

Abstract for NC/SC Perinatal Association 2010 Annual Conference

Focus for category- Models that Work: Service and Education

## **Enhancing Utilization of Language Services**

### **Narrative**

The objective of this initiative was to enhance the knowledge of Culturally and Linguistically Appropriate Standards (CLAS) and utilization of language services. This was accomplished through an evidenced based literature review of Joint Commission Standards, federally mandated CLAS Standards, and community/institution diversity resources. It has been proven that Interpretative Services significantly increases patient satisfaction with staff, overall hospital experience, and reduces ED visits, ultimately reducing hospital costs.

### **Outcomes**

Resource tools developed were online training, slide presentations, cultural competence resource manual, library resources, language service badge cards, and interpreter signature stamps. Knowledge of staff has increased tremendously in helping to identify family needs for language interpretative services. Additionally this has helped staff to understand the unique cultural needs of our families, decrease length stay and promote patient satisfaction.