Legacy Health

Diversity in Action

Goal: Provide Culturally Competent Patient Care

- Language Access and Interpreter Services: We offer language interpreter services that are accessible 24 hours a day, providing assistance in communicating in languages other than English for all patients and their families. We are currently embarking upon a comprehensive evaluation of our interpreter and language access services to ensure access and utilization for the benefit of our patients.
- Physical Access: We assembled a system wide multi-disciplinary team to spearhead a pilot
 assessment to identify barriers to access to our facilities for people with disabilities. All
 Legacy sites will be evaluated in order to improve accessibility and signage of our facilities
 and services for various diverse populations, including the physically, hearing and sight
 impaired.
- Health Literacy: In the fall of 2010, Legacy established the CLEAR (Communication, Literacy and Education Achieve Results) initiative in order to aid healthcare workers in achieving better communication with patients.
- Gauging Patient Satisfaction: We have implemented a new question in our Patient Voice
 survey in an effort to assess patient satisfaction with the cultural competency of our staff.
 Our hope is that in addition to understanding our patient satisfaction, that this will become a
 standard question all healthcare organizations will incorporate into their patient satisfaction
 surveys.

