

Razones que los Hospitales deben mejorar el acceso comunicativa para los pacientes vulnerables-con citas de reserva

Hay una lista cada vez mayor de razones por las que las instituciones del cuidado médico deben dar prioridad a las acciones que les ayudan para evitar averías de comunicación. Un cuerpo cada vez mayor de los documentos de la evidencia y de la investigación cómo la mejora del acceso de la comunicación para los pacientes vulnerables de la comunicación puede mejorar una variedad de diversos aspectos del cuidado médico. Las razones de la mejora de la comunicación son numerosas y diversas, extendiéndose de reducir errores médicos, la satisfacción paciente cada vez mayor, y la reducción de costes médicos a las averías de comunicación de reducción al mínimo en ajustes de la emergencia, la reducción del número de pruebas innecesarias, y la reducción del índice de reincidencia paciente. Abajo está una lista de razones de la mejora de la comunicación, junto con las citas para las fuentes que proporcionan evidencia de corroboración que la reducción de barreras de la comunicación de hecho lleva directamente a estos resultados. Este documento es las obras en fase de creación, a las cuales la Foundation Central Coast Children's, Inc. y sus asociados hará continuamente adiciones

Una revisión comprensiva de esta literatura demuestra que los responsables del cuidado médico no hacen caso de las herramientas de la comunicación del comercio que están disponibles ahora en el gran riesgo para sus fondos, para la eficacia de sus prácticas, y para la salud de sus pacientes. Mejorando la comunicación tenga acceso para los pacientes comunicación-vulnerables es un paso vital hacia la mejora de cuidado médico en los Estados Unidos (y mundial); y esperamos que este documento sea eficaz en la influencia de las vistas de los responsables del cuidado médico sobre el papel crucial del acceso de la comunicación a través de la serie continua de ajustes del cuidado médico.

Reasons hospitals should improve communication access for communication-vulnerable patients, with research citations

There is a growing list of reasons why health care institutions should give high priority to actions that help them avoid communication breakdowns. A growing body of evidence and research documents how improving communication access for communication vulnerable patients can improve a variety of different aspects of health

care. The reasons for communication improvement are numerous and diverse, ranging from reducing medical errors, increasing patient satisfaction, and reducing medical costs to minimizing communication breakdowns in emergency settings, reducing the number of unnecessary tests, and reducing the rate of patient recidivism. Below is a list of reasons for communication improvement, along with citations for sources that provide corroborating evidence that reducing communication barriers in fact leads directly to these results. This document is a work in progress, to which the Central Coast Children's Foundation, Inc. and its associates will continuously make additions.

A comprehensive review of this literature demonstrates that health care decision makers ignore communication tools of the trade that are now available at great risk to their bottom lines, to the effectiveness of their practices, and to the health of their patients. Improving communication access for communication-vulnerable patients is a vital step toward improving health care in the United States (and worldwide); and we hope that this document will be effective in influencing the views of health care decision makers about the crucial role of communication access across the continuum of health care settings.

1. ***Reduzca los errores medicinales***

Reduce medical errors

Citaciones:

- Elder, Nancy C. and Dovey, Susan M. (2002). Classification of medical errors and preventable adverse events in primary care: A synthesis of the literature. *The Journal of Family Practice*, 51, 927–932.
<http://www.jfponline.com/Pages.asp?AID=1344&issue=November%202002&UID=>
- Rothschild, Jeffrey M., Landrigan, Christopher P., Cronin, John W., Kaushal, Rainu, Lockley, Steven W., Burdick, Elisabeth, Stone, Peter H., Lilly, Craig M., Katz, Joel T., Czeisler, Charles A., & Bates, David W. (2005). The Critical Care Safety Study: The incidence and nature of adverse events and serious medical errors in intensive care. *Critical Care Medicine*, 33(8), 1694-1700.
<http://www.ccmjournal.com/pt/re/ccm/abstract.00003246-200508000-00003.htm;jsessionid=J8MXyVvTgR908nynvTXpQJ2nQHm80nQLwXb264FVCpCFgmYyrGJp!273838506!181195628!8091!-1>
- Bartlett, Gillian, Blais, Régis, Tamblyn, Robyn, & Clermont, Richard J. (2008). Impact of patient communication problems on the risk of preventable adverse events in acute care settings. *Canadian Medical Association Journal*, 178 (12), 1555-1562.
<http://www.cmaj.ca/cgi/content/full/178/12/1555>
- Frankel, Allan. (2008). Health literacy and harm: Who is at risk? What is the fix? *Canadian Medical Association Journal*, 178 (12), 1573-1574.
<http://www.cmaj.ca/cgi/reprint/178/12/1573>
- Sullivan, Roberta and Ferriter, Ann. (2008). Prevent life-threatening communication breakdowns. FDA: U.S. Food and Drug Administration's Center for Devices and

<http://www.fda.gov/cdrh/medicaldevicesafety/tipsarticles/breakdowns.html>

- Groopman, Jerome. (2007). *How Doctors Think*. U.S.A.: Houghton Mifflin.
http://www.nytimes.com/2007/04/01/books/chapters/0401-1st-groo.html?_r=2&ref=firstchapters&oref=slogin
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Marchione, Marilyn. (2003, January 6). Language linked to medical mistakes: Study at Boston clinic examines growing problem of errors made by interpreters. JS Online: Health & Science.
<file:///c:/DOCUME~1/HEATHE~1/LOCALS~1/Temp/fcctemp/Language%20linked%20to%20medical%20mistakes.html>
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.
<http://www.hemonctoday.com/article.aspx?rid=23725>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11.
http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf

2. *Reduzca la necesidad de alojar el paciente en hospital*

Reduce patient stay in hospital

Citaciones:

- Miyasaka, Katsuyuki, Suzuki, Yasuyuki, Sakai, Hirokazu, & Kondo, Yoichi. (1997). Interactive Communication in High-technology Home Care: Videophones for Pediatric Ventilatory Care. *Pediatrics: Official Journal of the American Academy of Pediatrics*, 99(1), 1-6.
<http://www.pediatrics.org/cgi/content/full/99/1/e1>

3. *Aumento de los niveles de satisfacción del paciente*

Raise patient satisfaction levels

Citaciones:

- Pear, Robert. (2008, March 29). Study Finds Many Patients Dissatisfied With Hospitals. *The New York Times*, U.S.

<http://www.nytimes.com/2008/03/29/washington/29hospital.html>

- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3.
<http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>
- Gregg, Jessica and Saha, Somnath. (2007). Communicative Competence: A Framework for Understanding Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 368-370.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2150601>
- No author. (2008, June 11). Children In Non-English-speaking Households Face Many Health Disparities, Researcher Concludes. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2008/06/080611071033.htm>
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.
<http://www.hemonctoday.com/article.aspx?rid=23725>
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

4. *Reduzca ansiedad/tensión/frustración del cuidador y en el paciente*

Reduce patient & caregiver anxiety/stress/frustration

Citaciones:

- Patak, Lance, Gawlinski, Anna, Fung, Ng Irene, Doering, Lynn, Berg, Jill, & Henneman, Elizabeth A. (2006). Communication boards in critical care: patients' views. *Applied Nursing Research*: 19(4) 182-190. www.elsevier.com/locate/apnr
- Hemsley, Bronwyn, Sigafoos, Jeff, Balandin, Susan, Forbes, Ralph, Taylor, Christine, Green, Vanessa A., & Parmenter, Trevor. (2001). Nursing the patient with severe communication impairment. *Journal of Advanced Nursing*, 35(6), 827-835.
- <http://www3.interscience.wiley.com/journal/118983317/abstract?CRETRY=1&SRETRY=0>
- Happ, Mary Beth. (2001, May). Communicating With Mechanically Ventilated Patients: State of the Science. *AACN Clinical Issues: Advanced Practice in Acute and Critical Care*, 12(2), 247-258.
<http://www.aacnclinicalissues.com/pt/re/aacn/abstract.00044067-200105000-00008.htm;jsessionid=JDpXp1LVND2YYzMXBYqlTdvZpdF2nQqpdvGpNvh32jX8cF786NMT!-348297060!181195629!8091!-1>

- Ricketts, I.W., MacAulay, F., Etchels, M., Judson, A., Ashraf, S., Waller, A., Brodie, J., Warden, A., Alm, N., Gordon, B., & Shearer, A. Helping patients in intensive care to communicate (accessed January 18, 2009).
http://www.computing.dundee.ac.uk/staff/ricketts/cv/preprints/HCMMLI_2002_ICUTalk_preprint.pdf
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.
<http://www.hemonctoday.com/article.aspx?rid=23725>

5. *Reduzca el número de pruebas innecesarias*

Reduce the number of unnecessary tests

Citaciones:

- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

6. *Mejore el cuidado y reduzca el tiempo en Cuidado Intensiva*

Improve care and reduce time in ICU

Citaciones:

- Garrett, Kathryn, Happ, Mary Beth, Costello, John, & Fried-Oken, Melanie. (2007). AAC in the ICU. *ACN*: 19 (1) 1-3. (From chapter 2 of *Augmentative Communication Strategies for Adults with Acute or Chronic Medical Conditions*).
<http://www.augcominc.com/index.cfm/acn.htm>
- Etchels, Maria C., MacAulay, Fiona, Judson, Andrew, Ashraf, Saqib, Ricketts, Ian W., Waller, Annalu, Alm, Norman, Warden, Audrey, Gordon, Brian, Brodie, Jan, & Shearer, Alfred J. ICU-Talk: The development of a computerized communication aid for patients in ICU (accessed January 18, 2009).
<http://www.computing.dundee.ac.uk/staff/ricketts/cv/preprints/Care%20of%20the%20Critically%20Ill.pdf>

- Costello, John M. (2000). AAC intervention in the intensive care unit: The children's hospital Boston model. *Augmentative and Alternative Communication*, 16(3), 137-153.
<http://www.informaworld.com/smpp/content~content=a714043349~db=all>
- Happ, Mary Beth, Roesch, Tricia Kenney, & Garrett, Kathryn. (2004) Electronic voice-output communication aids for temporarily nonspeaking patients in a medical intensive care unit: A feasibility study. *Heart & Lung*, 33(2), 92-101.
<http://www.ncbi.nlm.nih.gov/pubmed/15024374?dopt=Abstract>

7. Dando a los pacientes más participación y palabra en su cuidado

Give patients more participation/say in their care

Citaciones:

- Lasker, J.P. & Garrett, K.L. (2008, June 17). Aphasia and AAC: Enhancing communication across health care settings. *The ASHA Leader*, 13(8), 10-13.
<http://www.asha.org/about/publications/leader-online/archives/2008/080617/f080617a.htm>
- Culp, Delva, Beukelman, David, & Fager, Susan. (2007). Brainstem Impairment. *ACN*: 19(1) 4-6. (From chapter 3 of *Augmentative Communication Strategies for Adults with Acute or Chronic Medical Conditions*).
<http://www.augcominc.com/index.cfm/acn.htm>
- Fager, Susan, Doyle, Molly, & Karantounis, Renee. (2007). Traumatic Brain Injury. *ACN*: 19(1) 6-8. (From chapter 5 of *Augmentative Communication Strategies for Adults with Acute or Chronic Medical Conditions*).
<http://www.augcominc.com/index.cfm/acn.htm>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Dreger, Vicki and Trembeck, Thomas. (2002, February). Optimize patient health by treating literacy and language barriers. *AORN Journal*.
http://findarticles.com/p/articles/mi_m0FSL/is_2_75/ai_83141043
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.
<http://www.hemonctoday.com/article.aspx?rid=23725>

8. Aumente la eficacia con el consentimiento informado

Increase efficacy of informed consent

Citaciones:

- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.

<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Dreger, Vicki and Trembeck, Thomas. (2002, February). Optimize patient health by treating literacy and language barriers. *AORN Journal*.
http://findarticles.com/p/articles/mi_m0FSL/is_2_75/ai_83141043

9. *Aumenta la comprensión del caso al paciente y de la familia*

Increase patient/family understanding of case

Citaciones:

- Gregg, Jessica and Saha, Somnath. (2007). Communicative Competence: A Framework for Understanding Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 368-370
- Reis, Helen E. (2008). Breaking language barriers: One nursing home's language bank program. *Medquest Communications, LLC*.
http://findarticles.com/p/articles/mi_m3830/is_n3_v47/ai_20891672
- Tarkan, Laurie. (2008, September 15). E.R. Patients Often Left Confused After Visits. *The New York Times*, p. F1.
<http://www.nytimes.com/2008/09/16/health/16emer.html?emc=rss&partner=rssnyt>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3.
<http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>
- No author. (2008, June 11). Children In Non-English-speaking Households Face Many Health Disparities, Researcher Concludes. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2008/06/080611071033.htm>
- No author. (2005, 17 August). UCSF Study Finds English Proficiency A Major Hurdle In Patient Comprehension. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2005/08/050814170923.htm>
- Dreger, Vicki and Trembeck, Thomas. (2002, February). Optimize patient health by treating literacy and language barriers. *AORN Journal*.
http://findarticles.com/p/articles/mi_m0FSL/is_2_75/ai_83141043

10. Reducción del dolor

Pain reduction

- Citaciones:
- Patak, Lance, Gawlinski, Anna, Fung, Ng Irene, Doering, Lynn, Berg, Jill, & Henneman, Elizabeth A. (2006). Communication boards in critical care: patients' views. *Applied Nursing Research*: 19(4), 182-190.
www.elsevier.com/locate/apnr
- Hellman, Richard. (October, 2001). Improving Patient Safety in Diabetes Care: The Importance of Reducing Medical Errors. *Clinical Diabetes*: 19(4), 190-192.
<http://clinical.diabetesjournals.org/content/19/4/190.full.pdf+html>
- Joint Commission on Accreditation of Healthcare Organizations. (2002). *Examples of Compliance: Pain Assessment And Management*. U.S.A: Joint Commission Resources, Inc.
http://books.google.com/books?id=K0j8X0NcKZMC&pg=PA112&lpg=PA112&dq=examples+of+reducing+patient+pain+in+medical+settings&source=bl&ots=s452sGRxT1&sig=8_iuVtOVlXB39CnYPKtMILwrUyo&hl=en&ei=oKjMSsDWB4nssQPC5bCXAQ&sa=X&oi=book_result&ct=result&resnum=3#v=onepage&q=&f=false
- No author. Improving Communication With Patients Suffering Acute Chest Pain. 1-4.
<http://www.docstoc.com/docs/12176971/IMPROVING-COMMUNICATION-WITH-PATIENTS-SUFFERING-ACUTE-CHEST-PAIN>

11. Reduzca el costo de cuidado

Reduce cost of care

Citaciones:

- Jacobs, Elizabeth A., Shepard, Donald S., Suaya, Jose A., & Stone, Esta-Lee. (2004, May). Overcoming Language Barriers in Health Care: Costs and Benefits of Interpreter Services. *American Journal of Public Health*, 94(5), 866-869.
<http://www.ajph.org/cgi/reprint/94/5/866.pdf>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

12. *Maneras eficaces de alcanzar las necesidades del paciente*

Meet patient needs more efficaciously

Citaciones:

- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3. <http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>

13. *Involucrando, por pasos, el aumento del paciente en decisiones criticas*

Increase meaningful patient involvement in critical decisions

Citaciones:

- Communication Matters (ISAAC, UK). (2008). Communicating with Patients who have Speech/Language Difficulties: Guidance for Medical & Nursing Staff. *Communication Matters*. www.communicationmatters.org.uk
- Britton, Deanna and Baarslag-Benson, Ross. (2007). Spinal Cord Injury. *ACNs*: 19(1) 8-9. (From chapter 4 of *Augmentative Communication Strategies for Adults with Acute or Chronic Medical Conditions*). <http://www.augcominc.com/index.cfm/acn.htm>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*. <http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

14. *Ayuda en el alcanzo de los objetivos emparentados del cuidado (cómo las enfermeras y los doctores demuestran cuidado para los pacientes durante citas y el cuidado corto; la consolidación*

Help achieve relational care objectives (how nurses & doctors show caring for patients during appointments and follow-up care; nurturing)

Citaciones:

- State Government, Department of Human Services, Victoria. (2003). *Improving the admission and discharge practices of acute and sub-acute care facilities in relation to people with dementia*, 52-58. <http://www.dhs.vic.gov.au/health/dementia/dementia-rep.doc>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*. <http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.

<http://www.hemonctoday.com/article.aspx?rid=23725>

15. ***Mejore la conformidad al JCHCO***

Improve JCHCO compliance

Citaciones:

- No author. (2002, August). Poor communication is common cause of errors; communication critical, says JCAHO official- Joint Commission on Accreditation of Healthcare Organizations- Brief Article. *HealthCare Benchmarks and Quality Improvement*. http://findarticles.com/p/articles/mi_m0NUZ/is_2_1/ai_90683346
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11. http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf

16. ***Reduzca los errores medicinales al paciente***

Reduce patient medication errors

Citaciones:

- Wang, Frances, Chen, Lay-Lang, Rodriguez, Maytrella, & Wu, Sandy. (2007, October). Improving Doctor-patient Communication Yields Significant Health Benefits. *ScienceDaily*. http://www.ucsfhealth.org/adult/health_library/news/2007/09/108809.html
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*. <http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216. http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- No author. (2005, 17 August). UCSF Study Finds English Proficiency A Major Hurdle In Patient Comprehension. *ScienceDaily*. <http://www.sciencedaily.com/releases/2005/08/050814170923.htm>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11. http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf

17. ***Reduzca la reincidencia***

Reduce recidivism

Citaciones:

- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

18. Reduzca errors en el diagnostic al paciente

Reduce patient misdiagnoses

Citaciones:

- Groopman, Jerome. (2008). Why Doctors Make Mistakes. *AARP*, 40-42.
http://www.aarpmagazine.org/health/why_doctors_make_mistakes.html
- Boodman, Sandra G. (2008, November 27). Second opinion helps diagnose woman's tumor. *The Monterey County Herald*, p. C10.
http://www.montereyherald.com/health/ci_11087405
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11.
http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

19. Reduzca la disparidad en la eficacia del cuidado médico para las minorías y los pacientes/las familias de ingreso bajo (barreras lingüísticas)

Reduce patient isolation & vulnerability due to low English proficiency (language barriers)

Citaciones:

- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Cowgill, Jamie and Bolek, Jim. (2003). Symbol Usage In Health Care Settings for People with Limited English Proficiency. *Hablamos Juntos Report: A Program of The Robert Wood Johnson Foundation*, Part One, 1-45.
<http://www.commaid.co.cc/>
- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- No author. (2005, 17 August). UCSF Study Finds English Proficiency A Major Hurdle In Patient Comprehension. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2005/08/050814170923.htm>

20. Reduzca la disparidad en la eficacia del cuidado médico para las minorías y los pacientes/las familias de ingreso bajo

Reduce the disparity in health care efficacy for minorities and low-income patients/families

Citaciones:

- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- No author. (2008, June 11). Children In Non-English-speaking Households Face Many Health Disparities, Researcher Concludes. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2008/06/080611071033.htm>
- No author. (2005, 17 August). UCSF Study Finds English Proficiency A Major Hurdle In Patient Comprehension. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2005/08/050814170923.htm>
- Gonzales, Barbara Jean. (2004, April 21). Spanish-speaking patients get help at Health Science Center. *North Texas Daily, Student Life*.
<http://media.www.ntdaily.com/media/storage/paper877/news/2004/04/21/StudentLife/SpanishSpeaking.Patients.Get.Help.At.Health.Science.Center-1890977.shtml>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11.
http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

21. ***Reduzca los errores de la interpretación cuando los intérpretes profesionales son inasequibles***

Reduce interpretation errors when professional interpreters are unavailable

Citaciones:

- Marchione, Marilyn. (2003, January 6). Language linked to medical mistakes: Study at Boston clinic examines growing problem of errors made by interpreters. JS Online: Health & Science.
<file:///c:/DOCUME~1/HEATHE~1/LOCALS~1/Temp/fcctemp/Language%20linked%20to%20medical%20mistakes.html>
- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3.
<http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>
- Fischman, Josh. (2006). Bridging the Language Gap. Some hospitals make non-English-speaking patients feel right at home. *U.S. News World Report*, 141(2), 88, 90, 92.
<http://health.usnews.com/usnews/health/articles/060709/17cult.htm>
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11.
http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf

22. *Aumenta el conocimiento sobre y la eficacia en tratar a pacientes con el & poco próspero de la instrucción; habilidad inglesa baja*

Increase awareness about and effectiveness in treating patients with low-health literacy & low English proficiency

Citaciones:

- Plomer, K., Schneider, L., Barley, G., Cifuentes, M., & Dignan, M. (2001). Improving medical students' communication with limited-literacy patients: project development and implementation. *Journal of Cancer Education*, 16(2), 68-71.
http://www.ncbi.nlm.nih.gov/pubmed/11440064?ordinalpos=1&itool=EntrezSystem2.PEntrez.Pubmed.Pubmed_ResultsPanel.Pubmed_DefaultReportPanel.Pubmed_RVDocSum
- Dreger, Vicki and Trembeck, Thomas. (2002, February). Optimize patient health by treating literacy and language barriers. *AORN Journal*.
http://findarticles.com/p/articles/mi_m0FSL/is_2_75/ai_83141043
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11.
http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>
- Johnson, Linda A. (2007, September 2). Picture boards help bridge language gap in health emergencies. *USA Today, Associated Press*.
http://www.usatoday.com/news/health/2007-09-02-emergency-picture-board_N.htm
- Chen, Alice Hm, Ramos, Eric, Mutha, Sunita, Rodriguez, Michael E., Dressner, Mark, Jafri, Asma, & Rodrigues, Shelly B. (2007). Addressing Language and Culture: A Practice Assessment for Health Care Professionals. *California Academy of Family Physicians Foundation*, 1-36.
http://issuu.com/cafp/docs/addressing_language_access_toolkit
- Mehallow, Cindy. (2006, July). Tips for Effective Patient-Provider Communication. *Monster Health Care*.
http://www.usafp.org/Word_PDF_Files/Effective-Pt-Provider-Communication-Tips.pdf
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>

- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf
- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3.
<http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>
- No author. (2008, June 11). Children In Non-English-speaking Households Face Many Health Disparities, Researcher Concludes. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2008/06/080611071033.htm>
- No author. (2005, 17 August). UCSF Study Finds English Proficiency A Major Hurdle In Patient Comprehension. *ScienceDaily*.
<http://www.sciencedaily.com/releases/2005/08/050814170923.htm>

23. *Mejore la calidad del cuidado*

Improve the quality of care

Citaciones:

- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*.
<http://www.hemonctoday.com/article.aspx?rid=23725>
- Thompson, Laura Eckert. (2007). Picture Boards Help Patients Communicate Ailments To Nurses. *Nurse.com*, Gannett Healthcare Group.
<http://include.nurse.com/apps/pbcs.dll/article?AID=/20071217/NATIONAL02/312170014/-1/frontpage>
- Makoul, G. (2001). Essential elements of communication in medical encounters: The Kalamazoo consensus statement. *Academic Medicine: Journal of the Association of American Medical Colleges*, 76(4) 390-393.
http://www.childrenshospital.org/cfapps/research/data_admin/Site2209/Documents/Kalamazoo_article-academicmed.pdf
- Fein, Esther B. (1997, November 23). Language Barriers Are Hindering Health Care. *The New York Times*.
<http://query.nytimes.com/gst/fullpage.html?res=9D05E0DD113BF930A15752C1A961958260&sec=&spon=&pagewanted=1>
- Saha, Somnath and Fernandez, Alicia. (2007). Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 281–282.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2078543>
- Clemens-Cope, Lisa and Kenney, Genevieve. (2007). Low Income Parents' Reports of Communication Problems with Health Care Providers: Effects of Language and Insurance. *Public Health Reports*, 122, 206-216.
http://www.publichealthreports.org/userfiles/122_2/12_PHR122-2_206-216.pdf

- Flores, Glenn. Language Barriers to Health Care in the United States. *The New England Journal of Medicine*. Volume 355:229-231 (July 20, 2006), Number 3. <http://mail.google.com/mail/?ui=2&ik=4b0873ff61&view=att&th=11f072b6fa890d94&attid=0.1&disp=vah&zw>
- Gregg, Jessica and Saha, Somnath. (2007). Communicative Competence: A Framework for Understanding Language Barriers in Health Care. *Journal of General Internal Medicine*, 22(2), 368-370. <http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2150601>
- Shafer, Emily. (2007). Doctor-patient communication critical to patient care, expectations often not met. *HemOnc Today*. <http://www.hemonctoday.com/article.aspx?rid=23725>
- Joint Commission on Accreditation of Healthcare Organizations (JCAHO). (2008). Promoting Effective Communication-Language Access Services in Health Care. *Joint Commission Perspectives*, 28(2), 8-11. http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf
- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5. <http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

24. ***Reduzca al mínimo las averías de comunicación en situaciones de emergencia***

Minimize communication breakdowns in emergency situations

Citaciones:

- Schneider, Jennifer. "Overcoming Communication Barriers in Emergency Situations: Some Basic Tools." *Central Coast Children's Foundation, Inc.* <http://www.centralcoastchildrensfoundation.org/emergencycommunication.htm>

25. ***Aumente el cuidado "persona centrada" para los pacientes con el audición deteriorado***

Improve care for "people first" and hearing impaired patients

Citaciones:

- Murphy, Joan and Cameron, Lois. (2006). The Acute Hospital Experience for Adults with Complex Communication Needs. *Communication Matters*, 20(2), 7-10.

<http://www.communicationmatters.org.uk/elibrary/articles/49/1/The-Acute-Hospital-Experience-for-Adults-with-Complex-Communication-Needs/Page1.html>

- U.S. Department of Justice, Civil Rights Division. (2003). ADA Business Brief: Communicating with People who are Deaf or Hard of Hearing in Hospital Settings. *Americans with Disabilities Act*. <http://www.ada.gov/hospcombr.htm>
- Blackstone, Sarah W. (2007). Upfront. *Augmentative Communication News (ACN)*: 19(1) 1-2.
<http://www.augcominc.com/index.cfm/acn.htm>
- Glennen, Sharon L. and DeCoste, Denise C. (1997). *The Handbook of Augmentative and Alternative Communication*. San Diego & London: Singular Publishing Group, Inc.
http://books.google.com/books?id=ylHxZMRseFgC&pg=PA149&dq=aac+hospitals&source=gbs_toc_r&cad=0_0#PPA604,M1

26. ***Aumente el acceso al cuidado***

Increase access to care

Citaciones:

- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pdf>

27. ***Asegure la utilización apropiada por cada recurso***

Ensure appropriate resource utilization

Citaciones:

- Pacheco, Guadalupe. (2005). A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. *Office of Minority Health (OMH), U.S. Department of Health and Human Services (DHHS) by the American Institutes for Research (AIR)*, 1-5.
<http://www.omhrc.gov/Assets/pdf/Checked/HC-LSIG.pd>