

Foreign language services ensure health literacy isn't lost in translation

Helping every patient understand their care regardless of their language

\$238B

is spent yearly in unnecessary health care costs due to poor health literacy.¹



50%

of those with limited English proficiency report low health literacy—compared to just 13.8% of fluent English speakers.²

Poor health literacy is linked to increased emergency care, difficulty managing chronic conditions, and higher all-cause mortality rates. Language barriers only exacerbate the health literacy problem, leading to consequences as serious as diagnosis errors, mistreatment, and even death.

With nearly 67 million American residents who speak a language other than English at home,³ it's likely your health system regularly encounters multilingual patients. When you do, make sure you communicate with them in a way that ensures they understand their health and get the care they need.

Speaking the language of all those seeking care

Seeking medical care can be stressful for anyone, but it's especially difficult for those who have trouble communicating. StayWell foreign language translation services are available in nine languages, breaking down barriers in health care communication by:



Improving patient understanding

Tailored and targeted patient education in the patient's primary language—along with picture-based instructions and graphs (for adults with low numeracy skills)—promote better understanding of conditions and care instructions.



Improving patient treatment and outcomes

Nearly 9% of the U.S. population is at risk for adverse events due to language barriers.⁴ Better communication helps patients understand their provider's instructions, so they're more likely to correctly follow them—visiting you more, and experiencing positive outcomes with fewer medical errors, unnecessary ER visits, and readmissions.



Enhancing health system reputation

Patients who don't speak English well will know they're welcome in your health system—and will receive the care they need. With this higher patient satisfaction, your reputation is stronger in your community.



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Illuminating the path to better health[®]

Partner with a health empowerment company that enables providers everywhere to improve health outcomes through solutions applying the science of behavior change. Visit staywell.com to learn more or contact **800.333.3032** to schedule a demo.

Reference

1 Tools to assess and teach child health skills to parents with low basic literacy. Institute for Healthcare Advancement. <https://www.ih4health.org/2013-conference-recaps/friday-breakout-sessions/tools-to-assess-and-teach-child-health-skills-to-parents-with-low-basic-literacy>. May 10, 2013. Accessed November 7, 2019.

2 Sentell T and Braun K. Low health literacy, limited English proficiency, and health status in Asians, Latinos, and other racial/ethnic groups in California. *Journal of Health Communication*. 17(3):82-99.

3 Ziegler K and Camarota S. Almost half speak a foreign language in America's largest cities. Center for Immigration Studies. September 19, 2018. <https://cis.org/Report/Almost-Half-Speak-Foreign-Language-Americas-Largest-Cities>. Accessed November 19, 2019.

4 Improving patient safety systems for patients with limited English proficiency. Executive Summary. Agency for Healthcare Research and Quality. September 2012. <https://www.ahrq.gov/health-literacy/systems/hospital/lepguide/lepguidesumm.html>. Accessed November 25, 2019.