

# **Educating the Medical Office Staff About Language Access Needs and Solutions**

## **Grantees**

Riverside County Medical Association  
&  
San Bernardino County Medical Society



## Project Overview

- Developed a one hour presentation to assist medical office staff on language access needs & solutions
- Currently in the process of piloting 4 lunch hour education sessions
- Test audience is medical office staff in Riverside and San Bernardino Counties
- Following conclusion of the pilot program the results and experiences will be shared with the MLC and The Endowment.

# Elements of Project Plan

- Using a developed presentation, we trained MLC physician members from RCMA & SBCMS as presenters for the education sessions.
- Identified and developed a database of over 500 medical office staff, including physician assistants, medical assistants, office managers, receptionists, nurse practitioners, and other key medical office personnel who were invited to attend the education sessions.
- Developed a pretest that each participant will complete prior to the beginning of the seminar to ascertain baseline knowledge about language access.

# Elements of Project Plan (cont.)

- Take away materials will be given to each participant including:
  - Copy of the presentation slides
  - *“Addressing Language & Culture: A Practice Assessment for Health Care Professionals as your guide.”* Developed by CAFP
  - A copy of the front page of the MLC website highlighting the Language Access Database and postcard
  - A short list of Common Medical Terms translated into Plain English with a link to the English-Spanish Dictionary of Health Related Terms, available on the MLC website
  - An English/Spanish Body Chart
  - A pamphlet on *“Tips for Improving Communication with Your Patients”*
  - NORCAL’s Risk Management Newsletter on *“Health Literacy: A Prescription to Reduce Claims”*
  - A copy of *“The Newest Vital Sign: A New Health Literacy Assessment Tool for Health Care Providers”*

## Elements of Project Plan (cont.)

- Plans are to hold four education sessions at various locations throughout Riverside and San Bernardino Counties to test the curricula and receive feedback for improvements and changes. One seminar has already been held and the others are planned for later this month.
- Will conduct a post-session evaluation to identify future education programming and materials needed to spread knowledge about interpreter services and language access.
- Provide input to the MLC and The Endowment on the curriculum and materials developed and identify areas for change.

# Educating the Medical Office Staff About Language Access Needs and Solutions

- ***Timeline for the project:***
  - January 1, 2008 through December 31, 2008
- ***Evaluation:***
  - RCMA/SBCMS will collate results of the pre and post evaluations to determine if project objectives were met and recommend changes for improvement to the MLC and The Endowment before presenting the program template to other MLC members for use with their medical office staff population.