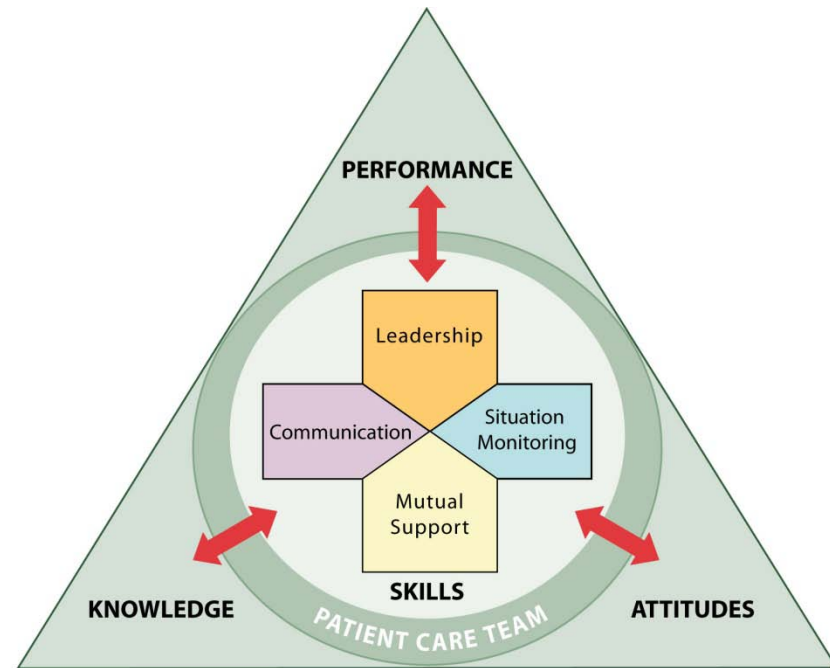
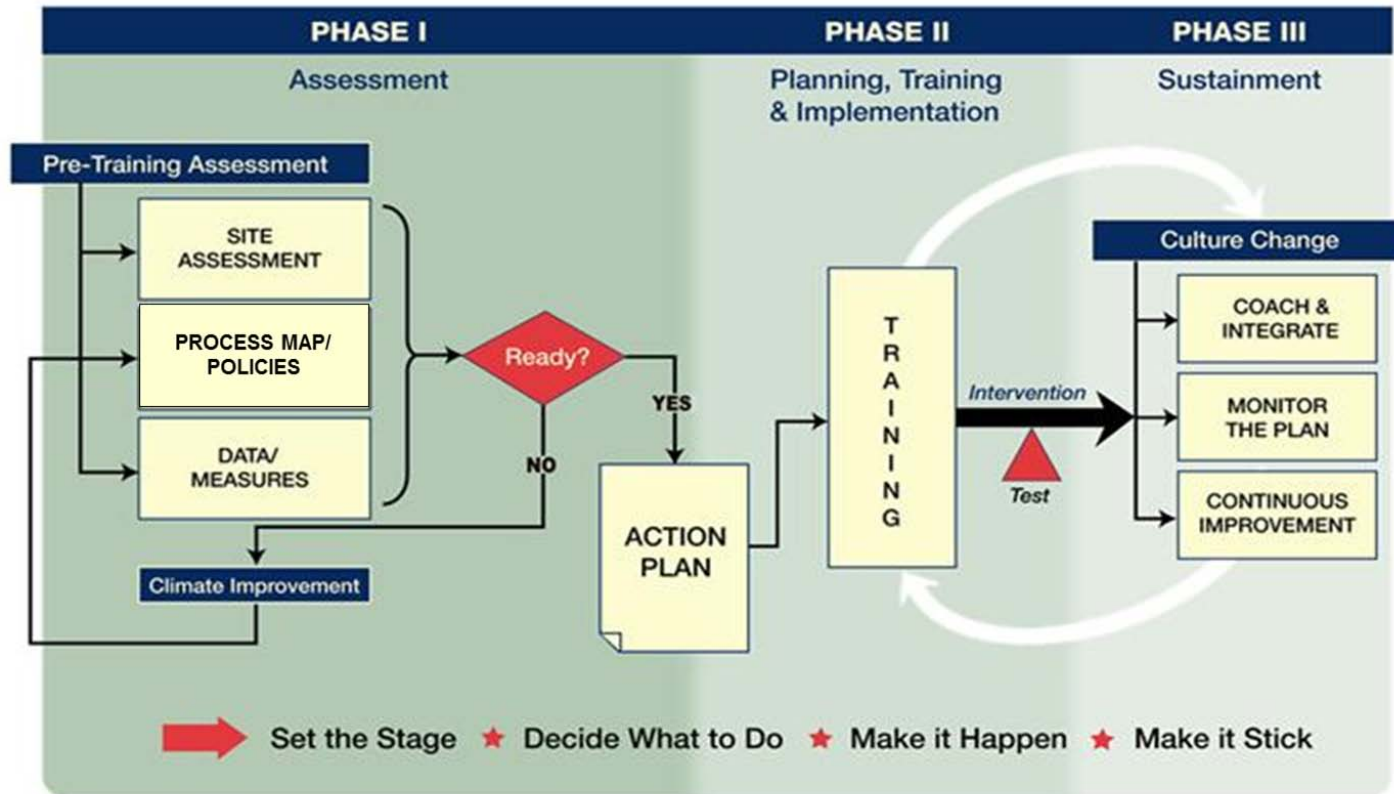


Enhancing Safety for Patients With Limited English Proficiency



Shift Toward a Culture of Safety



Phase I: Assessment

- **Process map**
- **Policies**
- **Site assessment**



Identify language/cultural needs

Who?

How?

Contact interpreter

Who?

How? List various methods. Note contingency plans.

Ensure that interpreter is present for entire encounter

Who?

How?

Ensure that interpreter is fully informed and integrated into team

Who?

How?



Policies and Guidelines

- **Title VI, Civil Rights Act: equal access for LEP**
- **The Joint Commission: Patient-Centered Communication Standards**
- **Hospital policy**



Site Assessment

- **Data**
 - **% LEP**
 - **Common languages**
 - **Interpreter resources**
 - **Bilingual staff**
- **Other information**
 - **Hospital incidents**
 - **Community patterns of bias or conflict**



Phase II: Planning, Training, Implementing

- **Goals and desired outcomes**
- **Measures**
- **Processes to change**
- **Behaviors to change**
- **Training logistics**



Goals and Outcomes

	What needs to change?
Processes	
Activities	
Practices	
Behaviors	
Attitudes	



Why Evaluate

- **Answers the question: Did it work?**
- **Helps you improve over time**
- **Improves leadership and staff buy-in**



Evaluation Steps

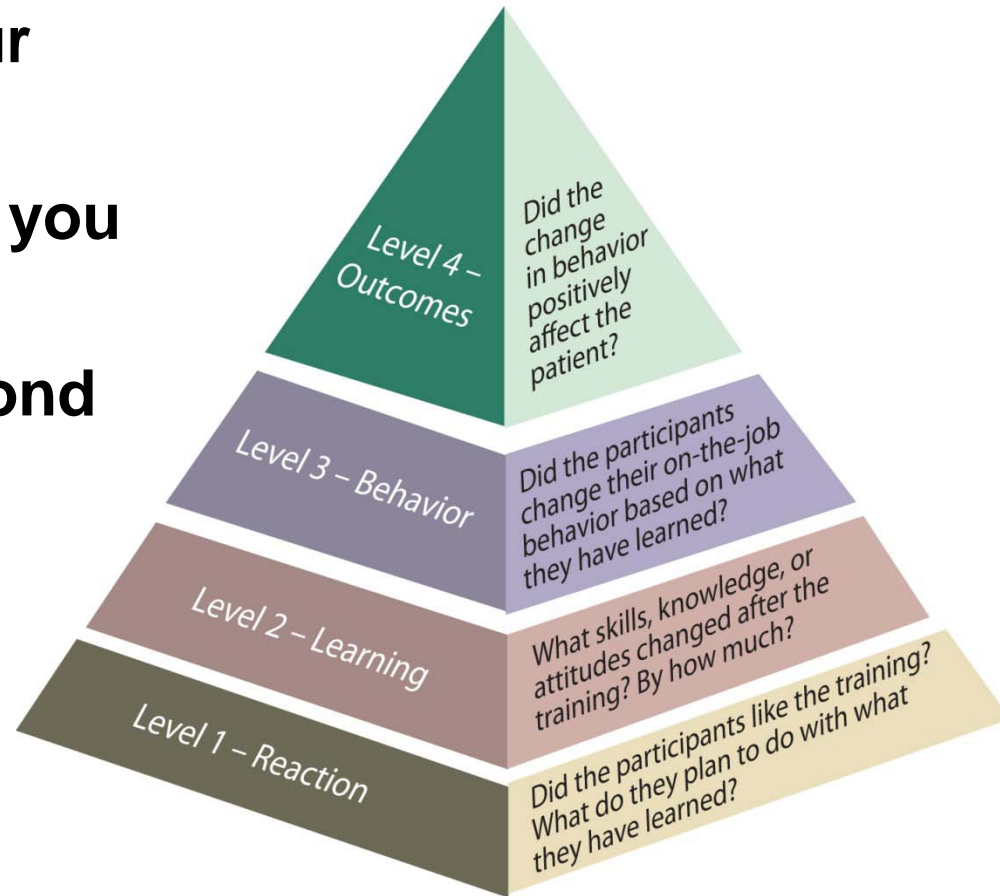
- Design
- Process evaluation
- Metrics
- Analysis and report

Refer to the Evaluation Guide and Metrics



Planning Your Evaluation

- What is the goal of your intervention?
- What level metrics will you implement (1, 2, 3, 4)?
- Any other metrics beyond what's in the Guide?



Training

- **Who?**
- **When?**
- **Over what period of time?**



Phase III: Sustainment

- Ongoing training
- Coaching
- Leadership support



Action Planning

Activity	Person Responsible	Target Date

