

Measure ST2: Patients receiving language services from qualified language service providers

Domains of Quality: Effectiveness and Safety

Description: The percent of LEP patients receiving initial assessment and discharge instructions from assessed and trained interpreters or from bilingual providers assessed for language proficiency

Value of Measure

The measure provides information about the extent to which LEP patients are receiving services to ensure effective communication with their health care provider, and minimize the likelihood of errors or miscommunication. Interpreter services are frequently provided by untrained individuals, or individuals who have not been assessed for their language proficiency, including family members, friends, and other hospital staff. Research has demonstrated that the likely results of using untrained interpreters or friends, family, and associates are an increase in medical errors, poorer patient-provider communication, and poorer follow-up and adherence to clinical instructions. The measure provides information on the degree to which patients receive appropriate language services provided by trained interpreter service staff or assessed bilingual providers during critical times in a patient's health care experience.

Data Collection: All admissions to the two selected clinical focus areas

Exclusions: All admission indicating English as preferred language

Measure Calculation =

Total number of patients receiving initial assessment and discharge instructions from an assessed and trained interpreter or assessed bilingual provider

Total number of patients that pre-identified a preference to receive their spoken care in a language other than English

(the number of patients that prefer care in a language other than English)

Inclusions for Numerator

- Patients receiving initial assessment and discharge instructions from assessed and trained staff interpreters
- Patients receiving initial assessment and discharge instructions from assessed and trained volunteer interpreters
- Patients receiving initial assessment and discharge instructions from assessed and trained contract/agency interpreters
- Patients receiving initial assessment and discharge instructions from assessed bilingual providers
- Patients receiving initial assessment and discharge instructions from telephone interpreters that have been pre-approved for training level
- Patients receiving initial assessment and discharge instructions from video interpreters that have been pre-approved for training level

Inclusions for Denominator

- All patients self-identified as preferring to receive care from their physician in a language other than English or identified by staff as needing an interpreter