Enhancing Safety for Patients With Limited English Proficiency

TeamSTEPPS™
Shift Toward a Culture of Safety

Phase I: Assessment
- Process map
- Policies
- Site assessment
**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

<table>
<thead>
<tr>
<th>What needs to change?</th>
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<tbody>
<tr>
<td>Processes</td>
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<tr>
<td>Activities</td>
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<td>Practices</td>
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<td>Behaviors</td>
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<td>Attitudes</td>
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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**

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<thead>
<tr>
<th>Activity</th>
<th>Person Responsible</th>
<th>Target Date</th>
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