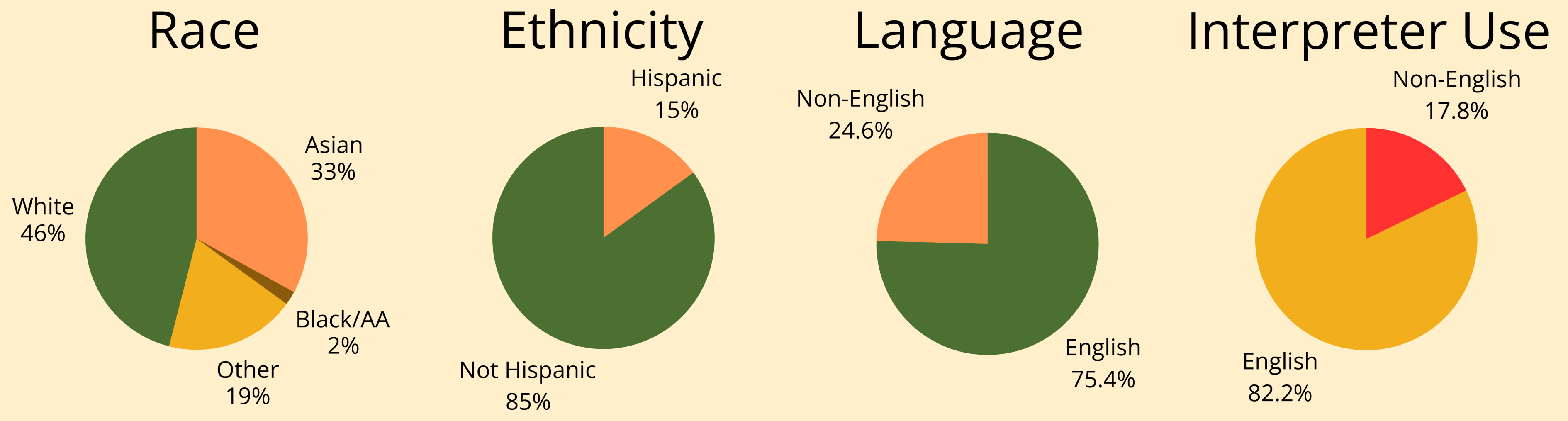


# HEALTH EQUITY IN HOSPITAL READMISSIONS

1

## REAL DATA



2

## EQUITY CONCERNS



28% of patients who prefer a non-English language did not receive interpreter services

3

## IMPACT

Know the impact to care, experience and the organization (including financial)

- **Unknown patient understanding** of: diagnosis, discharge instructions, medication instructions, follow-up needs & who to contact with questions
- Hospital CMS penalty ~ \$1 M

4

## ACTION

Plan to eliminate and/or reduce identified inequity(ies)

- **Use of interpreter every time** interpretation is needed
- **Standardize interpreter use documentation**
- **Raise interpreter policy awareness**