

Patient Language Needs Assessment Planning Worksheet

What data do you plan to collect for your needs assessment?	
Internal Organization-Specific Data	
Data on patient demographics	<input type="checkbox"/> Race <input type="checkbox"/> Ethnicity <input type="checkbox"/> Need for an interpreter <input type="checkbox"/> Gender <input type="checkbox"/> Literacy Level <input type="checkbox"/> Using Friends/relatives for making appointments
Data on patient visits	<input type="checkbox"/> Language Access Services (LAS) used during the patient visit <input type="checkbox"/> Patient preferred LAS <input type="checkbox"/> Type of LAS utilized: <ul style="list-style-type: none"> <input type="checkbox"/> Telephonic Interpreter <input type="checkbox"/> In-person Interpreter <input type="checkbox"/> Bi-lingual Employee <input type="checkbox"/> Patient satisfaction with visit <input type="checkbox"/> Number of misdiagnosed cases due to lack of LAS <input type="checkbox"/> Number of unnecessary patient admissions due to lack of LAS <input type="checkbox"/> Number of unnecessary lab tests due to lack of LAS
Data on services provided by your organization	<input type="checkbox"/> Usage rates of the telephonic interpreter services <input type="checkbox"/> Document language preferences <input type="checkbox"/> Feedback from staff/patients regarding LAS
External Data	
National Data	<input type="checkbox"/> United States Census <input type="checkbox"/> United States Citizenship and Immigration Services <input type="checkbox"/> National health Service Corps Uniform Data System
State Data	<input type="checkbox"/> Medicaid <input type="checkbox"/> State Children's health Insurance Programs <input type="checkbox"/> State Departments of Finance or Planning
County/Local Data	<input type="checkbox"/> School Data <input type="checkbox"/> Insurance Data <input type="checkbox"/> Data collected by local community based organizations <input type="checkbox"/> Data from community councils
Research Data	<input type="checkbox"/> Literature (Published/Unpublished) <input type="checkbox"/> Other Publications
Organization gathered data	<input type="checkbox"/> Surveys with community members regarding LAS <input type="checkbox"/> Focus groups with community members regarding LAS <input type="checkbox"/> Informal needs assessments at community events <input type="checkbox"/> Feedback from the community members on your organization's advisory committee

Patient Language Needs Assessment Planning Worksheet (continued)

How do you plan to manage your data?
<input type="checkbox"/> Create an electronic database <input type="checkbox"/> Use color tags on patient files <input type="checkbox"/> Add language-related fields into patient forms <input type="checkbox"/> Determine measures to ensure the accuracy of your data <input type="checkbox"/> Determine the necessary staff training to effectively manage data
How do you plan to analyze your data?
<input type="checkbox"/> Determine the number of Limited English Proficiency (LEP) patients <input type="checkbox"/> Determine the frequency of the contact that LEP patients have with your organization <input type="checkbox"/> Determine the nature and importance of services at different points of patient contact.

Language Access Services (LAS) at Every Point of Contact			
Patient Point of Contact	LAS Most Needed	LAS Somewhat Needed	LAS Not Needed
Initial Contact & Appointment Scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entering the healthcare organization and navigation through the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparation for visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting in the lobby	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment and clinical encounter, including physical exam	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diagnosis and explanation of treatment and discharge plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures, radiology and lab work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reminders and follow-up communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient complaint and incident reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Organizational Capabilities Needs Assessment Planning Worksheet

Determine the ways to secure the leadership support

- Illustrate how providing language services is in line with the mission of your organization.
- Create a business case to show the need for language services and ways to fund them.
- Enlist provider and staff support for language services.
- Engage community leaders or public opinion leaders within your organization.
- Show community support for language services.

Create a Business Case

Point out patient language needs assessment results:

- The number of Limited English Proficiency (LEP) patients that your organization serves
- The number of LEP patients in the community that can be in need of your services
- The frequency of the contact that LEP patients have with your organization
- The nature and importance of services
- Services to which your patients feel they need better access.
- Services to which providers feel LEP patients need better access.
- Services that your organization will need to implement in the future
- Complaint forms, adverse effect reporting, and morbidity and mortality reports

Demonstrate potential reduction in healthcare costs because of:

- Reduction in potential mismanagement of conditions or illness, such as unnecessary tests
- Reduction in medical errors and potential malpractice
- Increased compliance with appointments, treatments, and medication regimes
- Fewer follow-up and emergency room visits
- Fewer hospital admissions
- Increased use of preventive services

Highlight Federal recommendations and accreditation standards for language services:

- National Standards for Culturally and Linguistically Appropriate Services (CLAS)
- Title VI of the 1964 Civil Rights Act
- Office for Civil Rights (OCR) revised DHHS LEP policy guidance
- The Joint Commission standards
- National Committee for Quality Assurance (NCQA) standards for managed care organizations

Demonstrate that patient satisfaction can result in:

- Potential increases in revenue
- Potential increases in market share
- Provide potential ideas on how to fund services:

Assign responsibilities and make sure that staff has appropriate qualifications

- Identify the number of people on assessment team
- Identify necessary staff qualifications
- Organizational assessment and planning
- Organizational dynamics
- Collecting, analyzing and interpreting data
- Language access services
- Identify barriers and enablers for meeting

Identify barriers and enablers to meeting patient needs

- Identify barriers and enablers in terms of using human resources
- Identify barriers and enablers in terms of using technical resources
- Identify barriers and enablers in terms of allocating funds

Organizational Capabilities Needs Assessment Planning Worksheet (continued)

Identify resources within your organization to meet patient needs
<ul style="list-style-type: none"><input type="checkbox"/> Identify bilingual employees<input type="checkbox"/> Determine if bilingual employees are willing to work as interpreters<input type="checkbox"/> Determine the language proficiency of bilingual staff<input type="checkbox"/> Identify the interpreter training that bilingual staff need to take<input type="checkbox"/> Determine the effects of using the dual-role interpreters on the organization workload
Human Resources
<ul style="list-style-type: none"><input type="checkbox"/> Identify bilingual employees<input type="checkbox"/> Determine if bilingual employees are willing to work as interpreters<input type="checkbox"/> Determine the language proficiency of bilingual staff<input type="checkbox"/> Identify the interpreter training that bilingual staff need to take<input type="checkbox"/> Determine the effects of using the dual-role interpreters on the organization workload
Technical Resources
<ul style="list-style-type: none"><input type="checkbox"/> Dual-handset or Speaker phones in private exam rooms<input type="checkbox"/> Computer hardware and software<input type="checkbox"/> Database software to effectively manage patient data<input type="checkbox"/> Video monitor for video medical interpretation
Financial Resources
<ul style="list-style-type: none"><input type="checkbox"/> Identify direct costs of Language Access Services (LAS) implementation:<ul style="list-style-type: none">o Salaries of professional medical interpreters or translators on staffo Increases in salaries for dual-role interpreterso Costs for written materials in languages other than Englisho Translation feeso Costs for signage<input type="checkbox"/> Identify indirect costs of LAS implementation:<ul style="list-style-type: none">o Overhead and fringe benefits for employeeso Interpreter training, testing and monitoringo Throughput issues with moving patients quickly through the organizationo Low initial utilization inefficiency, as the organization will need to do in-service trainingo Time investment of administrative staff to coordinate and implement services<input type="checkbox"/> Show ways to reduce implementation costs:<ul style="list-style-type: none">o Hiring bilingual staff and providerso Tapping into free or already paid services (e.g., services provided by states)o Partnering with other healthcare providerso Sharing LAS with other organizations in your communityo Getting grants from the Federal Government, city, country, or private foundations

Language Assistance Services (LAS) Quality Evaluation Planning Worksheet

Determine whom to involve in the evaluation
<ul style="list-style-type: none"><input type="checkbox"/> Determine who will be responsible for conducting the evaluation<input type="checkbox"/> Determine who will be involved with designing the evaluation<input type="checkbox"/> Identify stakeholders<ul style="list-style-type: none"><input type="checkbox"/> Executive Director<input type="checkbox"/> Medical Director<input type="checkbox"/> Fiscal Manager<input type="checkbox"/> Nursing Manager<input type="checkbox"/> Health Education Manager<input type="checkbox"/> Clinic Coordinator<input type="checkbox"/> Associate Managers<input type="checkbox"/> Staff Representatives<input type="checkbox"/> Risk Management Staff<input type="checkbox"/> Patient Relations Staff<input type="checkbox"/> Limited English Proficiency (LEP) Patients<input type="checkbox"/> Local Health Departments<input type="checkbox"/> Community-based organizations<input type="checkbox"/> Community churches and other religious organizations<input type="checkbox"/> Schools
Determine the aspects of LAS to be evaluated
<ul style="list-style-type: none"><input type="checkbox"/> Patient language needs assessment<input type="checkbox"/> Organizational capabilities assessment<input type="checkbox"/> Interpretation services<input type="checkbox"/> Developing written materials<input type="checkbox"/> Signage and wayfinding<input type="checkbox"/> Notification of LAS<input type="checkbox"/> Community involvement<input type="checkbox"/> Written language assistance plan<input type="checkbox"/> LAS evaluation<input type="checkbox"/> Promising practices among organizations that have experience implementing LAS
Decide from whom to collect data
<ul style="list-style-type: none"><input type="checkbox"/> LEP patients<input type="checkbox"/> Managers<input type="checkbox"/> Providers<input type="checkbox"/> Staff<input type="checkbox"/> Patient grievances and incident reports<input type="checkbox"/> Community-based organizations
Decide on the methods of collecting data
<ul style="list-style-type: none"><input type="checkbox"/> Written survey<input type="checkbox"/> Oral survey<input type="checkbox"/> Employee performance evaluation<input type="checkbox"/> Grievance and incident procedures
Develop instruments to collect your data
<ul style="list-style-type: none"><input type="checkbox"/> Patient satisfaction surveys<input type="checkbox"/> Incorporate questions about LAS into existing grievance and incident procedures
Conduct your evaluation and analyze your data
<ul style="list-style-type: none"><input type="checkbox"/> Develop the timeline for conducting evaluation activities<input type="checkbox"/> Conduct your formal data collection activities<input type="checkbox"/> Analyze your data and create a report<input type="checkbox"/> Share evaluation results