

DEVELOPING YOUR LANGUAGE ACCESS PLAN

Step 1: Developing the Goal

- A goal is a statement of what will be accomplished. It is broad, global and overarching.
- Identifies 2 Items: The Audience and the situation or behavior you want to change

Example: To increase Center's ability to provide quality language assistance services to Limited English Proficient Patients

- Audience= Limited English Proficient Patients
- Situation you would like to change= Increase center capacity for provision of care to LEP patients

Step 2: Developing your Objectives

- Each objective states a specific program outcome.
- An objective is a specific, clear, actionable, and achievable things you need to accomplish to achieve each of your goals.
- Objectives reflect quantitative and qualitative measurement strategies.
- Objective includes timeframe.
- An objective describes
 - What will change.
 - For Whom it will change.
 - How much it will change.
 - By When will it have changed
 - How you will Measure the change

Example: To reduce incidences where Limited English Proficient patients' need for interpreter services were not identified on their patient chart by 100% in 12 months.

- What will change = identification of language assistance needs
- For Whom it will change = Limited English Proficient patients
- How much it will change = by 100%
- By When will it have changed = in 12 months
- How you will Measure the change = track incidents where need is not identified on registration form.

Step 3: Developing Activities for Each Objective

- Activities include tasks that must be performed to achieve the objective.
- A Road map must specify who will do what, when and where.
- Activities are The HOW
- Each objective has a number of activities if activities are conducted successfully, objectives are achieved and goal is attained.

Example:
 Activity 1: Develop policy for staff to guide protocols for documenting language needs
 Activity 2: Train all staff on the implementation of the policy
 Activity 3: Monitor implementation of the policy through pre- and post chart reviews.

Step 4: Identify Organizational Resources Needed to Accomplish Objective

- Resources include; *human; technical; fiscal; and structural capacities.*

Example:
 Human resources: 4 hours of Center manager’s time to draft policy; circulate for staff feedback; incorporate feedback and finalize policy. 1 hour to train staff on implementation of policy. 10 hours of staff time to review LEP patient charts.

Step 5: Develop a Timeline

- A timeframe indicates what will be done when

Activity	M1	M2	M3	M4	M5	M6	M7	M8	M9
Activity 1: Develop policy	X	X							
Activity 2: Train staff			X						
Activity 3: Monitor implementation				X	X	X	X	X	X

Step 6: Develop an Evaluation Plan

- An evaluation plan measures process efficiency and outcome effectiveness.
- Measuring process efficiency sets accountability for carrying out the activities. It determines whether activities and tasks are being conducted in a timely manner and within budget. It monitors the degree to which the program plan was followed, and whether or not the components were carried out as intended.
- Measuring outcome effectiveness answers whether goals and objectives are being met. Is project realizing the impact and meeting its expectations? What was accomplished? What difference did it make? An outcome evaluation attempts to document whether or not the program caused an improvement, and by how much.
- Measuring outcomes provides evidence that your program accomplished its goals. Evaluating the desired outcomes answers important questions such as the following:
 - Did the program work? Why? Why not?
 - Should we continue the program?
 - What can be modified that might make the program more effective?

Example: An Evaluation Plan

Objective	Process Indicators	Outcome Indicators	Evaluation Strategies
To reduce incidences where Limited English Proficient patients' need for interpreter services were not identified on their patient chart by 100% in 12 months.	<p>Policy document produced on time and finalized through input of staff.</p> <p>All staff are trained to implement policy</p> <p>2 rounds of chart reviews are conducted according to schedule</p> <p>All LEP patients' need for language assistance are documented in their charts</p>	Center provides prompt and efficient language assistance services to its LEP patients	<p>Observation</p> <p>Staff interviews</p> <p>Patient satisfaction surveys</p>

Worksheets

GOAL:																		
Objective 1																		
Activity 1.1					Activity 1.2							Activity 1.3						
Resources Needed					Resources Needed							Resources Needed						
Timeline	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	M13	M 15	M 16	M17	M18	M19
Activity 1.1																		
Activity 1.2																		
Activity 1.3																		
Evaluation Plan				Process Efficiency Indicators					Outcome Effectiveness Indicators					Evaluation Strategies				
Objective 1:																		