

LANGUAGE ACCESS TO HEALTH SERVICES

Books, Reports, and Other Key Resources

24 Languages: Consumer Health Brochures in Multiple Languages. Salt Lake City, UT: University of Utah Health Sciences Library, n.d.

Electronic access to health education brochures in 24 different languages.

<http://library.med.utah.edu/24languages/>

Affordable Language Services: Implications for Health Care Organizations. Fresno, CA: Hablamos Juntos, Sept. 2005.

Provides an overview on the effects of language barriers on patient safety and quality of health care and identifies challenges health care organizations must address to effectively overcome these barriers.

http://www.hablamosjuntos.org/resource_guide_portal/pdf/BriefLangSvc-21Sept.pdf

Andrulis, D., Goodman, N., and Pryor, C. *What A Difference An Interpreter Can Make: Health Care Experiences of Uninsured with Limited English Proficiency.* Boston: The Access Project, Apr. 2002. Survey results compare the experiences of adults who needed and easily got an interpreter with those who needed and did not get an interpreter (or had difficulty getting one), and with other uninsured who did not need an interpreter.

http://www.accessproject.org/downloads/c_LEPreportENG.pdf

Angelelli, C. *Medical Interpreting and Cross-cultural Communication.* New York: Cambridge University Press, 2004.

Explores the role of medical interpreters, including their challenges and how they characterize their role.

Barrett, S. E., Dyer, C., and Westphaling, K. *Language Access: Understanding the Barriers and Challenges in Primary Care Settings.* McLean, VA: Association of Clinicians for the Underserved, 2008.

Looks at the language challenges identified by safety net providers in primary health care clinics and the strategies they utilize to meet the care needs of limited English proficient patients.

http://www.calendow.org/Collection_Publications.aspx?coll_id=22&ItemID=312#

Berger, C. *Universal Symbols in Health Care Workbook: Best Practices for Sign Systems.* Fresno, CA: Hablamos Juntos, Dec. 2005.

Discusses the importance of universal symbols and the benefits they provide to hospitals and health care; provides examples.

<http://www.hablamosjuntos.org/resources/pdf/BestPracticesFinal-Dec15.pdf>

Brach, C., and Chevarley, F. M. *Demographics and Health Care Access and Utilization of Limited-English-Proficient and English-*

Proficient Hispanics. Rockville, MD: Agency for Healthcare Research and Quality, 2008.

Compares LEP Hispanic adults to the group most similar to them—English-proficient Hispanic adults. This report also compares English-proficient Hispanic adults to the white non-Hispanic population and examines whether disparities persist when only the English-proficient Hispanic population is examined.

http://www.meps.ahrq.gov/mepsweb/data_files/publications/rf28/rf28.pdf

Certification of Health Care Interpreters in the United States: A Primer, a Status Report and Considerations for National Certification. Woodland Hills, CA: The California Endowment, Sept. 2006.

Overview of certification issues for health care interpreters in the United States and discussion of the potential for a national certification program.

http://www.calendow.org/Collection_Publications.aspx?coll_id=24&ItemID=314#

A Definition of Linguistic Competence. Washington, DC: National Center for Cultural Competence, June 2006.

Proposes a definition of linguistic competence that serves as a foundation for determining linguistic competence in health care, mental health and other human service delivery systems.

<http://www11.georgetown.edu/research/gucchd/nccc/documents/Definition%20of%20Linguistic%20Competence.pdf>

Downing, B.T., and Bogoslaw, L. H. *Effective Patient-Provider Communication Across Language Barriers: A Focus on Methods of Translation.* Fresno, CA: Hablamos Juntos, Feb. 2003.

Discusses the complexity of translation and the qualifications needed by the translator as a basis for undertaking a translation project; offers guidance for designing and managing the work of translation.

http://www.hablamosjuntos.org/word_docs/BRUCEHJ_Translation_Final_Feb03.doc

Downing, B.T., and Bogoslaw, L. H. *Translation as a Strategy for Effective Communication with Patients and Clients: A How-To Guide.* Fresno, CA: Hablamos Juntos, Apr. 2003.

Guidelines for individuals responsible for preparing written communication for patients and clients who do not read English.

http://www.hablamosjuntos.org/pdf_files/BruceDowningHow-To_Guide_FINAL.pdf

Downing, B. T., and Roat, C. E. *Models for the Provision of Language Access in Health Care Settings.* Fresno, CA: Hablamos Juntos, Jan. 2002.

Looks at various models of linguistic accommodation and

discusses the advantages and disadvantages of each.

http://www.hablamosjuntos.org/pdf_files/Models_for_the_Provision_of_Language_Access_final_.pdf

Ginsburg, J. A. *Language Services for Patients with Limited English Proficiency: Results of a National Survey of Internal Medicine Physicians*. Philadelphia: American College of Physicians, Apr. 2007.

Results of a survey to determine whether internal medicine practices of members of the American College of Physicians provide effective language services.

www.calendow.org/uploadedFiles/language_services_for_patients.pdf

Givaudan, M., and others. *Bridging the Communication Gap: Provider to Patient Written Communication Across Language and Cultural Barriers*. Fresno, CA: Hablamos Juntos, Oct. 2002.

Describes the forms and functions of written material and its role in facilitating healthcare provider to patient communication and health care decisions within the Latino population.

http://www.hablamosjuntos.org/pdf_files/IMIFAPPaperI.pdf

Givaudan, M., and others. *Development of an Instrument to Test the Cultural Adequacy of Health Related Written Material for Latinos in the USA*. Fresno, CA: Hablamos Juntos, Oct. 2003.

Describes an instrument to assess the cultural adequacy of health related written material, either developed in Spanish or written in English and translated into Spanish, and recommendations for the use of the instrument.

http://www.hablamosjuntos.org/pdf_files/IMIFAPPaperII.pdf

Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons. Washington, DC: U.S. Department of Health & Human Services, Office for Civil Rights, Oct. 4, 2006.

Provides guidance for recipients of federal financial assistance in determining how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are limited English proficient.

<http://www.hhs.gov/ocr/lep/revisedlep.html>

A Guide to Choosing and Adapting Culturally and Linguistically Competent Health Promotion Materials. Washington, DC: National Center for Cultural Competence, 2003.

Guidelines for selecting culturally and linguistically competent health promotion materials, as well as recommendations for adapting such materials for use in health promotion efforts.

http://www11.georgetown.edu/research/gucchd/nccc/documents/Materials_Guide.pdf

Hablamos Juntos: We Speak Together, Final Report. Wirthlin Worldwide, 2001.

Results of a survey to identify how language barriers affect the quality of health care given to patients who are Spanish-speaking, with little or no English abilities.

http://www.hablamosjuntos.org/pdf_files/wirthlin_report.pdf

Haffner, L., and others. *Guide To Interpreter Positioning In Health Care Settings*. Washington, DC: National Council on Interpreting in Health Care, Nov. 2003.

Looks at pros and cons in interpreter's choice of positioning in an interpreted session.

<http://data.memberclicks.com/site/ncihc/NCIHC%20Working%20Paper%20-%20Guide%20to%20Interpreter%20Positioning%20in%20Health%20Care%20Settings.pdf>

Hasnain-Wynia, R., Pierce, D., and Pittman, M. A. *Who, When, and How: The Current State of Race, Ethnicity, and Primary Language Data Collection in Hospitals*. New York: The Commonwealth Fund, May 2004.

Identifies current practices around race, ethnicity, and primary language data collection in hospitals, addresses barriers and concerns, and makes recommendations for standardizing collection efforts.

http://www.cmwf.org/usr_doc/hasnain-wynia_whowhenhow_726.pdf

Hasnain-Wynia, R., and others. *Hospital Language Services for Patients with Limited English Proficiency: Results from a National Survey*. Chicago: Health Research & Educational Trust, 2006.

Describes current practices and common barriers, as well as the specific resources and tools needed to provide language services to patients with LEP.

http://www.hablamosjuntos.org/resources/pdf/HRET_NHELP_languageservicesfr_2006.pdf

Health Care Language Services Implementation Guide. Rockville, MD: U.S. Department of Health & Human Services, Office of Minority Health, n.d.

Guide to help health care organizations develop effective language access services to meet the needs of patients with limited English proficiency.

<https://hclsig.thinkculturalhealth.org/user/home.rails>

How to Choose and Use a Language Agency. Woodland Hills, CA: The California Endowment, 2003.

Provides guidance for health care organizations in considering how a language agency might fit into a language access program, recommendations as to what to look for when choosing an agency, and help to avoid unrealistic expectations of an agency.

http://www.calendow.org/uploadedFiles/how_to_choose_use_language_agency.pdf

"I Speak" Language Identification Flashcard. Washington, DC: U. S. Department of Commerce, U.S. Census Bureau, n.d. Flashcard to use with patients in identifying 38 languages.
<http://www.usdoj.gov/crt/cor/Pubs/ISpeakCards2004.pdf>

In the Right Words: Addressing Language and Culture in Providing Health Care. San Francisco, CA: Grantmakers in Health, Aug. 2003. Describes the impact of language barriers on health care outcomes, provides an overview of relevant laws and policies, and presents strategies for improving language access.
http://www.gih.org/usr_doc/In_the_Right_Words_Issue_Brief.pdf

The Interpreter's World Tour: An Environmental Scan of Standards of Practice for Interpreters. Woodland Hills, CA: The California Endowment, Mar. 2005. Summarizes standards of practice in the various arenas of interpreting, including health care/medical interpreting.
<http://www.ncihc.org/mc/page.do?sitePageId=57022&orgId=ncihc>

Jellinek, P., and Isaacs, S. Overcoming Language Barriers to Health Care. Woodland Hills, CA: The California Endowment, 2008. Describes policy efforts at the state and federal levels to overcome language barriers to health care.
http://www.calendow.org/Collection_Publications.aspx?coll_id=22&ItemID=312#

The Joint Commission 2007 Requirements Related to the Provision of Culturally and Linguistically Appropriate Health Care. Oak Brook Terrace, IL: Joint Commission, May 2007. Identifies Joint Commission standards that support the provision of care in a manner that is culturally and linguistically appropriate.
http://www.jointcommission.org/NR/rdonlyres/1401C2EF-62F0-4715-B28A-7CE7F0F20E2D/0/hlc_jc_stds.pdf

Ku, L. Paying for Language Services in Medicare: Preliminary Options and Recommendations. Washington, DC: Center on Budget and Policy Priorities, 2006. Offers recommendations for payment systems for language services in Medicare.
http://www.calendow.org/uploadedFiles/Paying_for_language_services.pdf

Language Access and the Law. Oak Brook Terrace, IL: Joint Commission, Jan. 2008. Summarizes current laws and regulations that address the provision of language services.
http://www.jointcommission.org/NR/rdonlyres/CE3CF694-8CBC-4A0C-80BD-7A57749104A5/0/Language_Access_and_Law_Jan_2008.pdf

Language Access in Health Care Statement of Principles. Los Angeles, CA: National Health Law Program, Nov. 19, 2007. Statement endorsed by multiple organizations presents an agenda to improve policies and funding for access to health care for individuals with limited English proficiency.
<http://www.healthlaw.org/>

Language Access in Health Care Statement of Principles: Explanatory Guide. Los Angeles, CA: National Health Law Program, Nov. 2007. Expands on the specific elements of the statement of principles.
<http://www.healthlaw.org/>

Language Services Action Kit - Interpreter Services In Health Care Settings For People With Limited English Proficiency. Boston: The Access Project and Washington, DC: National Health Law Program, Feb. 2004. Information and resources to support advocates and others working to ensure that people with limited English proficiency in their state have access to language assistance services in health care settings.
http://www.cmwf.org/usr_doc/LEP_actionkit_reprint_0204.pdf

Language Testing Options 2008. Fresno, CA: Hablamos Juntos, June 2008. Resource list of tools available to assess the foreign language proficiency of prospective interpreters.
http://www.hablamosjuntos.org/newsletters/2008/June/pdf/LangTestingOptions_06-23-08.pdf

Language Use and English-Speaking Ability: 2000. Washington, DC: U.S. Census Bureau, 2003. Data from the 2000 census on language spoken at home and the ability to speak English of people aged 5 and over.
<http://www.census.gov/prod/2003pubs/c2kbr-29.pdf>

Linguistic Competence in Primary Health Care Delivery Systems: Implications for Policy Makers. Washington, DC: National Center for Cultural Competence, 2003. Policy brief that looks at the need for primary health care organizations to develop policies and practices that support the delivery of linguistically competent health care services.
http://www11.georgetown.edu/research/gucchd/nccc/documents/Policy_Brief_2_2003.pdf

Making the Business Case for Culturally and Linguistically Appropriate Services in Health Care: Case Studies from the Field. Washington, DC: Alliance of Community Health Plans Foundation, 2007. Looks at 13 case examples of organizations that have addressed one or more aspects of the cultural and linguistic needs of patients

and identifies the business benefits that have accrued.
<http://www.achp.org/library/download.asp?id=7034>

Mateo, J., and others. *Providing Health Care to Limited English Proficient (LEP) Patients: A Manual of Promising Practices*. Sacramento, CA: California Primary Care Association, Feb. 2004. Looks at how community clinics and health centers in California have addressed the language access needs of their patients.
http://www.hablamosjuntos.org/pdf_files/Providing_Healthcare_LEP_Feb2004.pdf

Medical Interpreting Standards of Practice. Newton, MA: Massachusetts Medical Interpreters Association (now International Medical Interpreters Association), 2007. Standards that address the tasks and skills required for medical interpreting as well as a set of expectations for performance across institutions.
<http://www.imiaweb.org/uploads/pages/102.pdf>

A National Code of Ethics for Interpreters in Health Care. Washington, DC: National Council on Interpreting in Health Care, July 2004. Guiding principles for appropriate behaviors for medical interpreters.
<http://hospitals.unm.edu/ILS/Documents/NCIHC.pdf>

National Standards for Culturally and Linguistically Appropriate Services in Health Care. Washington, DC: U.S. Department of Health & Human Services, U.S. Office of Minority Health, Mar. 2001. National standards developed to ensure that all people entering the health care system receive equitable and effective treatment in a culturally and linguistically appropriate manner.
<http://www.omhrc.gov/assets/pdf/checked/executive.pdf>

National Study of Culturally and Linguistically Appropriate Services in Managed Care Organizations. Bethesda, MD: COSMOS Corporation, Aug., 2003. Examines culturally and linguistically appropriate services implemented by managed care organizations and highlights promising practices.
http://www.cosmoscorp.com/Docs/FR-CLAS-1_ManagedCare.pdf

Office Guide to Communicating with Limited English Proficient Patients. Chicago: American Medical Association, 2007. Information and resources for physicians and health care staff to provide better care to patients with limited English proficiency (LEP).
http://www.ama-assn.org/ama1/pub/upload/mm/433/lep_booklet.pdf

Paras, M. *Straight Talk: Model Hospital Policies and Procedures on Language Access*. Oakland, CA: California Health Care Safety Net Institute, 2005

Guidelines and models for policies and procedures addressing the provision of health care services to limited English proficient patients.
http://www.calendow.org/uploadedFiles/Straight_Talk_Model_Hospital_Policies.pdf

A Patient-Centered Guide to Implementing Language Access Services in Healthcare Organizations. Rockville, MD: U.S. Department of Health & Human Services, Office of Minority Health, Sept. 2005. Guide to help health care organizations implement effective language access services to meet the needs of their limited English proficient patients.
<http://www.omhrc.gov/Assets/pdf/Checked/Hc-LSIG.pdf>

Patient Education Resources. All Languages. Seattle, WA: University of Washington Health Sciences Library and the Harborview Medical Center, n.d. Patient education materials available on the Internet in a variety of different languages.
http://ethnomed.org/ethnomed/patient_ed/

Perkins, J. *Ensuring Linguistic Access in Health Care Settings: An Overview of Current Legal Rights and Responsibilities*. Washington, DC: The Henry J. Kaiser Family Foundation, Aug. 2003. Issue brief that focuses on the language access responsibilities of federal fund recipients pursuant to the federal civil rights laws.
<http://www.kff.org/uninsured/loader.cfm?url=/commonspot/security/getfile.cfm&PageID=22093>

Perkins, J., and Youdelman, M. *Summary of State Law Requirements Addressing Language Needs in Health Care*. Los Angeles, CA: National Health Law Program, Jan. 2008. Citations and brief descriptions of each state's statutes and regulations regarding services to limited English proficient persons in health care settings.
<http://www.healthlaw.org/library/item.174993>

Physician Perspectives on Communication Barriers Insights from Focus Groups with Physicians Who Treat Non-English Proficient and Limited English Proficient Patients. Fresno, CA: Hablamos Juntos, Mar. 2004.

Explores physicians' experiences with NEP/LEP patients and identifies some of the strategies and actions physicians have taken to address the challenges of communicating with these patients.
http://www.hablamosjuntos.org/pdf_files/LSP.Report.Final.pdf

Point-to-Talk Booklets. Boston: Massachusetts General Hospital, 2002. Booklets to aid limited English proficient patients in

communicating with their caregivers.

<http://www.massgeneral.org/interpreters/pointtalk.asp>

Roat, C. E. *How to Choose and Use a Language Agency: A Guide for Health and Social Service Providers Who Wish to Contract with Language Agencies*. Woodland Hills, CA: The California Endowment, 2003.

Examines what to look for in a language agency, how to choose an appropriate provider, and what to expect from service.

http://www.calendow.org/uploadedFiles/how_to_choose_use_language_agency.pdf

Roat, C. E. *Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members*. San Francisco, CA: California Academy of Family Physicians, 2005.

Presents a systems approach to redesigning medical office practices to provide the highest quality care possible to limited English proficient patients.

http://www.familydocs.org/assets/Multicultural_Health/Addressing%20Language%20AccessToolkit.pdf

Sampson, A. *Language Services Resource Guide*. Washington, DC: National Health Law Program, Oct. 2006.

Comprehensive guide to assessing language access needs, developing a plan, identifying resources, and conducting interpreter training.

http://www.healthlaw.org/library/item.118835-Language_Services_Resource_Guide_for_Health_Care_Providers_Oct_06

Serving Patients with Limited English Proficiency: Results of a Community Health Center Survey. Bethesda, MD: National Association of Community Health Centers, 2008.

Results of a survey of its members by the National Association of Community Health Centers to gain information about their experiences in serving patients with limited English proficiency.

http://www.calendow.org/Collection_Publications.aspx?coll_id=22&ItemID=312#

Speaking Together: Tools for Improving Language Services Delivery. Washington, DC: Speaking Together: National Language Services Network, 2007.

Tools and ideas for hospitals to use in facilitating effective patient communication in their institutions.

<http://www.speakingtogether.org/media/file/ToolsDocumentFINAL04-03-08.pdf>

Standard Guide for Language Interpretation Services. West Conshohocken, PA: ASTM International, 2007.

Identifies the components of quality language interpretation services and establishes criteria for each component.

Tools to Address Disparities in Health: Communications Resources to Close the Gap. Washington, DC: America's Health Insurance Plans, 2006.

Compendium of resources for health insurance plans, physicians, and health care organizations that incorporating culturally and linguistically appropriate messages into communications with consumers.

http://www.hablamosjuntos.org/resources/pdf/AHIP_CommunicationsResources_to_Close_the_Gap_%20may2006.pdf

What a Difference an Interpreter Can Make – Health Care Experiences of Uninsured with Limited English Proficiency. Boston: The Access Project, Apr. 2002.

Compares the perceptions and experiences of adults who got an interpreter with those who needed and did not get an interpreter.

<http://www.hhs.gov/ocr/lep/InterpreterDifference.pdf>

What Is Cultural and Linguistic Competence? Rockville, MD: Agency for Healthcare Research and Quality, Feb. 2003.

Definitions of cultural and linguistic competence.

<http://www.ahrq.gov/about/cods/cultcompdef.htm>

Working with Linguistically Diverse Populations. Washington, DC: National Center for Cultural Competence, n.d.

Provides answers to frequently asked questions about how to implement language access services.

<http://www11.georgetown.edu/research/gucchd/nccc/features/language.html>

Wynia, M., and Matiasek, J. *Promising Practices for Patient-Centered Communication with Vulnerable Populations: Examples from Eight Hospitals*. New York: The Commonwealth Fund, Aug. 2006.

Looks at promising practices from eight hospitals that have achieved success in efforts to lower language barriers and ensure more effective health care interactions with their patients.

http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=397067#areaCitation

Youdelman, M., and Perkins, J. *Providing Language Services in Small Health Care Provider Settings: Examples from the Field*. Los Angeles, CA: National Health Law Program, Apr. 2005.

Provides an eight-step plan to help small group practices and other providers develop a strategy to meet the needs of their limited English proficient patients.

http://www.commonwealthfund.org/usr_doc/810_Youdelman_providing_language_services.pdf?section=4039

Articles

- Brach, C., Fraser, I., and Paez, K. Crossing the language chasm. *Health Affairs*. 24(2):424-34, Mar./Apr. 2005.
- Chen, A. H., Youdelman, M. K., and Brooks, J. The legal framework for language access in healthcare settings: Title VI and beyond. *Journal of General Internal Medicine*. 22(Suppl 2):362–367, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?artid=2150609>
- Cheng, E. M., Chen, A., and Cunningham, W. Primary language and receipt of recommended health care among Hispanics in the United States. *Journal of General Internal Medicine*. 22 Suppl 2:283-8, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957412>
- Cohen, A L., and others. Are language barriers associated with serious medical events in hospitalized pediatric patients? *Pediatrics*. 116(3):575-9, Sept. 2005.
<http://pediatrics.aappublications.org/cgi/content/full/116/3/575>
- Davis, J., and Whitman, M. Organizational characteristics associated with cultural and linguistic service provision within Alabama hospitals. *Health Care Management*. 27(1):79-88, Jan./Mar. 2008.
- Divi, C., and others. Language proficiency and adverse events in US hospitals: a pilot study. *International Journal of Quality in Health Care*. 19(2):60-7, Apr. 2007.
http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=472804#areaCitation
- Flores, G. Language barriers to health care in the United States. *New England Journal of Medicine*. 355(3):229-31, July 20, 2006.
<http://www.hablamosjuntos.org/resources/pdf/GFloresNEJM.PDF>
- Flores, G., Abreu, M., and Tomany-Korman, S. C. Limited English proficiency, primary language at home, and disparities in children's health care: how language barriers are measured matters. *Public Health Reports*. 120(4):418–30, July 2005.
http://www.hablamosjuntos.org/resources/pdf/845_Flores_limitedEnglish_childhlt_itl.pdf
- Flores, G., and others. Errors in medical interpretation and their potential clinical consequences in pediatric encounters. *Pediatrics*. 111(1):6-14, Jan. 2003.
- Fortin, A. H., 6th. Communication skills to improve patient satisfaction and quality of care. *Ethnicity & Disease*. 12(4):S3-58-61, Fall 2002.
- Gadon, M., Balch, G. I., and Jacobs, E. A. Caring for patients with limited English proficiency: the perspectives of small group practitioners. *Journal of General Internal Medicine*. 22 Suppl 2:341-6, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957422>
- Gany, F., and others. Patient satisfaction with different interpreting methods: a randomized controlled trial. *Journal of General Internal Medicine*. 22 Suppl 2:312-8, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957417>
- Gany, F., and others. The impact of medical interpretation method on time and errors. *Journal of General Internal Medicine*. 22 Suppl 2:319-23, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957418>
- Gregg, J., and Saha, S. Communicative competence: a framework for understanding language barriers in health care. *Journal of General Internal Medicine*. 22 Suppl 2:368-70, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957428>
- Harner, A. Speak words of health. Providing care to patients with limited English proficiency. *MGMA Connexion*. 2(10):35-36, Nov./Dec. 2002.
- Hsieh, E. Conflicts in how interpreters manage their roles in provider-patient interactions. *Social Science & Medicine*. 62(3):721-730, Feb. 2006.
- Hudelson, P. Improving patient-provider communication: insights from interpreters. *Family Practice*. 22(3):311-316, June 2005.
<http://www3.interscience.wiley.com/cgi-bin/fulltext/118978737/PDFSTART>
- Jacobs, E., and others. The need for more research on language barriers in health care: a proposed research agenda. *Milbank Quarterly*. 84(1):111-33, 2008.
- Jacobs, E., Sadowski, L., and Rathouz, P. The impact of an enhanced interpreter service intervention on hospital costs and patient satisfaction. *Journal of General Internal Medicine*. 22 (Suppl. 2):306-311 Nov. 2007.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957416>

Jacobs, E. A., and others. Impact of interpreter services on delivery of health care to limited-English-proficient patients. *Journal of General Internal Medicine*. 16(7):468-74, July 2001.

Jacobs, E. A., and others. Overcoming language barriers in health care: costs and benefits of interpreter services. *American Journal of Public Health*. 94(5):866-9, May 2004.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=15117713>

Karliner, L. S., Pérez-Stable, E. J., and Gildengorin, G. The language divide. The importance of training in the use of interpreters for outpatient practice. *Journal of General Internal Medicine*. 19(2):175-83, Feb. 2004.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=15009797>

Karliner, L. S., and others. Do professional interpreters improve clinical care for patients with limited English proficiency? A systematic review of the literature. *Health Services Research*. 42(2):727-54, Apr. 2007.

Keefe, D. Speaking your patients' language. A Massachusetts health system bridges linguistic and cultural gaps. *Healthcare Executive*. 20(4):36-37, July/Aug. 2005.

Kelly, N. Telephone interpreting in health care settings: some commonly asked questions. *ATA Chronicle*. :18-21, June 2007.

<http://www.cpehn.org/pdfs/ATA%20Telephone%20Interpreting.pdf>

Lavizzo-Mourey, R. Improving quality of U.S. health care hinges on improving language services. *Journal of General Internal Medicine*. 22 (Suppl 2):2792-2780, Nov. 2007.

Monroe, A. D., and Shirazian, T. Challenging linguistic barriers to health care: students as medical interpreters. *Academic Medicine*. 79.2:118-122, Feb. 2004.

Moreno, M. R., Otero-Sabogal, R., and Newman, J. Assessing dual-role staff-interpreter linguistic competency in an integrated healthcare system. *Journal of General Internal Medicine*. 22 Suppl 2:331-5, Nov. 2007.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957420>

Ngo-Metzger, Q., and others. Providing high-quality care for limited English proficient patients: the importance of language concordance and interpreter use. *Journal of General Internal*

Medicine. 22(Suppl. 2):324-330, Nov. 2007.

Oliva, N. When language intervenes: improving care for patients with limited English proficiency. *American Journal of Nursing*. 108(3):73-75, Mar. 2008.

Partida, Y. Addressing language barriers: building response capacity for a changing nation. *Journal of General Internal Medicine*. 22 (Suppl. 2):347-349, Nov. 2007.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957423>

Partida, Y. Language barriers and the patient encounter. *Virtual Mentor*. 9(8):566-571, Aug. 2007.

<http://virtualmentor.ama-assn.org/2007/08/msoc1-0708.html>

Pippins, J. R., Alegria, M., and Haas, J. S. Association between language proficiency and the quality of primary care among a national sample of insured Latinos. *Medical Care*. 45(11):1020-1025, Nov. 2007.

Promoting effective communication--language access services in health care. *Joint Commission Perspectives*. 28(2), 8-11, Feb. 2008.

http://www.jointcommission.org/NR/rdonlyres/ACAFA57F-5F50-427A-BB98-73431D68A5E4/0/Perspectives_Article_Feb_2008.pdf

Ramirez, D., Engel, K. G., and Tang, T. S. Language interpreter utilization in the emergency department setting: a clinical review. *Journal of Health Care for the Poor and Underserved*. 19(2):352-62, May 2008.

Regenstein, M. Measuring and improving the quality of hospital language services: insights from the Speaking Together collaborative. *Journal of General Internal Medicine*. 22 Suppl 2:356-9, Nov. 2007.

<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957425>

Rollins, G. Translation, por favor. *Hospitals & Health Networks*. 76(12):46-50, 1, Dec. 2002.

Salimbene, S. Professional medical interpreters. *Health Affairs*. 25(6):1745, Nov./Dec. 2006.

Schenker, Y., and others. The impact of language barriers on documentation of informed consent at a hospital with on-site interpreter services. *Journal of General Internal Medicine*. 22 Suppl 2:294-9, Nov. 2007.

Schuye, P. M. Language differences as a barrier to quality and safety in health care: the Joint Commission perspective. *Journal of General Internal Medicine*. 22 Suppl 2:360-1, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957414>

Sentell, T., Shumway, M., and Snowden, L. Access to mental health treatment by English language proficiency and race/ethnicity. *Journal of General Internal Medicine*. 22 Suppl 2:289-93, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957413>

Snowden, L., Masland, M., and Guerrero, R. Federal civil rights policy and mental health treatment access for persons with limited English proficiency. *American Psychologist*. 62(2):109-117, Feb./Mar. 2007.
http://www.hablamosjuntos.org/resources/pdf/FedCivilRights_LEP_MentalHealth_2007.pdf

Thrall, T. Wayfinding. Say it with symbols. *Hospitals & Health Networks*. 79(8):20, 22, 24, Aug. 2005.

Translation web site aids broad patient population. *Healthcare Benchmarks & Quality Improvement*. 11(1):9-11, Jan. 2004.

Vandervort, E.B., and Melkus, G. D. Linguistic services in ambulatory clinics. *Journal of Transcultural Nursing*. 14(4):358-366, Oct. 2003.

Wilson, E., and others. Effects of limited English proficiency and physician language on health care comprehension. *Journal of General Internal Medicine*. 20(9):800-6, Sept. 2005.
http://www.hablamosjuntos.org/resources/pdf/LEP_JGIM.pdf

Wu, S., and others. Language access services for Latinos with limited English proficiency: lessons learned from Hablamos Juntos. *Journal of General Internal Medicine*. 22(Suppl. 2):350-355, Nov. 2007.
<http://www.pubmedcentral.nih.gov/articlerender.fcgi?tool=pubmed&pubmedid=17957424>

Yeo, S. Language barriers and access to care. *Annual Review of Nursing Research*. 22:59-73, 2004.