

Building Infrastructure to Increase Access to Care for Limited English Proficient Patients

November 6, 2007



Learning Objectives

- Understand Language Access as a Quality of Care issue
- Describe and understand one faith-based health system's multi-level approach to building a Language Access infrastructure
- Identify challenges and opportunities to implementation
- Outline next steps to expand the systems and structures necessary for strengthening Language Access



Who We Are

- Catholic non-profit healthcare system founded in 1983 that seeks to "... improve the **health** and **quality of life** of people in the communities we serve."
- 14 acute care hospitals
 - 9 in California
 - 5 in Western Texas/New Mexico
- Home health agencies, hospice, outpatient services, skilled nursing facilities





Importance of Language Access

- Access to health care
- Understanding medical care
- Following treatment plan
- Increased quality of care
- Patient satisfaction



SJHS Language Access Initiative

- Conducted a needs assessment
- Presented findings to SJHS Board of Trustees with recommendations
- Sought external funding to implement systemwide Language Access



Leadership Support is Crucial

- System-level Executive Management presentations conducted to make the case for language access
- Partnered with Legal Department to inform about legal requirements
- Identified and gained support of Executive Sponsors/Champions
- Language Access incorporated into System and hospital operational budgets



System-level Staffing

- Established staff position to support systemwide implementation
 - Grants management
 - Technical assistance to local hospitals
 - Continuous education and training of Language Access Coordinators (LACs)
 - Bi-monthly conference calls with LACs to update on progress of systemwide programs



Language Access Coordinators

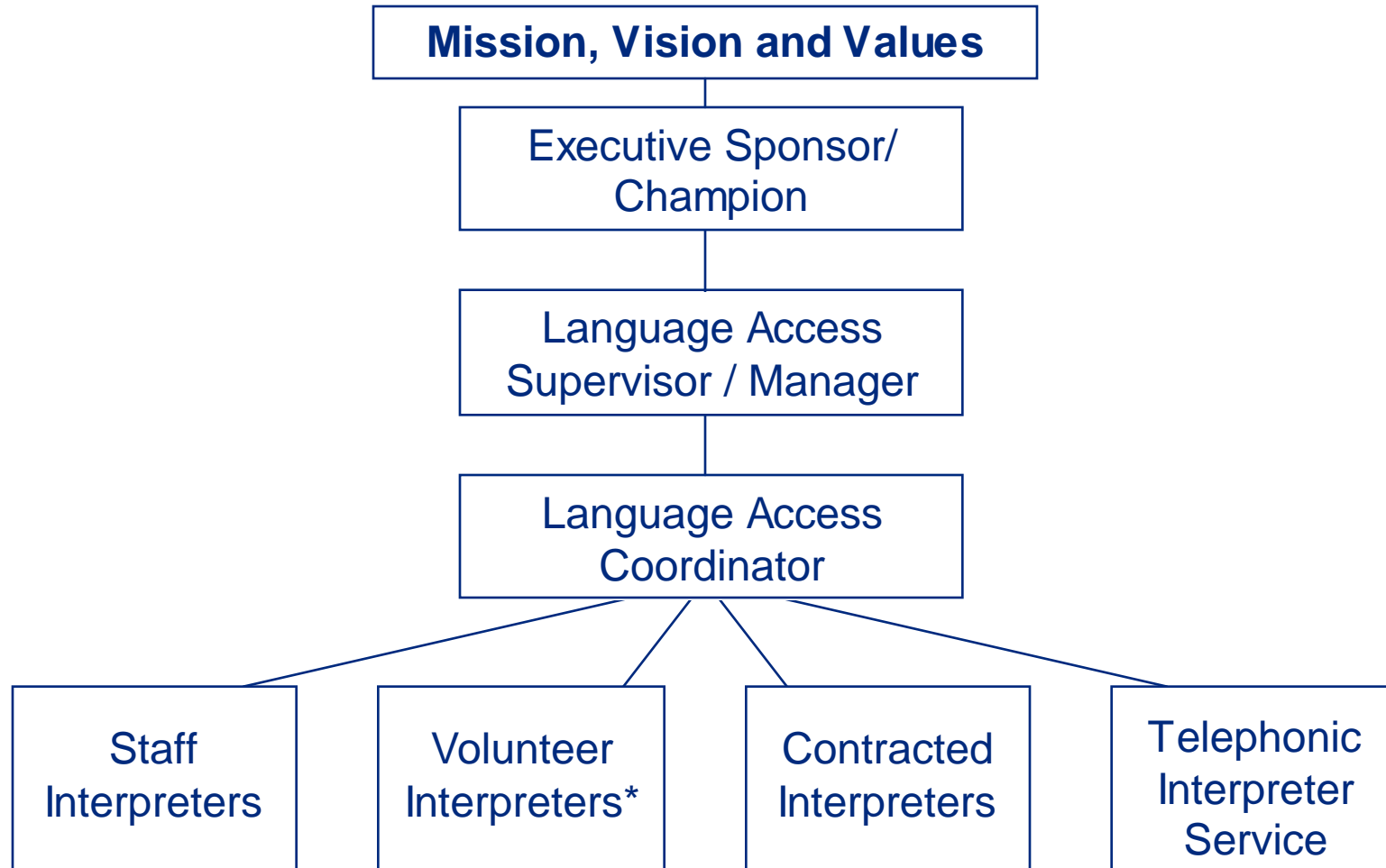
- Identified candidates for Language Access Coordinator (LAC) position
- LAC's are responsible for implementing structures at local level to support Limited English Proficient patients
 - Training of interpreters
 - Staff education on availability and utilization of interpreter services
 - Monitoring interpreter service utilization



Training of Volunteer Interpreters

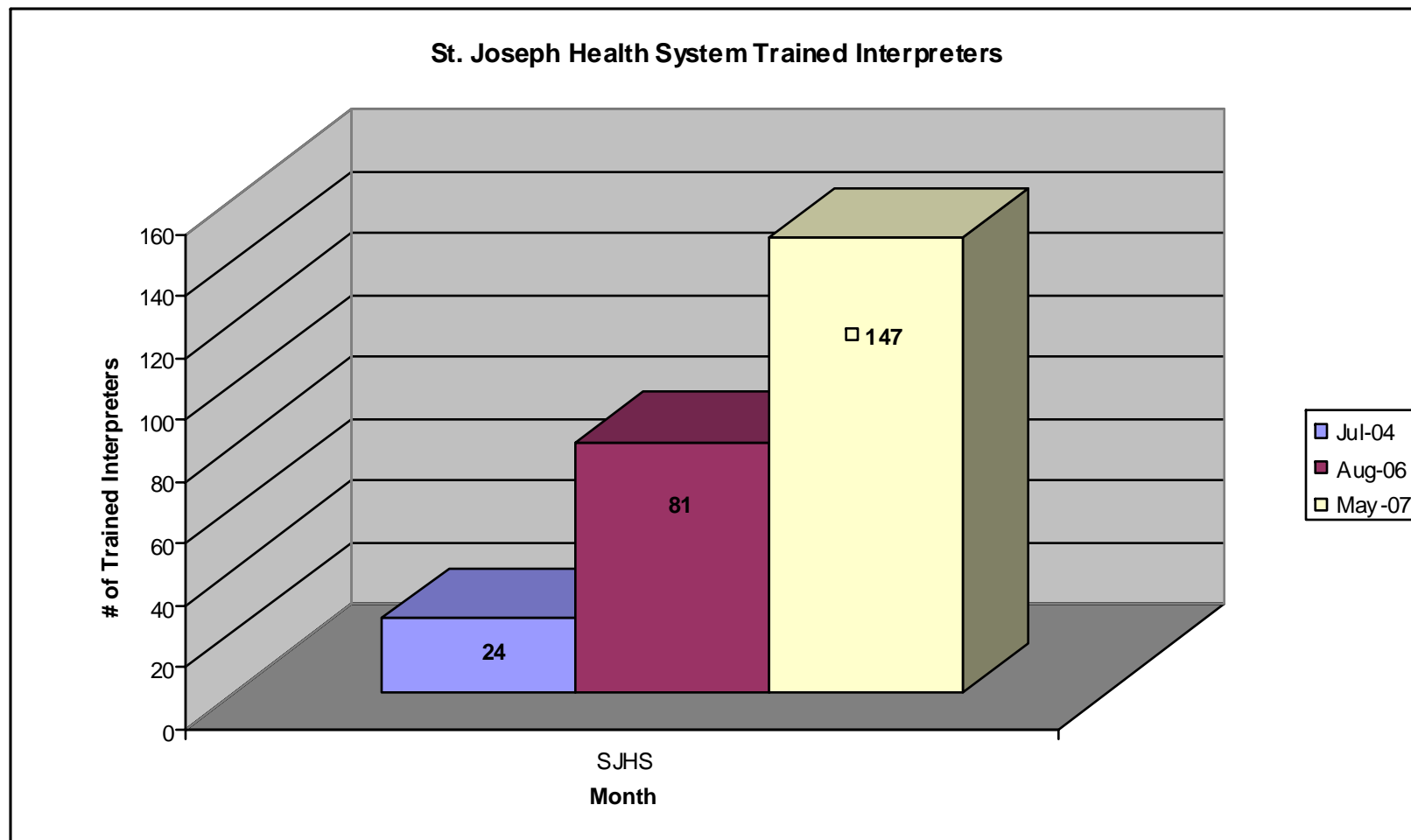
- Relationships built with key departments such as OB, ED, and PT
- Identified interested bilingual staff
- Assessed language proficiency
- Trained volunteer interpreters

Hospital-level Language Access Infrastructure



*Qualified Healthcare Interpreters

Trained Interpreters





Language Access Guidelines

- Identify LEP individuals during admissions process who need language assistance
- Inform patients about available language assistance services
- Train interpreters
- Educate hospital staff on need for language access services
- Ongoing assessment



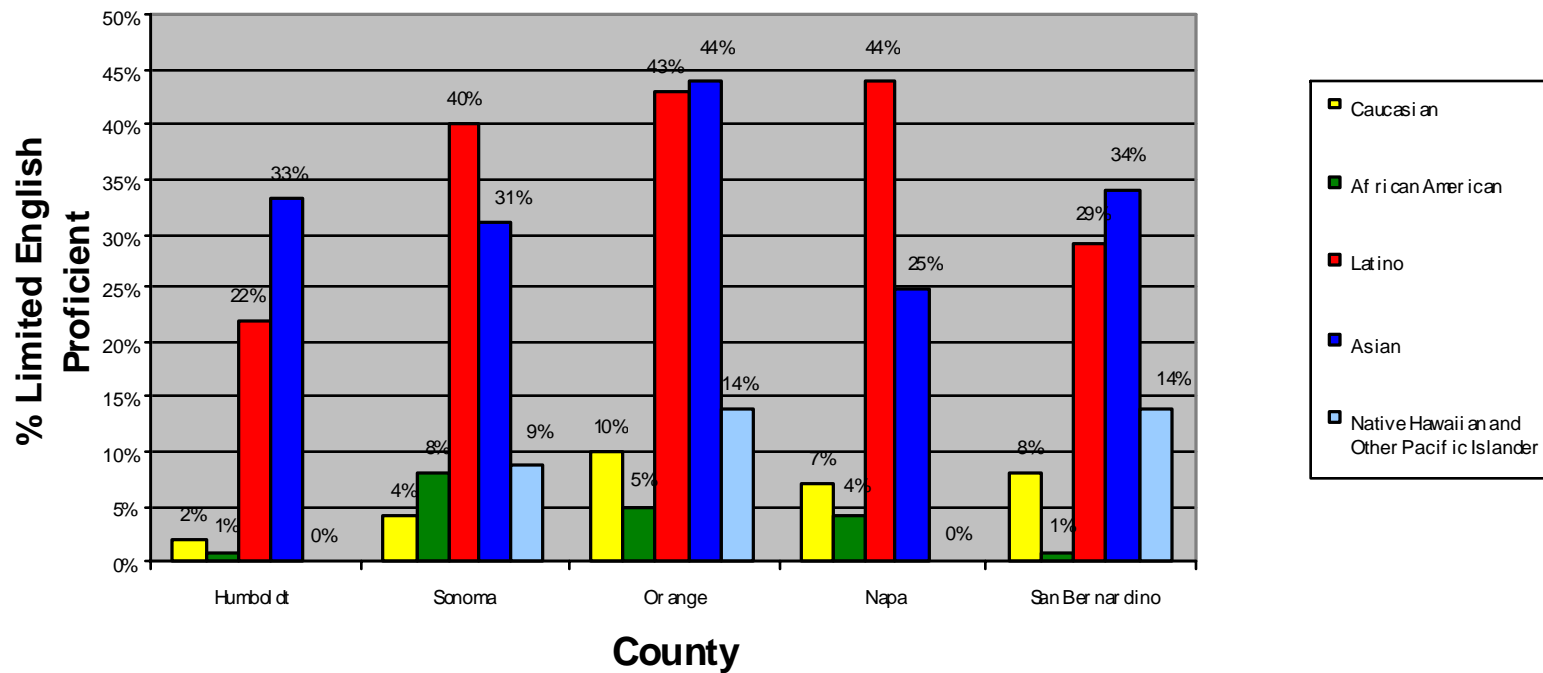
Next Steps: Curriculum Development

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- **Healthcare Provider Grand Rounds**
 - To increase the knowledge and capacity of health care provider staff in utilizing interpreter services and providing culturally and linguistically appropriate care
- **Healthcare Bilingual Medical Terminology Modules**
 - To increase the knowledge and capacity of health care interpreters in the area of bilingual medical terminology and specific disease conditions

Ongoing Assessment

Limited English Proficient Population Across SJHS California Counties





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