MAKING A BUSINESS CASE FOR:
RACE, ETHNICITY AND LANGUAGE DATA COLLECTION
Language Quality Improvement: An Overview

• As our nation becomes more diverse, health care organizations and providers continue to encounter more patients with language barriers.
• Language barriers exacerbate the complexity of communication and if not appropriately addressed, can result in increased risk for medical errors, lack of patient understanding and inefficient utilization of health care resources.
• To appropriately evaluate, diagnose, and treat individuals with limited English proficiency (LEP), language and cultural barriers must be addressed.
Changing Demographics
Growth of Limited English Population
The Business Case: Key Elements

• Changing Demographics
• Growth of Limited English Proficiency Population
• Quality Improvement
• Patient Safety
• Risk Management
• JCAHO Accreditation
• CLAS Standards Achievement
The Business Case: The Outcomes

• Aids in achieving Culturally and Linguistically Appropriate Service Standards

• Helps maintain Joint Commission accreditation

• Decreases potential incidents of inappropriate use of medical resources

• Aligns with person centered care models
The Business Case: The Outcomes

- Increases quality of care of all patients
- Increases patient satisfaction and engender patient loyalty
- Provides opportunities to reduce expenditures resulting from readmissions
- Decreases risks related to questionable informed consents, and the lack of consistent use of qualified interpreters