CLAS & Recovery Resources: Improving Communication & Language Assistance

Recovery Resources

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Project Aim

- Improve access and the quality of experience for non-English speaking individuals seeking services at Recovery Resources

- Goal

❑ To create a more welcoming environment for people to access needed services, specifically our non-English speaking clients

- Length of project

❑ 4 months to prepare and begin project

❑ Extend project to Continuous Quality Improvement (CQI) department to continue process/procedures

Changes

o Translation pop up cards

o Badge backers for interpreter access

o Flag banner in main client areas

o Pre-surveys

Please circle your responses below:

1. Was this your first visit to Recovery Resources?

    Yes   No

2. Is English your first language?

    Yes   No

3. How welcome did you feel at Recovery Resources?

    Very welcome   Somewhat welcome   Not welcome
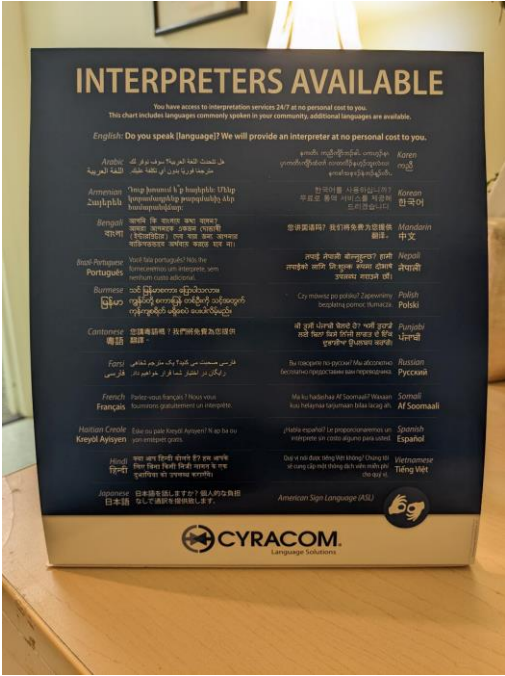
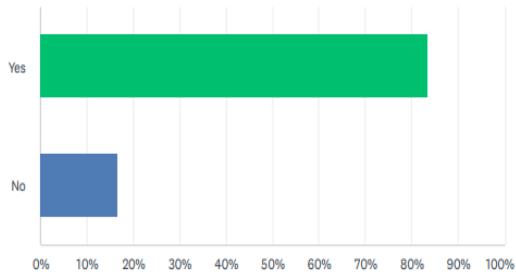Additional comments?

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Changes

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Results

Q2 Is English your first language?

Answered: 12   Skipped: 0

ANSWER CHOICES	RESPONSES	
Yes	83.33%	10
No	16.67%	2
TOTAL		12

Q4 Additional Comments?

Answered: 8   Skipped: 4

#	RESPONSES	DATE
1	I love coming in here and I am respected when I come here	9/20/2023 9:26 AM
2	Very friendly and love it here	9/20/2023 9:25 AM
3	Pleasant staff	9/20/2023 9:24 AM
4	Pleasant staff	9/20/2023 9:24 AM
5	I love coming to this place. I have everything I need when I come here, thank you!	9/20/2023 9:23 AM
6	I like to thank the doctors and staff	9/20/2023 9:22 AM
7	The staff members are always helpful and respectful. The security team and person who gives me the ID badge is very helpful as well.	9/20/2023 9:22 AM
8	Very nice staff!	9/20/2023 9:17 AM

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Results

Q3 How welcome did you feel at Recovery Resources?

Answered: 12   Skipped: 0
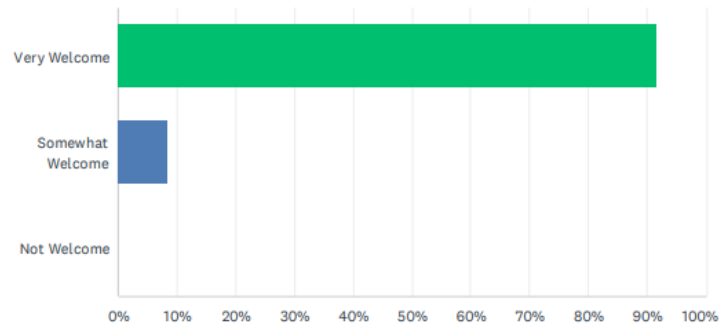
ANSWER CHOICES	RESPONSES	
Very Welcome	91.67%	11
Somewhat Welcome	8.33%	1
Not Welcome	0.00%	0
TOTAL		12

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Results - Timeline

- June 2023 – Meet with the team (Manager of Intake/Assessment, CQI Manager), consult with Security, Peer Supports & Front End staff

- July 2023 – Leadership meeting about CLAS project, continue to meet with team, talk to Front End staff about new processes, meet with MetroHealth Patient Education and Accessibility Services for existing resources

- August 2023 – Order and request materials upon leadership approval, send email out to all staff about our CLAS efforts, start the pre-survey with clients

- September 2023 – Log pre-survey data, obtain materials, meet with team about final presentation, prepare for post-survey after changes are implemented
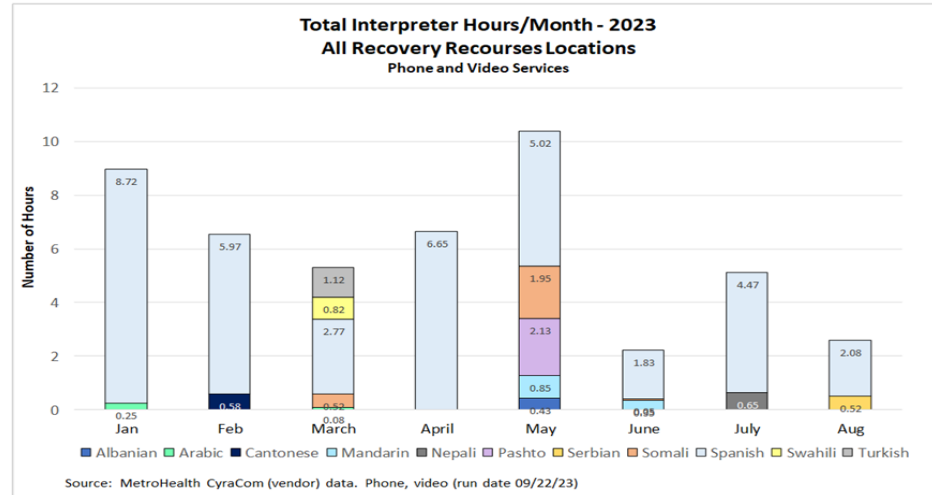
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Next Steps

- What will you do to sustain the changes?

❑ Receive interpreter utilization data from MetroHealth

❑ Translate common phrase into top 5 languages (e.g., "You will now be escorted to the 3rd floor to receive interpretation services.")

❑ Communicate iPad locations, process for/how to access interpretation services to all (e.g., how to secure more badge backers for new Front End staff)

- What will you do for your next change project?

❑ Work with CQI department and DEI Committee to continue implementation of CLAS

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Next Steps

Review of Recovery Resources Interpreter Utilization

Total Interpreter Hours/Month - 2023
All Recovery Recourses Locations
Phone and Video Services

Source: MetroHealth CyraCom (vendor) data. Phone, video (run date 09/22/23)

Measurement is hours/month

Month	Albanian	Arabic	Cantonese	Mandarin	Nepali	Pashto	Serbian	Somali	Spanish	Swahili	Turkish	
Jan		0.25							8.72			8.97
Feb			0.58						5.97			6.55
March		0.08						0.52	2.77	0.82	1.12	5.31
April									6.65			6.65
May	0.43			0.85		2.13		1.95	5.02			10.38
June				0.35				0.05	1.83			2.23
July					0.65				4.47			5.12
Aug							0.52		2.08			2.6
TOTAL HRS.	0.43	0.33	0.58	1.2	0.65	2.13	0.52	2.52	37.51	0.82	1.12	47.81

Provided by: The MetroHealth System's Language Access Services Department

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Impact

- Impact on participants, community, target population
- ❑ Evaluate change with post-surveys
- Does the change strengthen your org?
- ❑ Yes, we recognized knowledge gaps for our existing resources (i.e., iPads) and utilized free CLAS resources/contacts from MetroHealth
- Lessons learned
- ❑ Working with different departments can take additional time for changes
- Celebrate - learning opportunities

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