Condition #14 – JMH shall ensure that culturally linguistically appropriate services are available and integrated throughout its hospital operations, including appropriate interpreter and insurance navigator services for patients, English as a second language training for employees, and cultural competency training for employees. In complying with this Condition, JMH shall be guided by the culturally and linguistically appropriate standards published by the U.S. Department of Health and Human Services’ Office of Minority Health. For three (3) years following the Closing Date, SFCRHM shall submit a written report on its activities directed at meeting this Condition as part of the Annual Report. The written report shall be posted on the JMH website Page simultaneously with the submission of the Annual Report.

Since the last report, Johnson Memorial Hospital (“JMH”) developed an online module educating staff on the Language Services Program so they are up-to-date on the services available and can communicate it to the patients. JMH has two Martti video remote interpretation devices on-site for phone and video and it was used for over 2,763 minutes in this past year. In the near future, JMH will be replacing the outdated TTY payphones with video phones for public access as well as a cordless device for patient use.

Critical Communicator Cards have also been added as another form of communication. These pictorial cards allow for interaction between staff and the patient by pointing to pictures of various symptoms, basic needs and identifying caregivers and family members. The cards can also be used as a tool for writing pertinent information to share with others who come in contact with the patient. In addition to these cards, document translation is also available to staff and patients. These services can be accessed at JMH and its Enfield outpatient sites.