

Identifying Barriers and Enablers Worksheet

Compile the list of patient needs based on your needs assessment
Identify organizational resources
<input checked="" type="checkbox"/> Human resources
<ul style="list-style-type: none"> • Identify bilingual employees • Determine if bilingual employees are willing to work as interpreters • Identify the interpreter training that bilingual staff need to take • Determine the effects of using the dual-role interpreters on the organization workload
<input checked="" type="checkbox"/> Technical resources
<input type="checkbox"/> Speaker phones in private exam rooms
<input type="checkbox"/> Computer hardware and software
<input type="checkbox"/> Database software to effectively manage patient data.
<input type="checkbox"/> Video monitor for video medical interpretation
<input type="checkbox"/> Dual headsets
<input checked="" type="checkbox"/> Financial resources
<ul style="list-style-type: none"> • Identify direct costs of LAS implementation: <ul style="list-style-type: none"> <input type="checkbox"/> Salaries of professional medical interpreters or translators on staff <input type="checkbox"/> Increases in salaries for dual-role interpreters <input type="checkbox"/> Costs for written materials in languages other than English <input type="checkbox"/> Translation fees <input type="checkbox"/> Costs for signage • Identify indirect costs of LAS implementation: <ul style="list-style-type: none"> <input type="checkbox"/> Overhead and fringe benefits for employees <input type="checkbox"/> Interpreter training, testing, and monitoring <input type="checkbox"/> Issues with moving patients quickly through the organization <input type="checkbox"/> Low initial utilization inefficiency, as the organization will need to do in-service training <input type="checkbox"/> Time requirements for administrative staff to coordinate and implement services • Identify ways to reduce implementation costs: <ul style="list-style-type: none"> <input type="checkbox"/> Hiring bilingual staff and providers <input type="checkbox"/> Tapping into free or already paid services (e.g., services provided by states) <input type="checkbox"/> Partnering with other healthcare providers <input type="checkbox"/> Sharing LAS with other organizations in your community <input type="checkbox"/> Getting grants from the Federal Government, city or county, or private foundations
Identify barriers and enablers to meeting patient needs
<ul style="list-style-type: none"> • Identify barriers and enablers in terms of using human resources • Identify barriers and enablers in terms of using technical resources • Identify barriers and enablers in terms of allocating funds