

Institutional Audit Checklist #5: Patient/Community Access to Culturally and Linguistically Appropriate Care

(Note: This checklist is an internal staff assessment and may be directed to the person(s) responsible for customer care or community relations. This person might be given the responsibility of gathering information from employees in the various departments and objectively determining the effectiveness of these services. It is also possible to analyze and evaluate the first three sections listed below by department.)

1. Telephone Services

- a. List the provisions currently available to assist non-English speaking callers in the first column and the language(s) for which these services are available in the second column.

1) _____

2) _____

3) _____

- b. List the type of training/instructions telephone operators receive to help them appropriately handle calls from non or limited English speaking persons.

1) _____

2) _____

3) _____

2. Patient care

- a. Rate the knowledge and open-mindedness of staff physicians and nurses regarding possible health/illness beliefs and practices of the specific patient groups they may be called upon to treat.

1) Physicians: Excellent _____ Above Average _____ Average _____ Poor _____

2) Nurses: Excellent _____ Above Average _____ Average _____ Poor _____

- b. Medical caregivers have been given written guidelines regarding working with patients from other religions, cultures or language backgrounds. **Yes No**

1) These guidelines are distributed via: _____

2) Something is being done to enforce these guidelines. **Yes No**

- c. Caregivers have been taught specific strategies for taking an accurate history and physical on culturally and linguistically diverse patients. **Yes No**

These strategies are followed on a consistent basis. **Yes No**

- d. Staff have easy access to medical information (i.e. pharmacological, epidemiological or medical beliefs/practices) about specific patient groups. **Yes No**

1) Cultural and/or religious information is also available. **Yes No**

2) This information is made available through: _____

- e. Staff have been given lists of possible alternative medications or other measures which might be used by specific patient groups. **Yes No**

- f. Staff have been given lists of community leaders who might be helpful in assisting with patients from each culture. **Yes No**

- g. Staff are aware of the types of medications, procedures, and/or medical approaches which might be forbidden by cultural and/or religious laws. **Yes No**

This awareness is verified via: _____

- h. Caregivers know the dietary and eating habits of patient groups and take these into account when giving patients a special diet or advice concerning food to favor or to avoid. **Yes No**

This information is provided via: _____

3. Physical Environment

- a. What are the color of the walls? _____
- b. Studies have been conducted regarding the specific numbers, colors, etc. to use or avoid when working with the specific cultural groups regularly served by our institution. **Yes No**
- c. The pictures, decorations, etc. are meaningful and/or soothing to members of other cultures. **Yes No**
- d. In the waiting areas, culturally appropriate refreshments, reading materials, etc. are available. **Yes No**
- e. Appropriate areas for prayer, contemplation and/or family discussion regarding medical decisions are available to patients and their families. **Yes No**

4. Emergency room/Walk-in and Appointment Services

- a. Admissions desk staff, office personnel and triage persons trained to identify and deal with cultural, religious and language differences. **Yes No**
- b. Assess language access for our patient population.

Population Groups in our service area (List below)	Forms provided in the native language of group (Circle Yes or No)		Signs provided in the native language of this group (Circle Yes or No)		Patient Education Materials provided in the native language of this population group (Circle Yes or No)		Interpreters are provided for this group (Circle On-site, Other, or No)		Customer satisfaction forms are distributed in the primary language of patient	
	Yes	No	Yes	No	Yes	No	On-site	Other	Yes	No

- b. Assess interpreter access for our patient population. (**Note:** Other forms of language access such as the availability of bilingual forms, signs, and patient education materials will be addressed in Institutional Audit Checklist #6.)

Population Group in our service area (List below)	Interpreters provided for this population group (Circle Yes or No)		Type of Interpreter provided for this population group (Circle On-site or Other)	
	Yes	No	On-site	Other

- c. The following statements refer to the quality of our on-site interpreters:
- 1) They are easily accessible to our patients. **Yes No**
 - 2) The majority are professional medical interpreters. **Yes No**
 - 3) The majority are volunteer interpreters. **Yes No**
 - 4) The volunteer interpreters are knowledgeable in medical terminology. **Yes No**
 - 5) The volunteer interpreters receive an orientation/training in medical interpreting. **Yes No**
 - 6) The volunteer interpreters receive compensation (i.e. extra vacation time, yearly bonus, awards, etc.) for performing these services. **Yes No**

5. Other services

a. Food:

- 1) Meals are planned around the eating habits and dietary laws of major patient groups. **Yes No**
- 2) Family members are permitted to bring certain selected foods to the patient. **Yes No**

b. Visitation

- 1) Visiting regulations are flexible enough to accommodate the customs of different groups. **Yes No**
- 2) List the visiting hours. _____
- 3) List the number of visitors allowed. _____
- 4) Define the term "close family members." _____