Talking With Patients: How Hospitals Use Bilingual Clinicians and Staff to Care for Patients with Language Needs

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This report presents findings from a survey conducted by researchers at The George Washington University and supported by funding from The California Endowment to learn more about the individuals in a hospital setting who interact with patients who speak a language other than English. The study focuses in particular on the ways that bilingual clinicians and staff are used, how policies are developed, and how these practices affect the provision of language services. The report describes practices across the country, as well as policies and practices across hospitals located in the state of California. Based on their findings, the authors make recommendations to strengthen hospital policies and programs designed to improve language services.


- **Resource Tags:** hospitals [10], California [11], bilingual staff [12]