

CBE ID

1821

Title

L2: Patients receiving language services supported by qualified language services providers

Project

Person and Family-Centered Care

Endorsement Status

Endorsement Removed

Is Under Review

No

Previous Endorsement Cycle

Full Year 2016

Removal Date

Mon, 04/03/2017 - 20:00

Initial Endorsement

Thu, 08/09/2012 - 19:38

Steward

Department of Health Policy, The George Washington University

1.0 New or Maintenance

Maintenance

1.1 Measure Structure

Single Measure

1.3 Electronic Clinical Quality Measure (eCQM)

No

1.6 Measure Description

This measure is used to assess the percentage of limited English-proficient (LEP) patients receiving both initial assessment and discharge instructions supported by assessed and trained interpreters or from bilingual providers and bilingual workers/employees assessed for language proficiency.

Interpreter services are frequently provided by untrained individuals, or individuals who have not been assessed for their language proficiency, including family members, friends, and other employees. Research has demonstrated that the likely results of using untrained interpreters or friends, family, and associates are an increase in medical errors, poorer patient-provider

communication, and poorer follow-up and adherence to clinical instructions. The measure provides information on the extent to which language services are provided by trained and assessed interpreters or assessed bilingual providers and bilingual workers/employees during critical times in a patient's health care experience.

1.7 Measure Type

Process

1.8 Level of Analysis

Clinician: Group/Practice, Facility

1.9 Care Setting

Urgent Care - Ambulatory, Inpatient/Hospital

1.14 Numerator

The number of limited English-proficient (LEP) patients with documentation they received the initial assessment and discharge instructions supported by trained and assessed interpreters, or from bilingual providers and bilingual workers/employees assessed for language proficiency. Note: The determination of "qualified (assessed and trained) is consistent with guidance provided by The Joint Commission, The Office of Minority Health CLAS standards; and the Office of Civil Rights. Citations: The Joint Commission (2011), Patient-Centered Communication Standards for Hospitals, Standard HR.01.02.01; available at http://www.jointcommission.org/Advancing_Effective_Communication/ 65 Fed. Reg. 80865 (Dec. 22, 2000) (Department of Health and Human Services: National Standards on Culturally and Linguistically Appropriate Services (CLAS) in Health Care); available at <http://www.omhrc.gov/clas> 65 Fed. Reg. 52762 (Aug. 30, 2000) (Office for Civil Rights: Policy Guidance on the Prohibition Against National Origin Discrimination as it Affects Persons with Limited English Proficiency); available at <http://www.hhs.gov/ocr/lep/preamble.html>

1.15 Denominator

Total number of patients that stated a preference to receive their spoken health care in a language other than English.

1.20 Types of Data Sources

Electronic Health Records: Electronic Health Records, Management Data, Other, Paper Records

6.1.2 Current or Planned Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations), Regulatory and Accreditation Programs

6.1.3 Current Use(s)

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations), Regulatory and Accreditation Programs

Exclusions

Exclusions:

- All patients stating a preference to receive spoken health care in English.
- Patients who leave without being seen.
- Patients who leave against medical advice prior to the initial assessment.

Planned Use

Public Reporting, Quality Improvement (Internal to the specific organization), Quality Improvement with Benchmarking (external benchmarking to multiple organizations)

Risk Adjustment

No risk adjustment or risk stratification

Target Population

Women

Steward Organization

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