

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

Sept. 7, 2018 | NJHA Conference and Event Center, 760 Alexander Rd., Princeton, N.J. 08540

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
FEES | Free (Optional Lunch: \$30)**

September 7, 2018

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: HRETEducation@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): _____

