



# LANGUAGE ACCESS PLAN CHECKLIST

This Checklist outlines key questions to be addressed in a Language Access Plan (LAP) to ensure effective language support for patients with Limited English Proficiency (LEP). Use this checklist to help guide updates to an existing organizational LAP or when creating a new one.

COMPLETED BY: .....

DATE: .....

Does your organization have a Language Access Plan? YES  NO

If "Yes", when was it last updated? Date of Update: .....

## Section 1: Needs Assessment

YES  NO

Does your organization have up-to-date information on:

Y N



Proportion of your patient population that is LEP.....

Languages spoken by your patients with LEP.....

Average frequency (daily/weekly) patients with LEP visit your care facility .....

Demographic trends in the communities you serve .....

## Section 2: Staff Training

Y N



Does your organization train staff on the value of interpreting services and how to use them? .....

Is languages services training included in onboarding protocols for new staff? ....

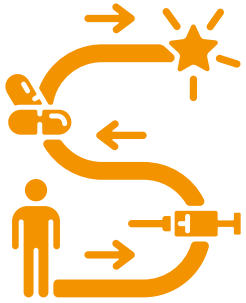
Is video interpreting encouraged as a risk mitigation and patient engagement tool? .....

## Section 3: Interpreting Across the Care Continuum

Does your organization provide language access services:

Y N

- For In-bound calls from patients with LEP.....
- At the reception desk.....
- At the security desk.....
- At lab or imaging.....
- At the pharmacy.....
- During every patient <> caregiver interaction.....
- During patient <> billing interaction.....
- To support community outreach initiatives.....
- For telehealth or remote care services.....



Do you provide language cards, taglines, or other means for patients with LEP to identify their language?.....

## Section 4: Monitoring and Evaluation

Y N

- Do you measure your interpreting volume across all touchpoints?.....
- Do you track average wait time for staff to access interpreting help?.....
- If you use in-house bilingual staff, do you regularly evaluate them?.....
- If you have an LSP, do you regularly monitor and evaluate services provided?.....
- Do you evaluate staff satisfaction with language services available to them?.....
- Do you evaluate patient satisfaction with language services received?.....
- Do you regularly monitor service trends to find opportunities to improve?.....
- Have you considered giving patients access to interpreters on their personal devices?.....
- Do you measure the Return on Investment (ROI) of your language services?.....

