

[Return to the AHDC Weekly Update page](#)

AHDC Email Network – Cultural Competency and Cultural and Linguistically Appropriate Services (CLAS)
August 05 – 11, 2010

- 1) InterpretAmerica Releases Exciting Survey Results on the Interpreting Market in North America
 - 2) National Survey of Medicaid Guidelines for Health Literacy
 - 3) Matching Patients' Language/Culture with Providers
 - 4) Performance Measures for Language Services
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1) InterpretAmerica Releases Exciting Survey Results on the Interpreting Market in North America

The first-ever comprehensive survey on the interpreting market in North America (U.S., Canada and Mexico) has been unveiled. Commissioned by InterpretAmerica and conducted by Common Sense Advisory, this work represents responses from about 1500 participants, the largest survey ever conducted across all segments of the industry. It offers compelling data. Important discoveries included that 1) most interpreters specialize in multiple areas; 2) by and large, interpreters are translators; 3) interpreters are getting older.

http://www.commonsenseadvisory.com/Research/Report_Abstracts/100617_R_Interpreting_Marketpl ace/tabid/2017/Default.aspx

2) National Survey of Medicaid Guidelines for Health Literacy

Health Literacy Innovations conducted the first national survey on Medicaid guidelines for health literacy. Please see the results of the survey, including state reading level requirements for printed material at <http://www.healthliteracyinnovations.com/information/>

3) Matching Patients' Language/Culture with Providers

The proportion of the U.S. population with limited English proficiency (LEP) has nearly doubled from 1980 to 2000, and is projected to increase. Research has shown that language and cultural barriers complicate physician-patient communication and adversely affect health care quality. To address this problem, new programs are matching patients with providers or health coaches who fit their language and/or cultural preferences, which can improve patient satisfaction and health outcomes. The featured Health Care Innovations Exchange by the AHRQ describes three programs that took different approaches to addressing patients' language and cultural needs. The featured QualityTools describe practical resources designed to improve communication with a diverse patient population.

<http://www.innovations.ahrq.gov/index.aspx#qt>

4) Performance Measures for Language Services

The measures were developed for and used in the RWJF funded Speaking Together: National Language Services Network and are currently being used in the Aligning Forces for Quality Language Quality Improvement Collaborative. The measures were developed around the IOM Domains of Quality (safe, timely, effective, efficient, equitable and patient centered). The 6 process measures have been shown to aid both inpatient and outpatient clinical settings improve the delivery of interpreter services to patients with LEP. The measures provide a standardized approach to help organizations gauge how well they meet their populations' interpreter needs.

<http://www.qualitymeasures.ahrq.gov/new-this-week/>