

Legacy Health

Diversity in Action

Goal: Deliver Culturally Competent Patient Care

- **Language Access and Interpreter Services:** We offer language interpreter services that are accessible 24 hours a day, providing assistance in communicating in languages other than English for all patients and their families. Interpreter Services has taken steps to ensure that limited-English speaking patients get equal access to Legacy's services. A survey identified how language services are used to pinpoint areas of opportunity. A video interpreter system to meet the emergency needs of our patients is being piloted at Legacy Good Samaritan and Legacy Salmon Creek Medical Centers. A new Communication Toolbox makes interpreter services easy for staff to access. In addition, the first Bilingual Competency Program assesses the proficiency of bilingual staff who may use their language skills in working with patients. Interpreter Services is also working to include language in Legacy's vendor contracts to ensure the bilingual contractors who work with Legacy patients have competent language skills.
- **Physical Access:** A system-wide multi-disciplinary team led a pilot assessment to identify barriers to access to Legacy's facilities for all people. All Legacy hospital and related medical office building sites were evaluated in order to improve accessibility and signage of our facilities and services for various diverse populations, including the physically, hearing and sight impaired. Opportunities for improvement and work are underway to determine the plan to address such improvements as auto-door access to restrooms, signage, and wheelchair ramps.
- **Health Literacy:** In 2010, Legacy Health established the Health Literacy initiative. Nearly all Legacy employees are touch points to patients and families and health literacy is involved in every touch point. We have implemented Plain Language policy and training for employees; offered and trained employees on teach-back methods, and host the only Health Literacy Conference of its kind in this region annually.
- **Assessing Patient Satisfaction:** We review our patient satisfaction data to assess patient satisfaction with the cultural competency of our staff.
- **Race, Ethnicity and Language (REAL):** This work is important for collecting demographic information from patients accurately and consistently. Studies have shown race and ethnicity can influence a patient's health care needs. For this reason, Legacy is collecting race, ethnicity, and language data from all patients. A new brochure available at registration explains why Legacy collects this information. All registration teams are also receiving training on the importance of asking patients for this information and how best to do so. The REAL Committee has also recommended updates in Epic to allow for patients' descriptions of their race and culture. Having this information gives Legacy valuable information to track health outcomes and offer appropriate services to its patient population.
- **Staff cultural competency education:** A pilot was conducted with nearly 500 nurses throughout the system on a cultural competency online training module. Feedback was favorable and a rollout to all 3000 nurses is expected to be completed by December 2015. Plans are underway to determine a rollout for providers.

