

COMMUNICATING EFFECTIVELY WITH PATIENTS WHO ARE LIMITED ENGLISH PROFICIENT, HEARING IMPAIRED OR VISUALLY IMPAIRED

February 7, 2012
Illinois Hospital Association
Naperville ~ Springfield (video site)

Registration: 9:00 a.m. Program: 9:30 a.m. – 4:00 p.m. (LUNCH INCLUDED)

Your hospital staff can optimize patient safety for certain populations by ensuring that important information is effectively communicated to patients and family who require interpreters or other aids to understand a range of communications – from pre-test instructions, to explanations of clinical procedures, to critical instructions at discharge.

PROGRAM OBJECTIVES

Through both lecture and demonstration, program attendees will understand legal and accreditation requirements, as well as practical approaches and resources to meet the needs of LEP, deaf or hard-of-hearing, and blind or visually impaired individuals. **Social Workers: IHA is authorized by the State of Illinois Department of Financial and Professional Regulation (159.000966) to award up to 5 hours of social work continuing education for each session.**

AGENDA and FACULTY

- I. **Effective Communication in Hospitals**, *Sonya Terry, MBA, Director of Performance Improvement, Illinois Hospital Association*
- II. **State Language Assistance Services Act**, *Karen Senger, Supervisor of Central Office Operations, Division of Health Care Facilities and Programs, Illinois Department of Public Health*
- III. **Federal Requirements**, *Celeste H. Davis, Esq., Acting Regional Manager, HHS OCR Region V*
- IV. **New Joint Commission Standards**, *Christina Cordero, Ph.D., MPH, Associate Project Director, Department of Standards and Survey Methods, The Joint Commission*
- V. **Training and Testing Staff Interpreters**, *Elizabeth Colon, President, Metaphrasis*
- VI. **Developments in National Certification Efforts**, *Karin Ruschke, President, International Language Services*
- VII. **Meeting the Needs of Deaf and Hard of Hearing Patients**, *Teri Hedding, Manager, Deaf Access Program, Mount Sinai Hospital*
- VIII. **How Technology Can Help: Demonstrations of Remote Interpreter Equipment**
- IX. **Resources for Assisting Blind and Visually Impaired Patients**, *Greg Polman, Senior Vice President/Public Policy, The Chicago Lighthouse*

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- [IHA Naperville](#) ~ Program Code: 1-029.12
1151 E. Warrenville Road – Naperville, IL 60563

- [IHA Springfield](#) (videoconferencing site) ~ Program Code: 1-030.12
700 South Second Street – Springfield, IL 62704

PROGRAM FEE: IHA Members..... \$95.00
Non- IHA Members..... \$195.00

PLEASE PRINT CLEARLY.

Name: _____
Title: _____
E-Mail (Required): _____
Hospital/Organization: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Fax: _____

PHONE REGISTRATIONS ARE NOT ACCEPTED.

Charge \$ _____ to my: VISA MASTERCARD AMERICAN EXPRESS DISCOVER
Card # _____ Expiration Date _____
Print name as it appears on card _____
Authorized Signature _____

THIS FORM MAY BE DUPLICATED.

TO REGISTER: Complete registration form above.

MAIL: Mail form with payment to:
IHA, 37092 Eagle Way, Chicago, IL 60678-1370
(Registration forms will not be accepted without payment.)

MAKE CHECK PAYABLE TO: IHA (Illinois Hospital Association)
Please remember to allow 7 mailing days.

FAX: Fax form with credit card information to: 630.717.4773

ON-LINE: <https://ihref.ihatoday.org> E-mail address & Credit Card are required.

QUESTIONS: Contact Lorri at 630.276.5440.