Identifying Barriers and Enablers Worksheet

Considering organizational barriers and facilitators to meeting individuals’ communication needs is a way of assessing the extent to which your organization is already providing effective communication and language assistance services. Identifying barriers and facilitators can help you and others in your organization understand which resources are needed and which should be maintained.

**Identify Organizational resources**

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<th>Resource</th>
<th>Details</th>
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| Human Resources           | □ Identify bilingual employees who are trained medical interpreters  
□ Medical interpreters (in-house, contracted, telephonic, video-remote, volunteer, dual role)  
□ Translators (in-house, contracted, volunteer)  
□ Staff with experience using a variety of communication styles  
□ Culturally and linguistically diverse providers/workforce  
□ Trainings and education about effective communication, including cross-cultural and health literacy courses  
□ Staff with experience using a variety of communication styles  
□ Identify the training bilingual staff need to take to become medical interpreters  
□ Determine the effects of using the dual-role medical interpreters on the organization workload |
| Technical Resources       | □ Speaker phones in private exam rooms  
□ Computer hardware and software  
□ Database software to effectively manage patient data  
□ Video monitor for video medical interpretation  
□ Speaker, dual handset, or dual headset phones everywhere patients have verbal interactions |
Consider the effects of not providing effective communication and language assistance services, which may include:

- Noncompliance with Federal recommendations and accreditation requirements
- Deterred care seeking behavior in the community your organization serves
- Miscommunications during the health care encounter that compromise quality of care
- Inequitable quality of care provided to individuals with communication and language assistance needs versus individuals without those needs
- Liability or malpractice claims due to diagnostic and/or treatment errors, and the damaging legal and reputational costs related to them
- Resources spent on ineffective responses to changing demographics in your organization’s service area