

# Ensuring High-Quality Care for Patients with Limited English Proficiency



## Cultural Competency for Healthcare Professionals

**Accreditation:** CME, CEU, CCM, ASWB credit

**Audience:** All staff, including clinical and non-clinical healthcare professionals, social workers, and health plan employees

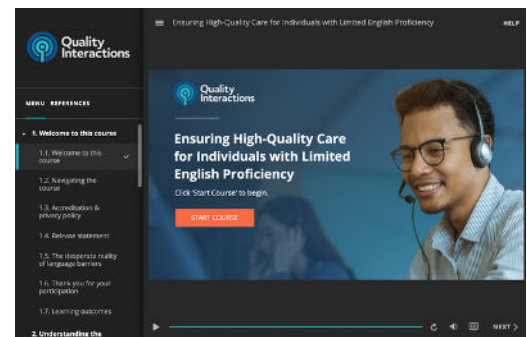
### About this Course

Healthcare organizations are legally required to provide interpreters and translated materials for patients with limited English proficiency (LEP).

However, professionals may not always know when and how to do so. This course uses interactive vignettes and scenarios to build participants' confidence and ability to effectively engage trained, professional interpreters in healthcare settings.

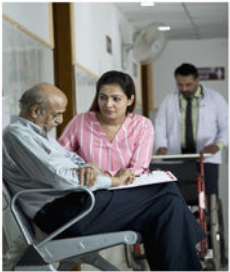
### Learning Outcomes

- ✓ Understand how language barriers can lead to healthcare disparities for individuals with LEP.
- ✓ Identify pitfalls to avoid when working with individuals with LEP.
- ✓ Know when and how to involve a professional interpreter.
- ✓ Develop skills for working efficiently and effectively with professional interpreters to ensure clear communication.




**Use of untrained interpreters**

- Referred to as "ad hoc" or "untrained" interpreters
- May seem better than the alternative of no interpretation at all
- Problematic for several reasons
- May not be fully proficient in English themselves



**Scenarios for practice**



You will be prompted in each scenario to identify how it might be improved, based on the information presented in this course.