



## California Academy of Family Physicians

### “Addressing Language Access in Your Practice” Toolkit

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This Toolkit is provided for you and your practice to use in addressing the issues of language access you and your patients face each day. It is designed to give you practical information and manageable steps to take to enhance patient care.

The educational goals for this Toolkit are to:

- Identify three reasons why we should work to bridge language barriers when communicating with our patients;
- List five ways to improve our ability to communicate with limited English speaking patients, including how to work with trained and untrained interpreters; and
- Identify available insurance and community resources and develop methods to use them to make our practices more friendly for limited-English-speaking patients.

The California Academy of Family Physicians is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The CAFP designates this ensuring material for 5 AMA Category 1 credits.

This activity has been reviewed and is acceptable for up to 5 Prescribed credits by the American Academy of Family Physicians. Term of approval is for one-year from beginning distribution date of 2/5/05, with the option for yearly renewal.

Please complete this section, the questions on the reverse side of this form, and fax both sides to: CAFP, **415-345-8668** to receive your CME credit.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

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Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

E-mail: \_\_\_\_\_

“Addressing Language Access Issues in Your Practice”

- 1. Check which of the following are reasons why physicians must bridge language barriers with patients:
  - Quality care
  - Practice efficiency
  - Clinical effectiveness
  - Professional satisfaction and comfort
  - New laws and regulations
  - Increased level of reimbursement
  
- 2. Check which of the following are NOT practical solutions for improving language access in your practice?
  - Encourage all patients to learn English
  - Learn multiple patient languages
  - Use family members or friends as interpreters
  - Use trained interpreters
  - Hire multi-language staff
  - Use other patients
  - Use telephone or video services
  - Identify available insurance and community resources
  - Refer to CAFP’s “Addressing Language Access in Your Practice” Toolkit

3. What 3 things will you attempt to implement in your practice to address language access issues?

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4. Did this toolkit:
- |                              |                             |   |
|------------------------------|-----------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Meet the educational objectives                     |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Increase your competency                            |
| <input type="checkbox"/> Yes | <input type="checkbox"/> No | Present information that is useful to your practice |

Please describe two things you liked the best about this Toolkit?

1. \_\_\_\_\_

2. \_\_\_\_\_

What two things did you like the least about this Toolkit?

1. \_\_\_\_\_

2. \_\_\_\_\_

What issues or topics should have been included, but were not?

\_\_\_\_\_

\_\_\_\_\_

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| Would you recommend this Toolkit to your colleagues?     | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Would you like to have electronic access to the Toolkit? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Other Comments: