years of experience in education, training and research. She is principal investigator on several community-based studies examining cultural influences on cancer screening and other health behaviors among Hispanic, African-American and American Indian women. She is a member of the Native Health Research Network and on the national steering committee of the Education Network to Advance Clinical Trials among minorities. As a social, cultural and behavioral scientist, her research includes studies in health beliefs/behaviors, health communication, organizational communication and disparities in health care.

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**Innovara**

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**Trained Consultant: Barri M. Blauvelt, CEO**

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**Aaron Carpenter, Manager, Market Insights**

[Aaron.Carpenter@innovara.com](mailto:Aaron.Carpenter@innovara.com)

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**Literacy Coalition of Central Texas**

Health Literacy Forward/Literacy Coalition of Central Texas

835 N. Pleasant Valley Rd.

Austin, TX 78702

512-735-2531

[www.willread.org](http://www.willread.org)

**Trained Consultant: Stephanie Uecker, Director of Health Literacy**

[stephanie@willread.org](mailto:stephanie@willread.org)

The Literacy Coalition of Central Texas has served as a hub for health literacy interventions through its initiative, Health Literacy Forward. Health Literacy Forward was collaboratively conceived, developed and implemented with area literacy programs and healthcare providers beginning in 2006. The multifaceted initiative works to reduce the health disparities of underserved communities by: (1) improving the health literacy of low income, low-literate adults; (2) improving community members' ability to access and navigate appropriate health services; and (3) developing the communication skills of healthcare professionals to effectively serve these clients.

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**Nadia Sawaya Gauckler**

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Renton, WA 98059

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Nadia Sawaya-Gauckler is an expert in building and leading award-winning and best-in-class initiatives in the areas of diversity, cultural competency, customer relationship management, organizational change and leadership development. Ms. Sawaya-Gauckler has developed and implemented CLAS (Culturally and Linguistically Appropriate Services) strategic interventions across organizations such as Mayo Clinic, Johns Hopkins Medicine, New York City Health and Hospitals Corporation and DaVita HealthcarePartners, to build a diverse and inclusive environment, focused on increasing employee and faculty recruitment, engagement and retention, catering the needs of diverse patients and clients, promoting quality, safety and culturally competent patient centered care and meeting legislative, regulatory and accreditation mandates.

Ms. Sawaya-Gauckler holds degrees in Economics and Health Care Administration, University of South Dakota and Certifications in Intercultural Foundations , Intercultural Development Inventory, Intercultural Communication Institute (ICI), QBS Facilitator, Kaiser Permanente.

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## **Wilson Stronks, LLC**

Wilson-Stronks LLC, dba Wilson-Stronks Improving Healthcare

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219-728-1567

[info@wilson-stronks.com](mailto:info@wilson-stronks.com)

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## **Trained Consultant: Amy Wilson-Stronks, MPP, CPHQ**

[amy@wilson-stronks.com](mailto:amy@wilson-stronks.com)

Amy Wilson-Stronks is a nationally-recognized leader in healthcare improvement. She is an outside-of-the-box visionary problem-solver with a track record for developing and implementing well-researched, timely and effective models for healthcare quality improvement. She founded her healthcare quality improvement practice Wilson-Stronks LLC in 2011.

### *Working Collaboratively*

Wilson-Stronks LLC specializes in a multi-directional approach to improvement through purposeful collaboration with healthcare stakeholders to create solutions for her clients' improvement needs. Amy's experience as a national leader and advocate for healthcare quality and patient safety gives her access to thought leaders and resources across the nation. It is from the Wilson-Stronks "collaborative network" that we convene experts to meet our clients' improvement needs.

### *Acting Collectively*

Through purposeful planning, engagement, and analysis stakeholder perspectives are used to design practices and measurement systems to improve quality care. Amy's collaborative nature and commitment to "*put patients in patient safety*" resulted in national quality standards and best practice models to improve patient safety through culturally competent, patient-centered care and effective patient-provider communication (see [http://www.jointcommission.org/roadmap\\_for\\_hospitals/](http://www.jointcommission.org/roadmap_for_hospitals/)).

### *Improving Healthcare*

Wilson-Stronks' service portfolio includes: organization culture and quality assessments, community health needs assessment, policy development, research design, strategic planning, meeting and focus group facilitation, language access services design, patient safety and cultural competence training and curriculum development.

Amy graduated from Syracuse University with a Bachelor of Science degree in Textile Design. She has a Master of Public Policy Degree and Graduate Certificate in Health Administration and Policy from the University of Chicago. She is a Certified Professional in Healthcare Quality (CPHQ).

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## **Wisconsin Health Literacy (WHL)**

211 S. Paterson St., Suite 260

Madison, WI 53703

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<http://www.wisconsinhealthliteracy.org/>

### **Trained Consultants:**

**Steve Sparks, Health Literacy Director**

[steve@wisconsinliteracy.org](mailto:steve@wisconsinliteracy.org)

**Michele Erikson, Executive Director**

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**Paul Smith, M.D. Medical Advisor**

[Paul.Smith@fammed.wisc.edu](mailto:Paul.Smith@fammed.wisc.edu)

WHL works to foster clear communication between people that give and receive health care. As a division of Wisconsin Literacy, Inc., a non-profit organization, WHL is dedicated to building health literacy skills that help both providers and patients communicate more effectively. Combining a strong foundation in adult learning theory with experience in the medical field, WHL provides services that improve:

- access to health care and effective use of the health care system
- the delivery of challenging health concepts
- health care decision making among consumers
- health outcomes

Improving these outcomes can help avoid unnecessary healthcare costs. We do this by providing:

- comprehensive assessment of the communication environment of health care organizations with recommendations to address areas needing improvement
- consultation and presentations on health literacy
- training and medical specialty-based workshops on written and oral communication
- document review and rewrite
- website review

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## **Training for an Internal Consultant**

**For systems or large organizations that would like to assess ten or more sites, we also provide an internal training option. For an additional fee, we will train an internal member of the organization's staff to act as a consultant and work with the C-CAT program manager directly. If you have questions about this option, contact [CCAT@ucdenver.edu](mailto:CCAT@ucdenver.edu).**