

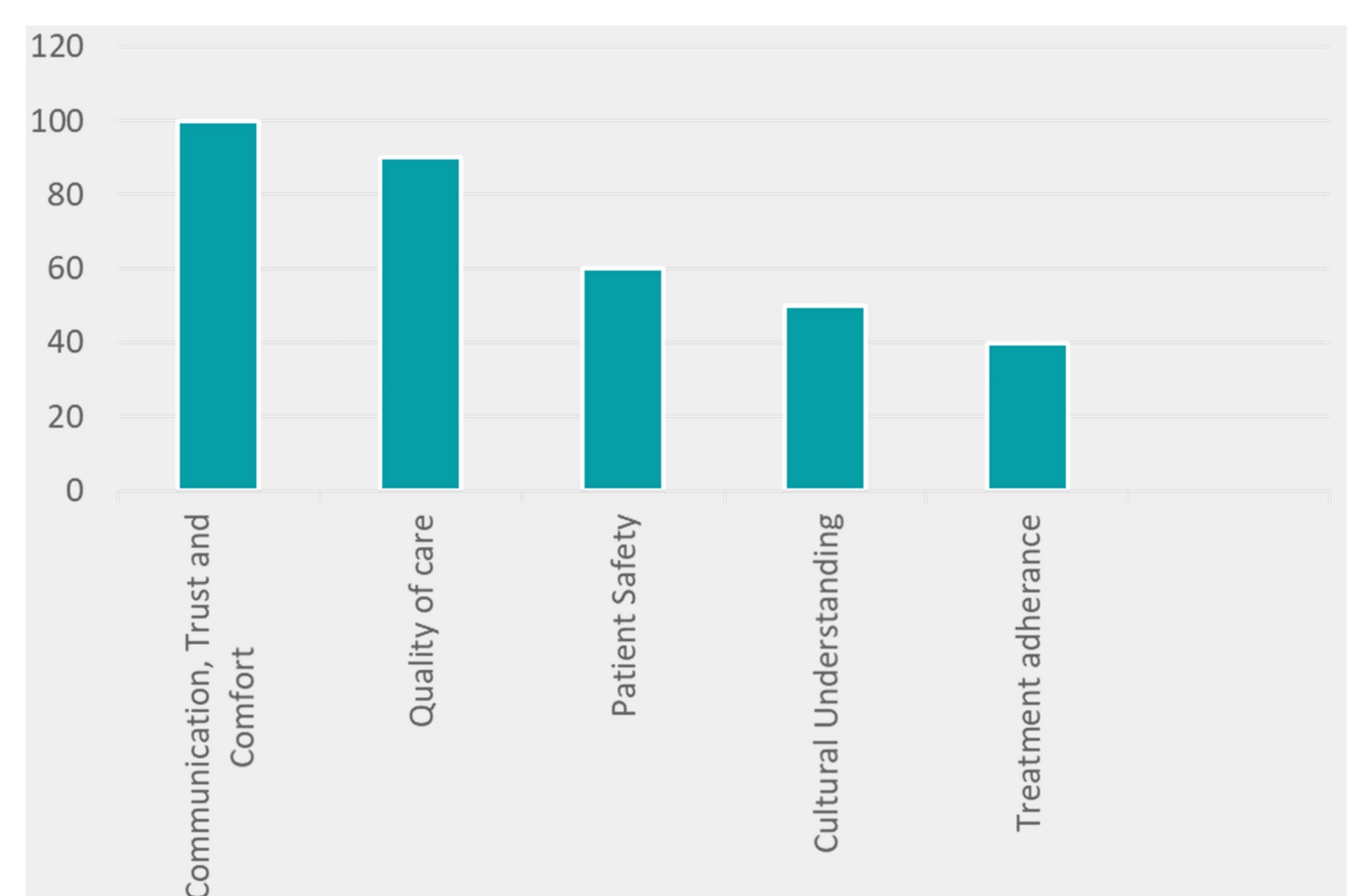
Health Care Equity & Inclusion: The Qualified Bilingual Staff (QBS) Project



QBS members have improved care

- 100% in three different areas: communication, patient trust and comfort
- 90% in quality of care
- 60% in patient Safety
- 50% in Cultural Understanding
- 40% in treatment adherence

LANGUAGE ACCESS FOR PATIENTS WITH LIMITED ENGLISH PROFICIENCY (LEP) IS ESSENTIAL TO PROVIDING PATIENT-CENTERED, EXCEPTIONAL CARE FOR ALL. OUR DATA TELL THE STORY ...



Goal to recruit 10 QBS members met. We will continue recruiting new QBS with focus on providers who we know are fluent in other languages

GOALS:
Enhance Equitable & Inclusive Access



OUTCOME: Patients report that when able to speak in their preferred language they understand their diagnosis, they feel more included and engaged in the development of a treatment plan, which results in more equitable health outcomes

Increase Patient Satisfaction



OUTCOME: Patients report feeling more comfortable and at ease when they speak in their preferred language even when they speak English. According to national research this improves patient satisfaction and continuance of care

Increase Staff Satisfaction & Retention



OUTCOME: Some QBS feedback: "it is a joy to speak with patients in their native tongue," and "as a provider, I feel more confident when I know patients feel heard and understood." Staff satisfaction will improve further with reimbursement for language skills, which we continue to advocate for.

Eliminate Racism & Disparities



OUTCOME: Patients report increased trust and honesty between patients and provider and feeling safer- all of which reduces disparities in care.

Improve Compliance & Manage Risk



OUTCOME: Improved patient's compliance, for example to "no show" policies, as they understand clearly.