

# CENTER FOR IMMIGRANT HEALTH

ADDRESSING THE LANGUAGE BARRIER IN HEALTH CARE



## LANGUAGE INITIATIVES UPDATE

OCTOBER 2006

### OUR RECENT ACCOMPLISHMENTS

***Remote Simultaneous Medical Interpreting (RSMI) Medical Outcomes, Efficiency, and***

***Satisfaction Study:*** Funded by the Commonwealth Fund and the California Endowment, this study examines differences in medical outcomes, patient and provider satisfaction, and efficiencies associated with the use of the RSMI system as compared with LEP patients who use usual and customary interpreting practices, including trained volunteers and staff, commercial over-the-telephone interpreting services, or patients' relatives and untrained staff.

***New York State Conference on Increasing Language Access to Healthcare:***

Funded by the Agency for Healthcare Research and Quality, this Conference is a joint endeavor between the Center for Women in Government and Civil Society, Family Planning Advocates, and CIH. This conference, to be held in April 2007, will disseminate AHRQ-supported and other research on language in health care.

***"Language Enhancement Activation: Responding to Needs" (LEARN) program:***

Funded by the United Hospital Fund, LEARN is being developed to allow hospitals to conduct a systematic assessment of how they are meeting or missing their language assistance service needs. One of the objectives of the LEARN program is to develop a tool to assess the readiness and needs of hospitals in providing language assistance services.

***Working With Interpreters: Multimedia Training Materials:***

Funded by the Altman Foundation, the goal of this program is to prepare current and future providers to deliver culturally competent care to LEP patients. We are developing and training medical students, residents, and practicing physicians on providing culturally competent care to LEP patients.



***SimulTel:*** SimulTel is a newly formed venture working closely with the Health and Hospitals Corporation of New York City to expand the delivery of remote simultaneous medical interpreting services across New York City. CIH is training interpreters and conducting quality assurance for this innovative interpreting service.

***Virtual Interpreting Training And Learning (VITAL) Program:***

With funding from the Altman and Health and Hospitals Corporation Foundations, VITAL is a partnership with the New York City Health and Hospitals Corporation and CIH. VITAL will develop skills to enable bilingual individuals to perform vitally needed health care interpreting through an online screening and training program.