

So good. So caring. So close.

Limited English Proficiency

## (LEP) Language Support Program

Safety

Quality

Positive
Patient
Experience

Limited English Proficient (LEP)

**Americans** 

than one language

350 Languages

States with the largest LEP populations:

California (6.8 million)

Texas (3.4 million)
New York (2.5 million)

Florida (2.1 million) Illinois (1.1 million)

Improved Health Outcomes

Education

Leadership

Improve

Workforce

Diversity

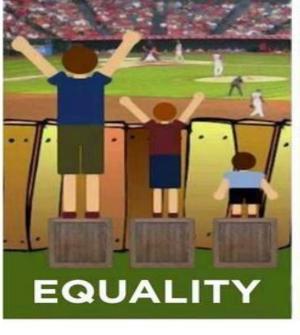
INCLUSION

Training

REDUCE MEDICAL ERRORS

IMPACT HEALTH

HEALTH EQUITY





Identify Disparities in Care

Data Driven



FINANCIAL GAIN
HEALTHY COMMUNITIES



Policy

- Annual Medical Errors Account for 44,000 to 98,000 Deaths in the U.S. every year
  - Annual Cost of Medical Errors 17.1 Billion a Year
- Common Cause of Medical Errors is Failure in Communication