



# Hospitals, Language, and Culture

PROJECT UPDATE

November 2008

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*Hospitals, Language, and Culture: A Snapshot of the Nation* is a research study of The Joint Commission funded by a grant from The California

## Provide Feedback on Self-Assessment Tool — *One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations*



The Joint Commission's *Hospitals, Language, and Culture* (HLC) study released a research report in April providing a framework for hospitals to develop and employ practices for meeting diverse patient needs. The HLC study is a cross-sectional qualitative study, funded by The California Endowment, designed to explore how 60 hospitals across the country provide health care to culturally and linguistically diverse patient populations. The thematic framework presented in this latest report was derived from current practices that hospitals are employing to provide care and services to diverse patients.

As the current practices mentioned in the report illustrate, there is no “one size fits all” solution, and the road map to cultural competence is unique for each organization.

To help health care organizations tailor initiatives to meet the needs of their diverse patient populations, this report includes a self-assessment tool that organizations can use to initiate discussions about the needs, resources, and goals for providing the highest quality care to every patient served. To allow organizations to tailor the self-assessment questions to meet their unique needs, each section of the tool is available in Word document form. Additionally, we are seeking feedback from organizations that use this self-assessment tool. This feedback will help us better understand how the tool is being used and what improvements can be made for any future editions.

To access the self-assessment tool in Word document format or to complete the evaluation survey, please visit:

[www.jointcommission.org/PatientSafety/HLC/self\\_assessment\\_tool.htm](http://www.jointcommission.org/PatientSafety/HLC/self_assessment_tool.htm)

To download the full report, please visit:

[www.jointcommission.org/PatientSafety/HLC/](http://www.jointcommission.org/PatientSafety/HLC/)

*Each issue of the HLC Update will feature project-specific updates and other information related to cultural and linguistic competency. We welcome your comments, which can be addressed to [hlc-info@jointcommission.org](mailto:hlc-info@jointcommission.org).*

### Inside this Issue:

Upcoming Webinars	2
Resource Update	3
Of Interest... Developing Hospital Standards for Culturally Competent Patient-Centered Care – Expert Advisory Panel	4

## Upcoming FREE Webinars

### Leveraging Data to Improve the Quality & Availability of Language Services

As our patient population grows more diverse, hospitals are increasingly challenged to provide high quality language services to patients with limited English proficiency (LEP). Learn how the systematic capture and utilization of patient data allows hospitals to more effectively target improvement strategies for language service delivery. Please join Polyglot Systems and an esteemed panel of industry experts who will offer proven methods hospitals can employ to gain the insight required to optimize their efforts and resources.

#### Webinar attendees will learn:

- How to use census data to define LEP populations within a facility's catchment area
- How to effectively track language preference within a patient database
- How to effectively track the provision of language services for both inpatient and outpatient encounters
- The importance of tracking language service provisioning in each hospital
- The impact of data analysis on operational improvement

For more information or to register, please visit

[www.pgsi.com/Products/Resources/Webinars/Webinar4.aspx](http://www.pgsi.com/Products/Resources/Webinars/Webinar4.aspx)

### Improving Quality and Addressing Disparities: Accreditation Standards, Market-Strategies and Levers for Action

On November 20, 3–4:30 PM EST, join The Disparities Solutions Center as they continue their web seminar series with "Improving Quality and Addressing Disparities: Accreditation Standards, Market-Strategies and Levers for Action." Guest speakers include Amy Wilson-Stronks, MPP, CPHQ, Principal Investigator, *Hospitals, Language, and Culture: A Snapshot of the Nation*, a study from The Joint Commission, Jessica Briefer French, MHSA, Senior Consultant, Research and Analysis, from the National Committee for Quality Assurance, and Leah Trahan, MPH, CHES, Program Analyst, Center for Prevention and Health Services, from National Business Group on Health. This webinar will highlight work in progress from The Joint Commission, the National Committee on Quality Assurance, and the National Business Group on Health, with a focus on the development of accreditation standards and market strategies that will foster the development of strategies to identify and address racial/ethnic disparities in health care, as well as improve the care that is provided to culturally diverse populations. The 90-minute, interactive, web-based seminar is free and open to the public. Space is limited.

For more information or to register, please visit

[www.massgeneral.org/disparitiessolutions/web.html](http://www.massgeneral.org/disparitiessolutions/web.html)

**Date** November 18, 2008

**Time** 10:00 am PST / 1:00 pm EST

#### Panel Participants

**Sidney E. Van Dyke**  
Director of Interpreter Services  
Regions Hospital

**Helena Santos-Martins**  
Medical Director  
Cambridge Health Alliance

**Shiva Bidar-Sielaff, MA**  
Director of Interpreter Services  
& Community Partnerships  
University of Wisconsin Hospital & Clinics

**Cynthia E. Roat, MPH (Moderator)**  
National Consultant  
Language Access in Health Care

**Date** November 20, 2008

**Time** 12:00 pm PST / 3:00 pm EST

#### Panel Participants

**Amy Wilson-Stronks, MPP, CPHQ**  
Principal Investigator  
Hospitals, Language, and Culture Study  
The Joint Commission

**Jessica Briefer French, MHSA**  
Senior Consultant, Research and Analysis  
National Committee for Quality Assurance

**Leah Trahan, MPH, CHES**  
Program Analyst  
Center for Prevention and Health Services  
National Business Group on Health

## Resource Update

### 2008 Healthcare Equality Index

The Healthcare Equality Index (HEI) is a joint project of the Human Rights Campaign Foundation and the Gay and Lesbian Medical Association. The second annual HEI rates 88 U.S. hospitals on their policies and practices related to the lesbian, gay, bisexual and transgender community. The HEI focuses on five main policy criteria: patient non-discrimination, hospital visitation, decision making, cultural competency training and employment policies and benefits. In the 2008 Healthcare Equality Index 45 hospitals reported LGBT-inclusive policies and practices for every one of the 10 HEI rating criteria.

To download this report, please visit: [www.hrc.org/issues/hei.asp](http://www.hrc.org/issues/hei.asp)

### Assuring Healthcare Quality: A Healthcare Equity Blueprint

The *Healthcare Equity Blueprint* offers strategies and practices that can be tailored to individual hospitals to address equity in providing quality care. The Blueprint is a starting point for designing and implementing interventions to address racial and ethnic disparities in health care. The Blueprint also provides recommended tools, resources, and guidelines on the collection and measurement of data related to addressing health care disparities. Executives and governing bodies may use this Blueprint to organize and prioritize the goals, strategies, expected outcomes, and performance benchmarks for addressing health care equity within their established strategic planning process.

To download this paper, please visit: [www.massgeneral.org/disparitiessolutions/resources.html](http://www.massgeneral.org/disparitiessolutions/resources.html)

### For the Health Care CEO: Thinking about Language Access in Health Care

Responding appropriately to the needs of our diverse communities requires clear and accurate communication when providing health care. Quality language access for limited English proficient (LEP) patient populations makes sense for the accountable executive who responds not only to the financial goals of an organization and the governing body, but also to the health care needs of the diverse communities he or she serves. This white paper by Edward L. Martinez, M.S. focuses on four critical dimensions of language access for the health care executive - quality and safety of patient care, efficiency of health care operations through improved patient-centered communication, funding language access, and accountability for quality health care.

To download this paper, please visit: [www.pgsi.com/Products/Resources/WhitePapers/WhitePaper1.aspx](http://www.pgsi.com/Products/Resources/WhitePapers/WhitePaper1.aspx)

### National Coalition on Health Care Interpreter Certification – Report on September 20-21, 2008 Meeting

The National Coalition on Health Care Interpreter Certification (NCC) held its second in-person meeting September 20 and 21, 2008 in Minneapolis, MN. Attending the meeting were representatives from the 18 NCC organizations and 2 representatives from The California Endowment in support of the NCC efforts. The focus of this meeting was to create governance structures which will allow the NCC to operate more efficiently and effectively.

To download the full report, please visit: [www.ncihc.org](http://www.ncihc.org)

### Endorsing a Framework and Preferred Practices for Measuring and Reporting Cultural Competency

This National Quality Forum project seeks to endorse a *comprehensive* national framework/core competencies for evaluating cultural competency across all healthcare settings, as well as a minimum set of preferred practices based on the framework. Efforts to define culturally competent care are already in progress, but significant knowledge gaps exist about the direct relationship between cultural and linguistic competence and improved health outcomes. Measurement and reporting are needed to ensure that culturally competent care can be translated into i) improved health outcomes and more patient-centered care for patients, and ii) actionable initiatives for providers that result in meaningful improvement. While various frameworks have been proposed for cultural competence research or assessment, to bring the cultural competency movement to the next level requires consensus on a framework for measuring and reporting the quality of culturally competent care. From this framework, preferred practices can be derived and/or performance measures identified (or developed) and endorsed.

For more information, please visit: [www.qualityforum.org/projects/ongoing/cultural-comp/index.asp](http://www.qualityforum.org/projects/ongoing/cultural-comp/index.asp)

### The State of Health Care Diversity and Disparities: A Benchmark Study of U.S. Hospitals

Since December, the Institute for Diversity in Health Management has been working closely with HR Solutions to develop a revolutionary diversity benchmark study for the healthcare industry. This first-of-its-kind survey will unveil the key factors that determine the diversity efforts of healthcare organizations across the country—from small, rural hospitals to large, urban teaching medical institutions. Participating organizations will be granted the capability to benchmark their diversity initiatives with organizations of similar size and healthcare organizations overall.

For more information, please call HR Solutions at (312) 236-7170 or the Institute for Diversity at (312) 422-2630.



# The Joint Commission Of Interest...

## Developing Hospital Standards for Culturally Competent Patient-Centered Care – Expert Advisory Panel

The Joint Commission has established an Expert Advisory Panel to guide the development of hospital standards that will promote, facilitate, and advance the provision of culturally competent patient-centered care. The Expert Advisory Panel consists of the following individuals:

**Ignatius Bau, JD**

Program Director  
The California Endowment

**Shiva Bidar-Sielaff, MA**

Director of Community Partnerships  
University of Wisconsin Hospital and Clinics

**Sheila M. Foran, JD**

Senior Advisor to the Civil Rights Division  
US Department of Health and Human Services, Office for Civil Rights

**Susan B. Frampton, PhD**

President  
Planetree

**Faye Gary, EdD, RN, FAAN**

Medical Mutual of Ohio Professor of Nursing For Vulnerable and At-Risk Persons  
Case Western Reserve University  
American Nurses Association (ANA)

**Joel Ginsberg, JD, MBA**

Executive Director  
Gay and Lesbian Medical Association

**Malika Haque, MD, FAAP**

Physician/Pediatrician,  
Nationwide Children's Hospital  
Clinical Professor of Pediatrics College of Medicine  
The Ohio State University  
Islamic Medical Association of North America

**Romana Hasnain-Wynia, PhD**

Director, Center for Healthcare Equity  
Associate Professor, Research  
Northwestern University, Feinberg School of Medicine

**Elizabeth Jacobs, MD, MPP**

Associate Professor of Medicine  
Stroger Hospital of Cook County and Rush  
University Medical Center

**Stephan L. Kamholz, MD, MACP, FCCP**

Chairman, Department of Medicine  
North Shore University Hospital and Long  
Island Jewish Medical Center  
David J. Greene Professor of Medicine  
New York School of Medicine

**Kristi L. Kirschner, MD**

RIC Coleman Foundation Chair in Rehabilitation Medicine  
RIC Director of the Donnelley Family Disability Ethics Program  
Professor, Department of Physical Medicine and Rehabilitation and Medical Humanities and Bioethics  
Northwestern University, Feinberg School of Medicine  
Rehabilitation Institute of Chicago

**Debra Kreisberg, PhD**

Director, Emergency Preparedness  
Bioterrorism Readiness  
Colorado Hospital Association

**Deborah Ann May, RN, BSN, MBA, CDP**

Assistant Vice President, Office of Diversity  
Jewish Hospital and St. Mary's Health Care  
American Hospital Association (AHA)

**Sunita Mutha, MD, FACP**

Associate Professor of Medicine  
University of California, San Francisco

**Guadalupe Pacheco, MSW**

Public Health Advisor/Special Assistant to the Director  
US Department of Health and Human Services, Office of Minority Health

**Elda G. Ramirez, PhD, RN, FAANP**

Assistant Professor Clinical Nursing  
Nurse Practitioner  
Emergency Nursing Association  
University of Texas Health Science Center

**Jason R. Rau**

President  
NRC Picker

**Marsha Regenstein, PhD**

Associate Research Professor  
Department of Health Policy  
The George Washington University

**Karin Ruschke, MA**

President  
International Language Services, Inc.

**Fatema Salam, MPH**

Senior Program Director  
National Quality Forum

**Carolyn R. Stern, MD**

Partner, DeafDOC.org  
Medical Director, Rochester School for the Deaf  
Staff Physician, Unity Health System

**Joseph Swedish, MA**

President and CEO  
Trinity Health  
American Hospital Association (AHA)

**Debra A. Toney, PhD, RN**

President  
National Black Nurses Association

**Susan K. Wintz, MDiv, BCC**

Board Certified Staff Chaplain  
St. Joseph's Hospital and Medical Center  
President, Association of Professional Chaplains

**Ellen Wu, MPH**

Executive Director  
California Pan-Ethnic Health Network

**Matthew K. Wynia, MD, MPH**

Director, The Institute for Ethics  
American Medical Association

**To provide feedback and participate in an interactive discussion about the provision of culturally competent patient-centered care, access the project's WikiHealthCare web page at <http://wikihealthcare.jointcommission.org>**

**For more information on the project, contact Tina Cordero at [ccordero@jointcommission.org](mailto:ccordero@jointcommission.org)**