At the Crossroads of Health Equity and Patient Safety: 
Providing Comprehensive Language Services

Registration | 9 a.m. Fee | Free
Program | 9:30 a.m. – 3 p.m. Optional Lunch: $30/person
Seminar | EDU 1814

OVERVIEW
Ensuring effective communication between limited English proficient (LEP) patients and the providers treating them can be a significant challenge for healthcare professionals working with the New Jersey’s diverse patient population. Language barriers can adversely affect access to healthcare, quality of care and the ability to understand and adhere to recommended courses of treatment. It puts LEP patients at higher risk for adverse healthcare outcomes due to unnecessary testing, misdiagnosis and inappropriate treatment. This not only exacerbates health disparities, but it also impacts healthcare cost and patient satisfaction.

Adhering to the standards and requirements set forth by Title VI of the Civil Rights Act, Section 1557 of the Affordable Care Act, The Joint Commission and the Centers for Medicare and Medicaid Services, it is imperative that healthcare institutions have comprehensive, effective language services in place. For communication to be effective it has to be complete, accurate, timely, unambiguous and understood by the patient.

The goal of this conference is to share best-practice examples, provide support and offer solutions. Speakers will review the changes that have affected how language services are offered, provide examples of interpretive service models in the hospital settings and review the regulations that guide the provision of these services.

LEARNER OUTCOME:

After successfully completing the course, the learner will be able to:

- Define the need for offering language services in healthcare encounters;
- List at least two strategies for providing comprehensive language services to LEP patients served in healthcare settings.

Successful completion of the course is defined as in-person attendance for 95 percent of the didactic learning session and a complete course evaluation.

TARGET AUDIENCE:

Hospital and other healthcare administrators, patient experience managers, quality/risk managers, legal counsel and human resources/staff education.
CONTINUING EDUCATION CREDITS:

Medical Society of New Jersey Accreditation Statement
This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Medical Society of New Jersey (MSNJ) and through the providership of Health Research Education and Trust of New Jersey (HRET). HRET is accredited by the Medical Society of New Jersey to provide continuing medical education for physicians.

HRET designates this live activity for 5.5 AMA PRA Category 1 Credits™. Physicians should claim only the credits commensurate with the extent of their participation in the activity.

New Jersey State Nurses Association Accreditation Statement
This activity has been planned and implemented in accordance with the Essential Areas and policies of the American Nurses Credentialing Center’s Commission on Accreditation and New Jersey State Nurses Association by Health Research and Educational Trust.

Health Research and Educational Trust is an approved provider of continuing nursing education by the New Jersey State Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation. Provider Number P131-2/18-21. This activity provides 5.5 nursing contact hours.

There are no conflicts of interest, sponsorship or financial/commercial support being supplied for this activity. Accredited status does not imply endorsement by the provider or American Nurses Credentialing Center’s Commission on Accreditation of any commercial products displayed in conjunction with an activity.

Nursing Home Administrators Licensing Board Statement
This continuing education program is sponsored/conducted by the Health Research and Educational Trust and is in compliance with N.J.A.C. 8:34-7.3 to provide licensed nursing home administrator (LNHA) and certified assisted living administrator (CALA) education credits accepted by the Nursing Home Administrators Licensing Board. This education activity may only be used for continuing education credit and not to meet academic college credits.

This education activity has been approved for 5.5 LNHA/CALA credits.

Continuing Legal Education Statement
This program is pending approval by the Board on Continuing Legal Education of the Supreme Court of New Jersey for 6.6 hours of total CLE credit. Of these, 0.0 qualify as hours of credit for ethics/professionalism, and 0.0 qualify as hours of credit toward certification in civil trial law, criminal trial law, worker’s compensation law and/or matrimonial law.

American College of Healthcare Executives - pending
As an independent chartered Chapter of the American College of Healthcare Executives, the ACHE - NJ is authorized to award 0.0 hours of ACHE Qualified Education credit toward advancement or recertification in the American College of Healthcare Executives.

Participants in this program who wish to have it considered for ACHE Qualified Education credit should list their attendance when they apply to the American College of Healthcare Executives for advancement or recertification.

DISCLOSURE INFORMATION: Full disclosure will be provided at the educational activity.
At the Crossroads of Health Equity and Patient Safety: Providing Comprehensive Language Services

September 7, 2018

AGENDA

9:00 a.m.  Welcome & Background
Jennifer Barrett Sryfi, MHA
Director, Program Development and Evaluation
New Jersey Hospital Association

9:30 a.m.  Ensuring Every Patient Has a Voice
Debbie Salas-Lopez, MD, MPH, FACP
Chief Transformation Officer
Lehigh Valley Health

10:30 a.m.  Addressing Language Barriers in Healthcare: The Joint Commission’s Role
Christina L. Cordero, PhD, MPH
Project Director, Department of Standards and Survey Methods
Division of Healthcare Quality Evaluation
Joint Commission

11:30 a.m.  Guiding the Provision of Equitable Care to LEP Patients
Simone Peart, JD, MPA
Equal Opportunity Specialist
U.S. Department of Health and Human Services
Office for Civil Rights

12:30 p.m.  Networking Lunch

1:00 p.m.  Leading the Charge for Compassionate Care
Barbara Holfelner, RN, MSN, CNAA
Vice President of Corporate Ethics, Privacy & Internal Audit
Lourdes Health System

1:30 p.m.  Best Practice Models

3:00 p.m.  Adjourn
EDU 1814 – LEP/Language Services Conference  September 7, 2018
FEES │ Free (Optional Lunch: $30)

Location: NJHA Conference and Event Center
760 Alexander Road, Princeton, NJ 08540
Directions: www.njha.com/directions.aspx

Guarantee your seat now by paying for your registration online with a credit card. It’s secure and easy.
Click on the following link:
http://hret-registration.njha.com

PAYING BY CHECK
Please fax your registration form prior to mailing with your payment.
A copy of the registration must accompany your check in order to allocate your payment properly.
FAX: 609-275-4271
Make check payable to: HBS
Mail to: HBS – P.O. Box 828709 – Philadelphia, PA 19182-8709
• For registration inquiries, please contact HRET at: HRET Education@njha.com or 609-275-4181
• If special accommodations are necessary, please call 609-275-4181.
• In the event of inclement weather, call 609-275-4140 before coming to the conference.

Check ALL that apply:  Member ☐  Non-member ☐  Optional Lunch ☐

REGISTRATION

Name: ________________________________________________

Designation/Credentials: _______________  Job Title: __________________________

Phone: ___________________________  E-mail: ___________________________

Organization: ________________________________________________

Organization Address: ________________________________________________

City, State, Zip: ________________________________________________

Method of Payment:  Check ________  Credit Card ________

Payment Amount: $_______  Check#: _________  Card#: _______________

Cardholder Name: ________________________________________________

Expiration Date: _______________  CCV: _______________  Code: ______________

Signature: ________________________________________________

Billing Address (if different from above): ________________________________________________