



**New Hampshire Hospital Association and The Endowment For Health
Present**

**WHAT A DIFFERENCE AN INTERPRETER CAN MAKE:
LANGUAGE SERVICES AND CULTURAL COMPETENCE IN HEALTH CARE**

Sponsored by Dartmouth Hitchcock Medical Center

APRIL 2, 2004

8:30 AM - 1:30 PM

NEW HAMPSHIRE HOSPITAL ASSOCIATION

- 8:30** **Registration and Coffee**
- 9:00** **Introduction: Jazmin Miranda-Smith, Executive Director, NH Minority Health Coalition
Susan Wolfe-Downes, Executive Director, Northeast Deaf & Hard of Hearing Services**
- 9:25** **Understanding the Law
Mara Youdelman, Staff Attorney, National Health Law Program**
- 10:15** **Provider/Patient Encounter With and Without an Interpreter
Paula Smith, Director, Southern NH Area Health Education Center
Mourad Lakhdari, MD, Language Bank & Health Service Coordinator, Lutheran Social Services**
- 10:30** **Coffee Break**
- 10:45** **Quality & Risk: The Smart Thing to Do/The Right Thing to Do
Beau Stubblefield-Tave, President, Stubblefield-Tave Group**
- 11:30** **Use of Interpretation Services in a Hospital Setting
Debra Corrigan, Patient & Family Services, Southern NH Medical Center, Nashua**
- 11:45** **Use of Deaf & Hard of Hearing Services
Susan Wolf-Downes, Executive Director, Northeast Deaf & Hard of Hearing Services**
- 12:00** **Best Practices in Multilingual Access
Kris McCracken, Chief Operating Officer, Manchester Community Health Center**
- 12:15** **Cultural Competency
Lynn Clowes, Cultural Competency Specialist, NH Minority Health Coalition**
- 12:30** **Open Forum & Lunch**
- 1:30** **Wrap-up**

PROGRAM OVERVIEW:

We know that hospitals are increasingly concerned about their legal obligation and ability to provide medical interpretation for NH's growing immigrant, refugee, and deaf and hard of hearing population. Come learn from your peers and other community providers how to assure that patients with limited English proficiency and patients and those with hearing loss receive appropriate language assistance services. Gain important insight into how interpretation services can assure quality care, improve patient outcomes, and help manage risk. Hospitals are required by law to make interpretation services available. More importantly, interpretation and other culturally appropriate services benefit everyone – providers, patients, and the community in general.

Learning Objectives:

Learn about the tools that are available to hospitals from experts in the field. Participants will be able to:

- Describe the legal requirements of Title VI of the Civil Rights Act and American with Disabilities Act
- Identify tools and resources available to address language barriers for the limited English proficient and the deaf and hard of hearing.
- Identify best practices and strategies to provide culturally and linguistically appropriate services in the health care setting
- State the clinical consequences of not providing appropriate interpretation services
- Discuss how implementing systems to address language barriers increases quality of care and reduces risk

CONTINUING EDUCATION INFORMATION

The Dartmouth-Hitchcock Medical Center designates this educational activity for a maximum of 3.75 category 1 credits toward the AMA Physician's Recognition Award. Each physician should claim only those credits that he/she actually spent in the educational activity. The Dartmouth-Hitchcock Medical Center is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

This continuing education session has been awarded 4.5 contact hours by the Southern New Hampshire Area Health Education Center which is approved as a provider of continuing education in nursing by the New Hampshire Nurses Association Commission on Continuing Education, which is accredited as an approver of continuing education in nursing by the American Nurses Credentialing Center's Commission on Accreditation.

Registration

Fax or Email to Pauline Johnson at pjohnson@nhha.org or 225-4346 (fax)

Name	_____	Credentials	_____
Title	_____	Hospital	_____
Email	_____	Phone	_____