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
  - 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

**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.

**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.

**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.

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

**OUTCOME:**
- Improved patient’s compliance, for example to “no show” policies, as they understand clearly.

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