



# Advocate Aurora pledges to close the health care disparities gap

## OUR GAP OF FOCUS IS...

Optimizing communication  
methods for Interpreter Services  
for Limited English Proficiency  
(LEP) patients at West Allis  
Medical Center

### THE PROBLEM...

Advocate Aurora Health Care provides  
Interpretive Services to patients  
during clinical appointments, pre-ops  
and post ops appointments. However,  
Interpretative Services are not  
utilized during procedures or  
perioperative medical services, which  
can cause adverse care for Limited  
English Proficiency patients.

### OUR SOLUTION...

Optimizing the utilization of  
Interpretative Services for  
patients with Limited English  
Proficiency to ensure safety,  
accuracy, and efficiency by  
providing language access at  
all department touch points.

### OUR GOAL...

# DECREASE THE PERCENT OF LEP PATIENT APPOINTMENTS THAT EXPERIENCE AN INTERPRETER SERVICES COMMUNICATION BREAKDOWN.



#### AUDIT RESULTS

A 2017 Internal Audit annual risk assessment  
identified Interpreter Services as an area with  
improvement opportunities. During the audit,  
surgical supervisors at seven Aurora hospitals  
were interviewed and various deficiencies  
were noted.

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Advocate Aurora Health Care identified a gap  
in Limited English Patients receiving surgical  
procedures at West Allis Medical Center  
surgical departments: Surgery Scheduling,  
Preadmission Testing (PAT), Day Surgery,  
PACU, GI.

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Research suggests adverse events affect LEP  
patients more frequently, are often caused by  
communication problems, and are more likely  
to result in serious harm compared to those  
that affect English-speaking patients.

#### MEASURES

- IMPROVED PATIENT SAFETY AND EXPERIENCE
- INCREASED UNDERSTANDING BETWEEN  
PATIENT AND CAREGIVER
- MORE INFORMED STAFF ON THE USE OF  
INTERPRETER SERVICES RESOURCES
- GAP CLOSURE

#### INCREASED RISK

The existence of this gap may subject LEP patients  
to an increased risk of misunderstanding  
instructions related to managing their condition,  
taking their medications, as well as knowing which  
symptoms should prompt a return to care or when  
to follow up. **THESE INCREASED RISKS CAN  
ULTIMATELY LEAD TO MEDICAL ERRORS.**

#### KEY LEADERSHIP SUPPORT

- CHIEF DIVERSITY OFFICER: ERICKAJAY DANIELS
- CHIEF NURSING OFFICER: MARY BETH KINGSTON
- WEST ALLIS MEMORIAL HOSPITAL PRESIDENT:  
RICHARD KELLAR
- DIRECTOR OF SURGICAL SERVICES WEST ALLIS  
MEMORIAL HOSPITAL: KATHY LIM

#### ADVOCATE AURORA HEALTH CARE CURRENTLY OPERATES...

27 hospitals | 500 outpatient locations  
63 Walgreens clinics | 784,000 patient portal users  
2.7 million unique patients

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not-for-profit, integrated health care system in the U.S.

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