Enhancing Safety for Patients With Limited English Proficiency
Shift Toward a Culture of Safety

Pre-Training Assessment
- Site Assessment
- Process Map/Policies
- Data/Measures

Climate Improvement

Pre-Training Assessment

Set the Stage ★ Decide What to Do ★ Make it Happen ★ Make it Stick

Phase I: Assessment

Phase II: Planning, Training & Implementation

Phase III: Sustainment

Culture Change
- Coach & Integrate
- Monitor the Plan
- Continuous Improvement

 Intervention

Test

Team STEPPS™
Team Strategies & Tools to Enhance Performance & Patient Safety
Phase I: Assessment

- Process map
- Policies
- Site assessment
<table>
<thead>
<tr>
<th>Step</th>
<th>Who?</th>
<th>How?</th>
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<tbody>
<tr>
<td>Identify language/cultural needs</td>
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<tr>
<td>Ensure that interpreter is present for entire encounter</td>
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<td>Ensure that interpreter is fully informed and integrated into team</td>
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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

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<tr>
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<th>What needs to change?</th>
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<tr>
<td>Processes</td>
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<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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<tr>
<th>Activity</th>
<th>Person Responsible</th>
<th>Target Date</th>
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