

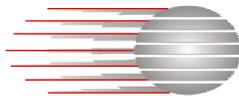
# *Assessing the Impact of Physician-Patient Communication Barriers on Health Care Costs and Quality*

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## **Project Overview**

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**Angela Ware, Ph.D.**



**COSMOS  
CORPORATION**



**OFFICE OF  
MINORITY  
HEALTH**

DoubleTree Hotel  
and Executive Meeting Center  
Rockville, MD  
May 8, 2003

# *Study Purpose*

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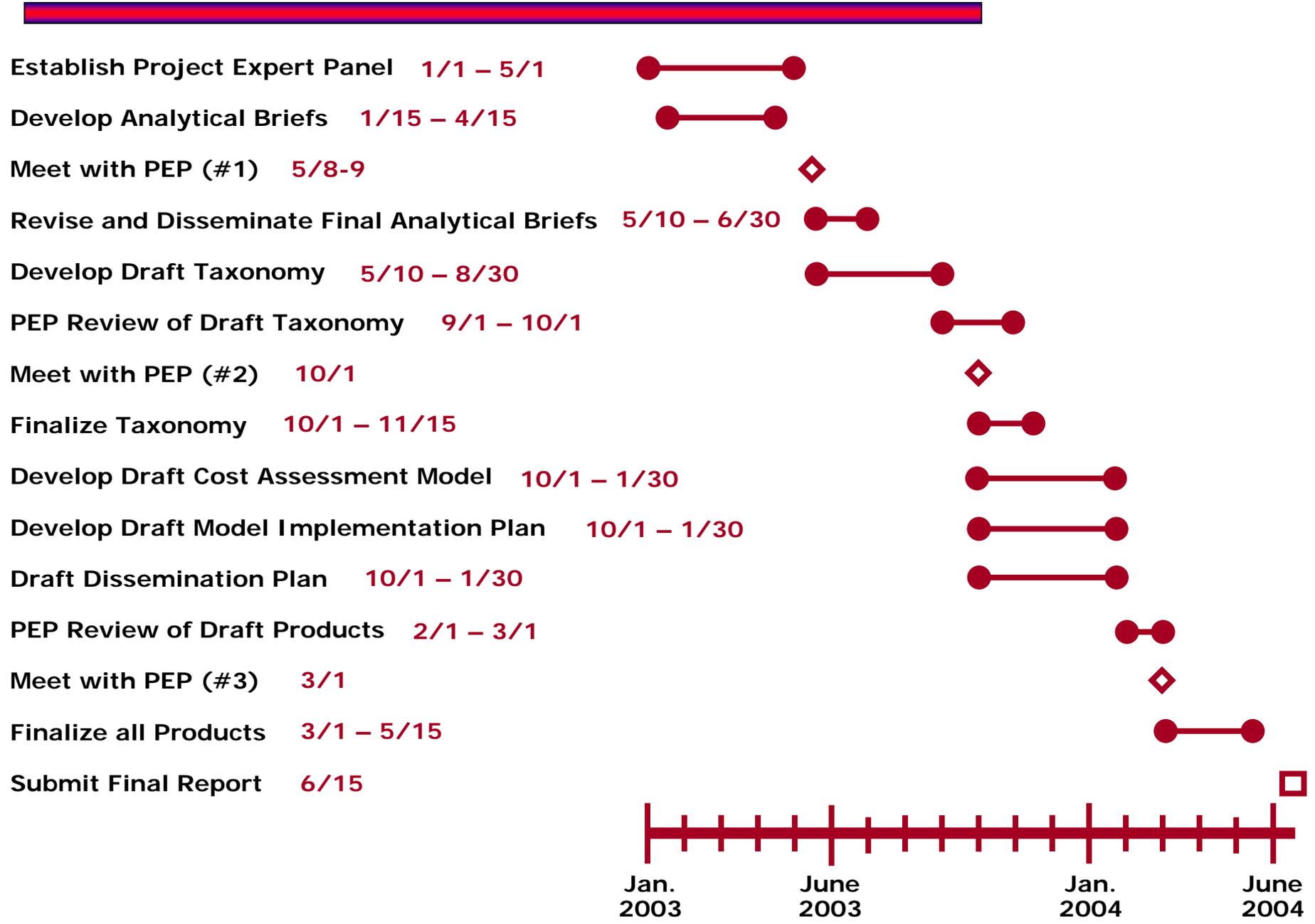
- Many health plans and providers have argued the provision of linguistically appropriate services (LAS) to limited English proficient (LEP) patients is too costly.
- OMH is exploring the nature and extent of costs associated with not providing LAS.
- Health plan administrators and providers will have a balanced cost assessment to better weigh the “pros and cons” of providing LAS.
- Objectivity and credibility are critical characteristics of this study.

# *Study Goals and Products*

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- Develop a *Taxonomy* of medical errors that result from physician-patient communication barriers.
- Develop a *Cost Assessment Model* that illustrates the conceptual linkages between (1) costs associated with (2) medical errors that result from (3) physician-patient communication barriers.
- Develop a *Model Implementation Plan* for conducting an actual cost-benefit study.

# Project Timeline: January 2003 – June 2004



# *Project Expert Panel*

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## Areas of Expertise:

- Communication/Language Barriers and Cultural Competency
- Medical Errors and Patient Safety
- Health Care Quality and Health Disparities
- Health Economics and Cost-effectiveness in Health Care

# *Three Project Expert Panel (PEP) Meetings*

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## ■ Meeting #1: May 8-9, 2003

- Provide an overview of current literature in four areas of study
- Discuss the development of a taxonomy
- Discuss the development of a cost assessment model
- Discuss key issues related to model implementation (cursory)

## ■ Meeting #2: October 2003

- Provide input for finalizing taxonomy
- Discuss the development of a cost assessment model
- Discuss potential product dissemination efforts

## ■ Meeting #3: March 2004

- Provide input for finalizing cost assessment model
- Provide input for finalizing model implementation plan and dissemination plan

# *Defining Study Parameters*

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## ■ **Scope of Communication Barriers**

- Physician-Patient communication only
- Verbal communications only
- During clinical encounters only

## ■ **Scope of Language Barriers**

- Language dissonance (physician and patient speak different languages)
- Linguistic clarity (same language, but unfamiliar or heavy accent or different dialect)
- Health literacy (health concepts are unclear or complex)
- Physicians' use of technical language (medical terms used are unfamiliar)

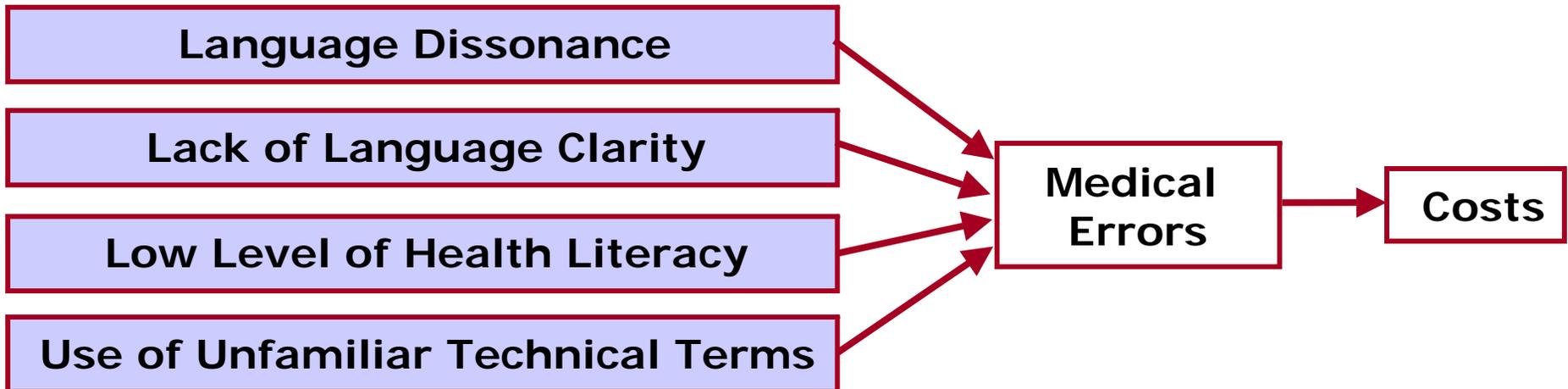
# *Sample Draft Shell for Developing a Model*

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# Sample Draft Shell for Developing a Model

## 1. EXAMPLE USING BROAD SCOPE

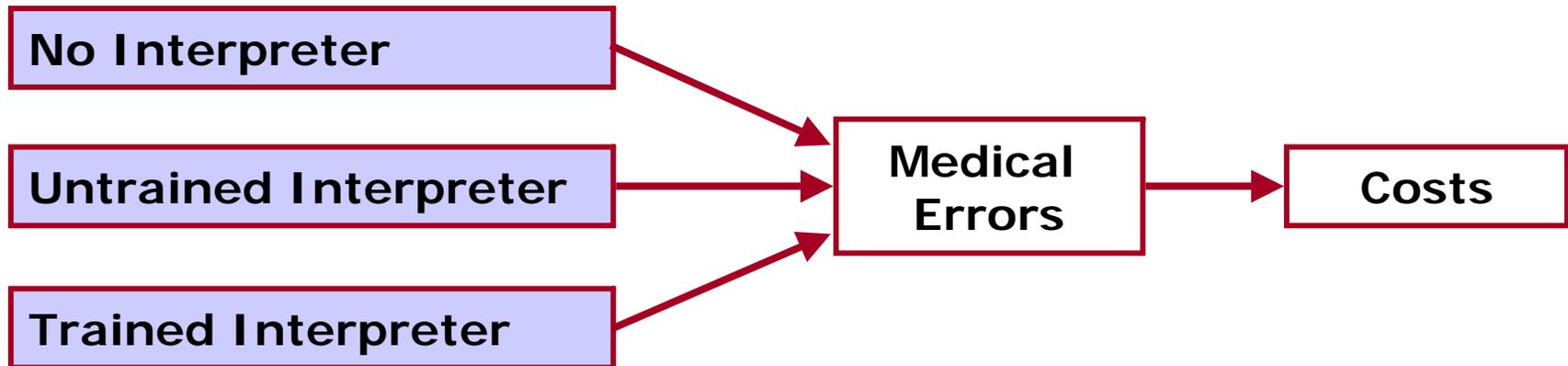


# Sample Draft Shell for Developing a Model

## 2. EXAMPLE USING MORE FOCUSED SCOPE

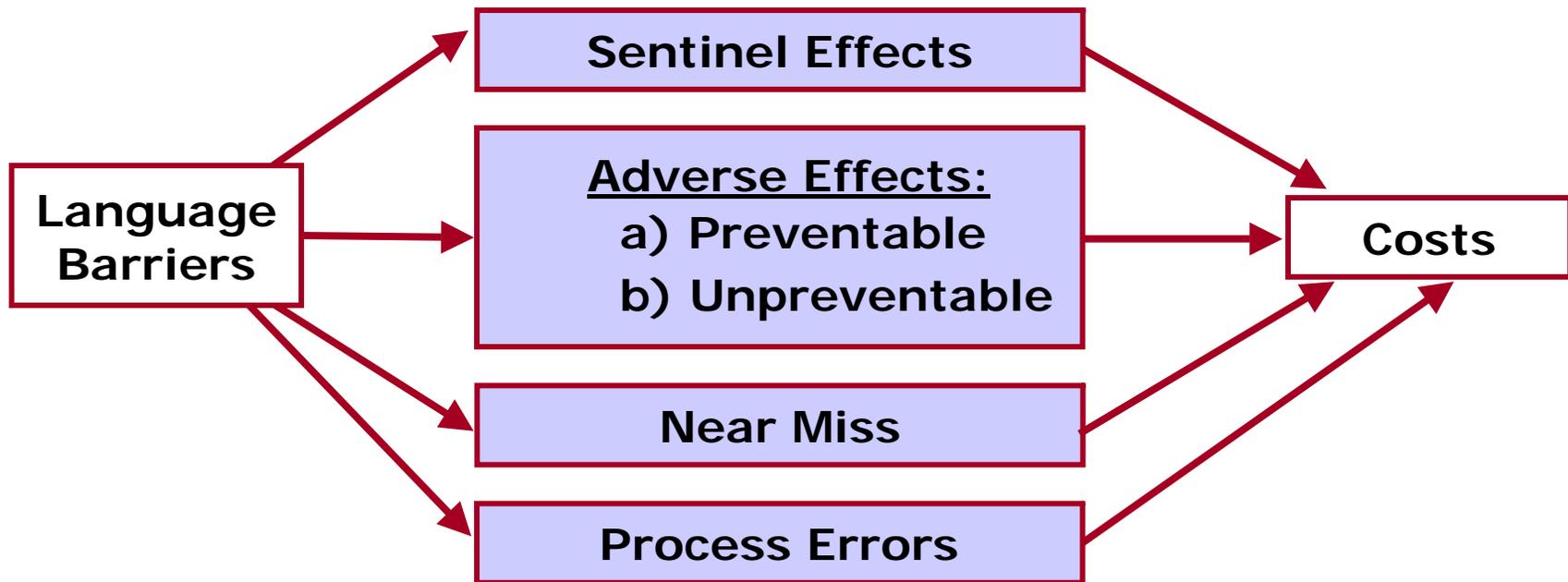


### Strategies for Addressing (or not addressing) Language Dissonance:



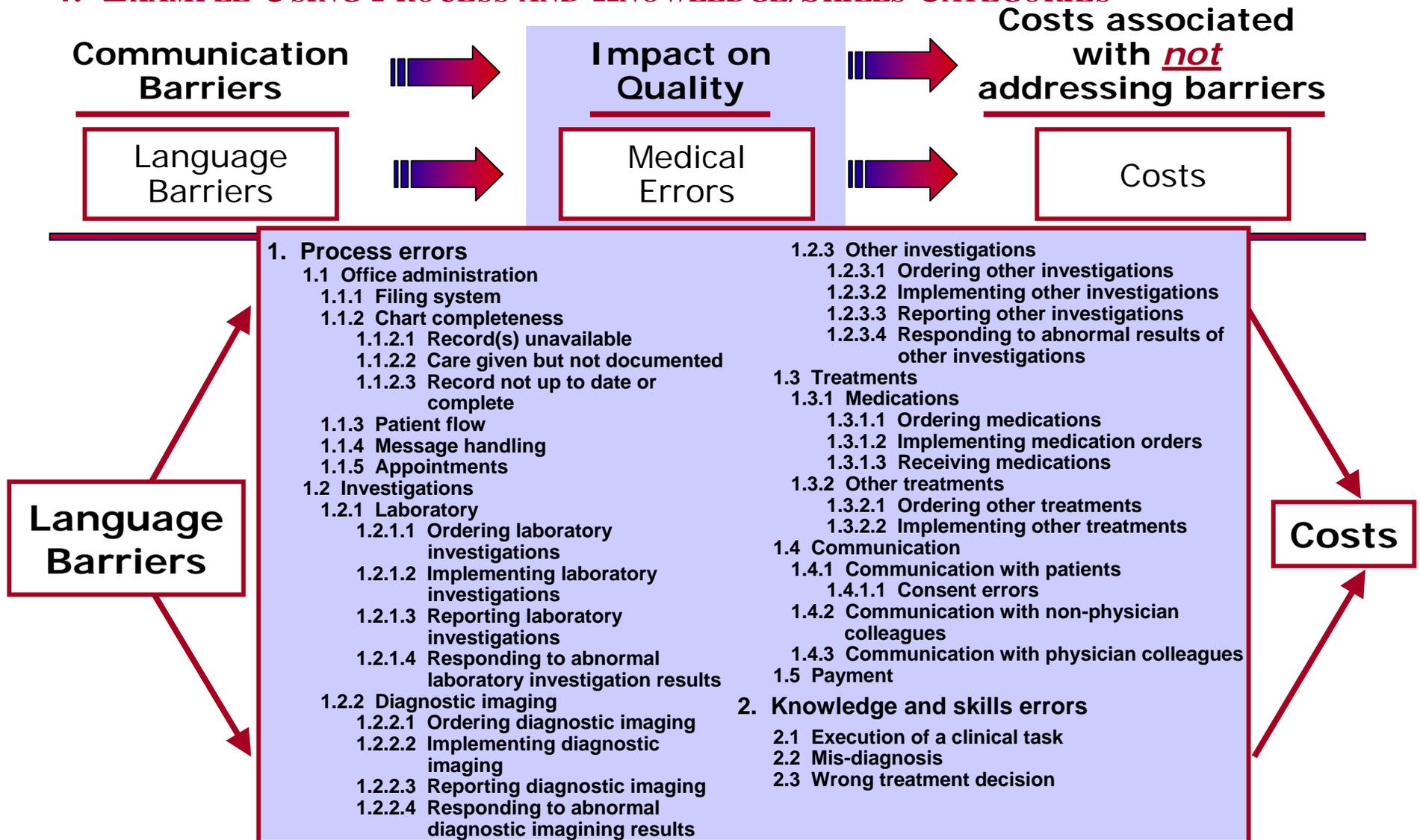
# Sample Draft Shell for Developing a Model

## 3. EXAMPLE USING EVENT CATEGORIES



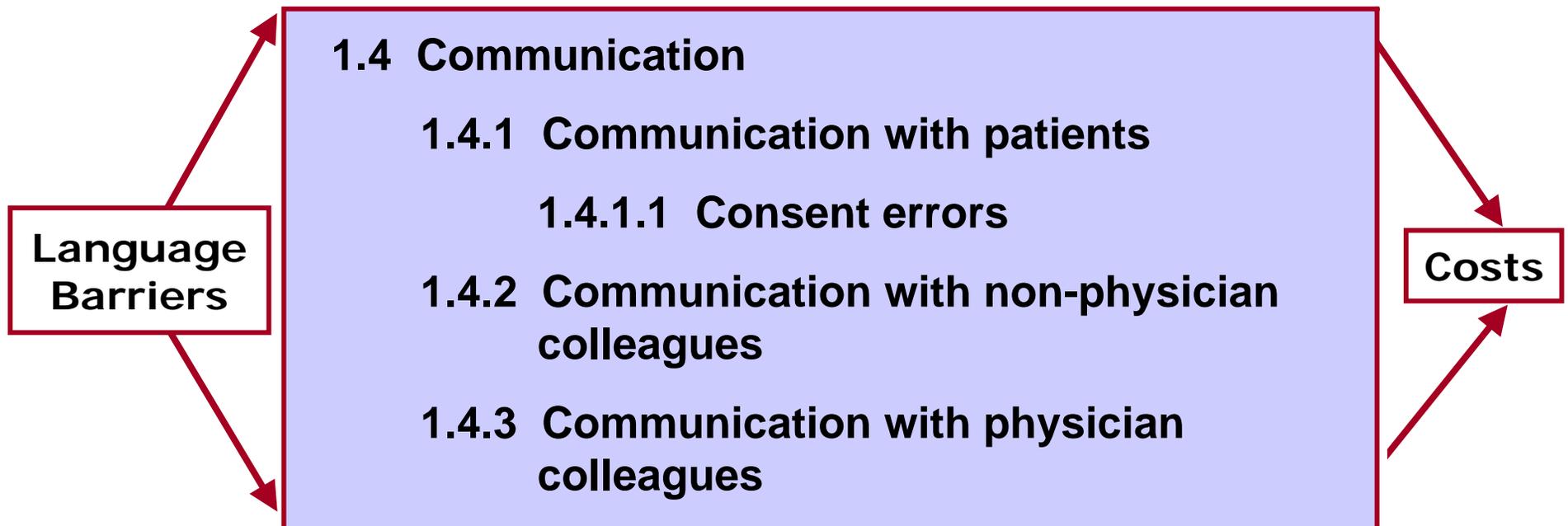
# Sample Draft Shell for Developing a Model

## 4. EXAMPLE USING PROCESS AND KNOWLEDGE/SKILLS CATEGORIES



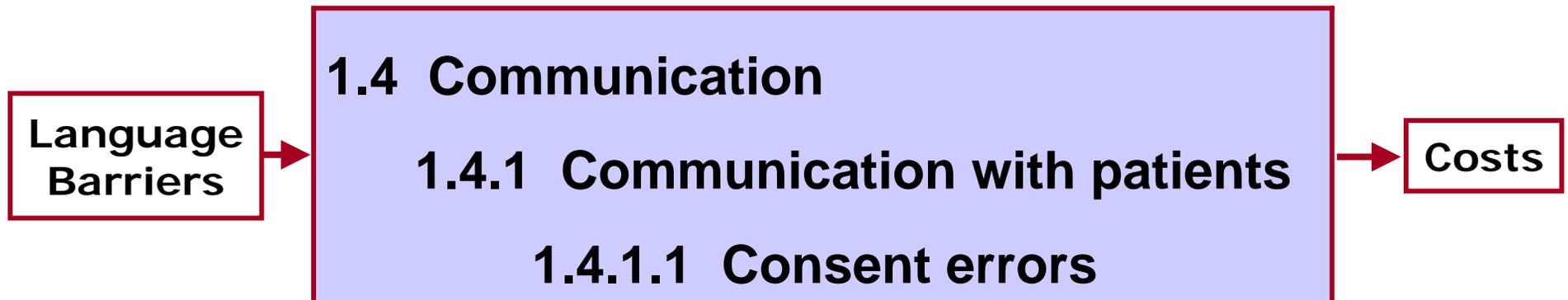
# Sample Draft Shell for Developing a Model

## 4. EXAMPLE USING PROCESS AND KNOWLEDGE/SKILLS CATEGORIES



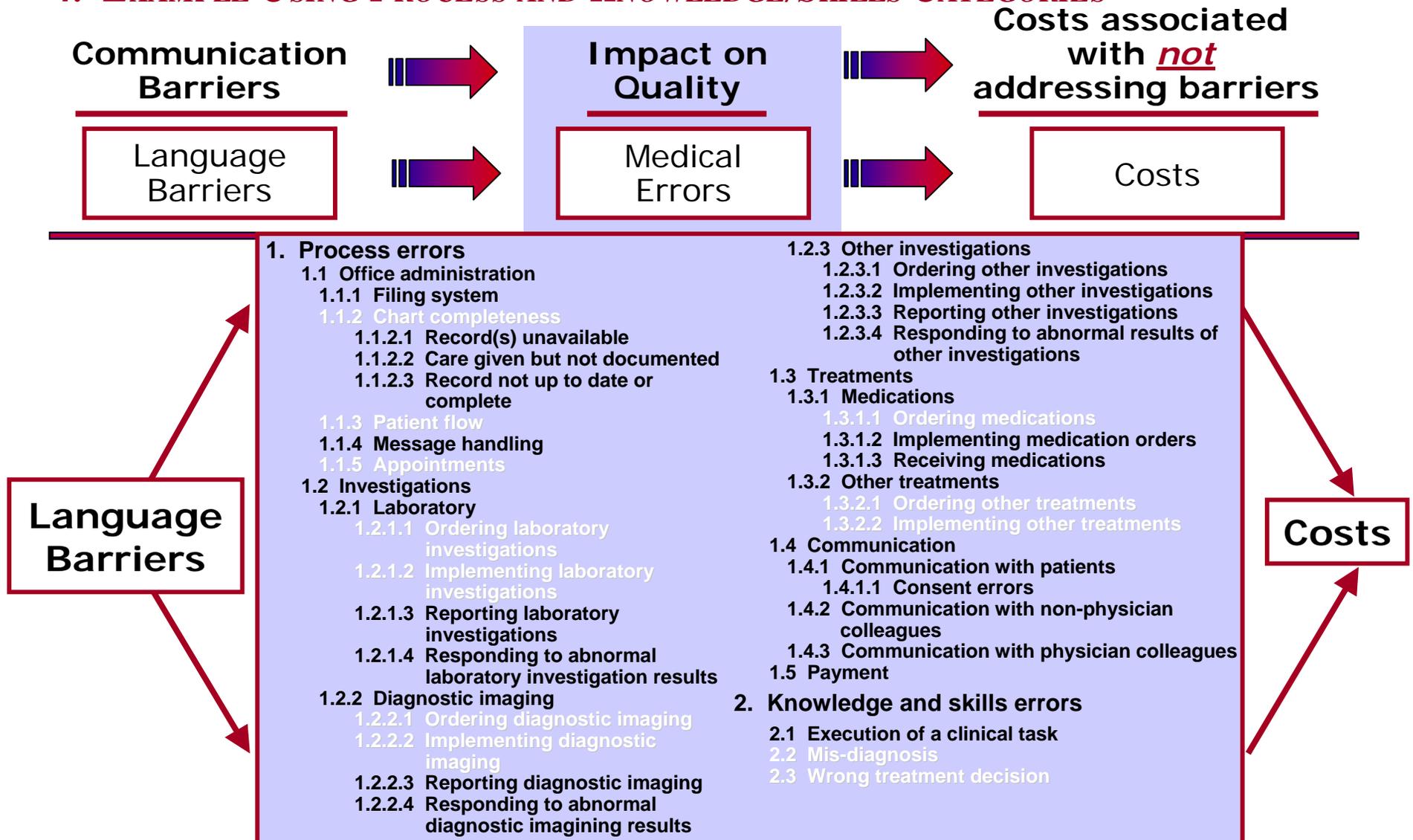
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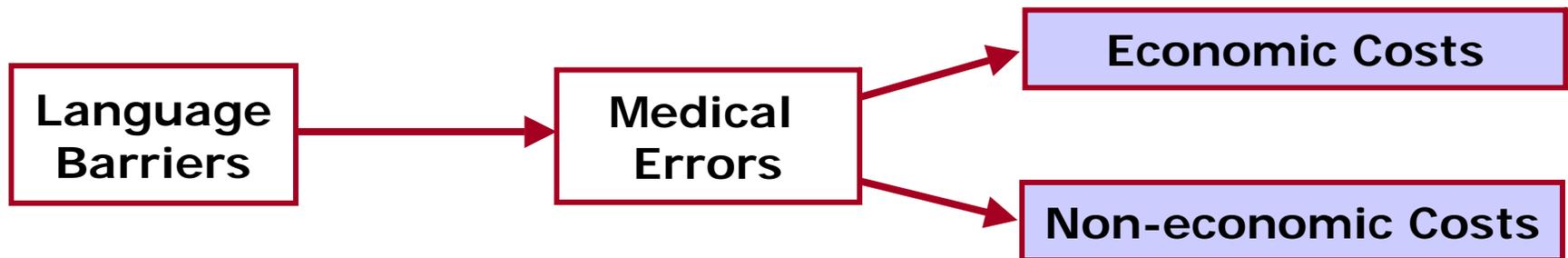
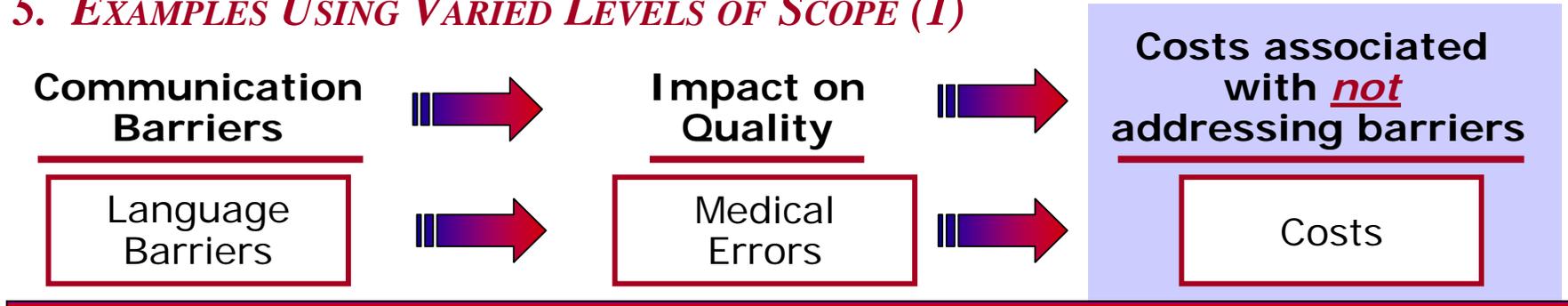
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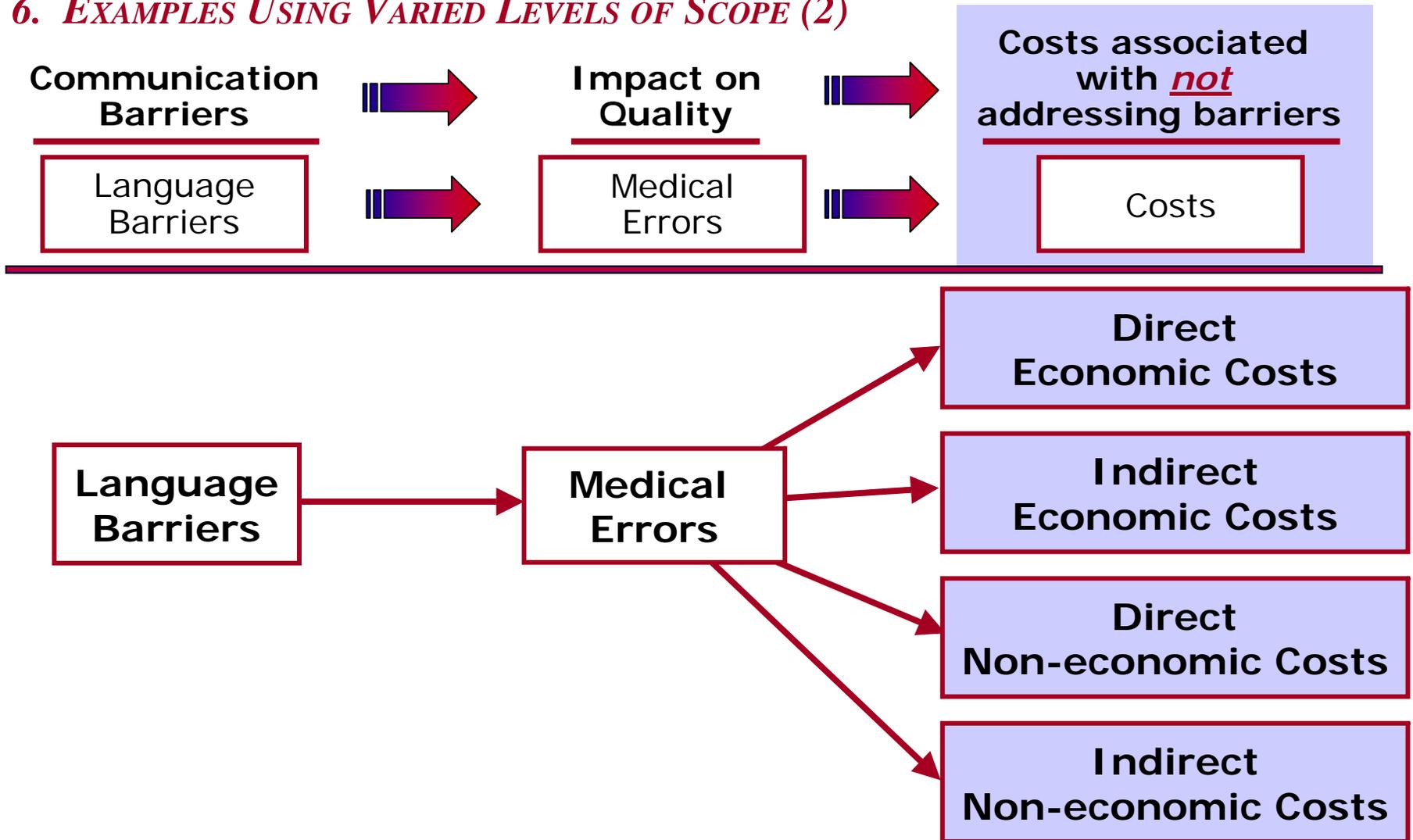
# Sample Draft Shell for Developing a Model

## 5. EXAMPLES USING VARIED LEVELS OF SCOPE (1)



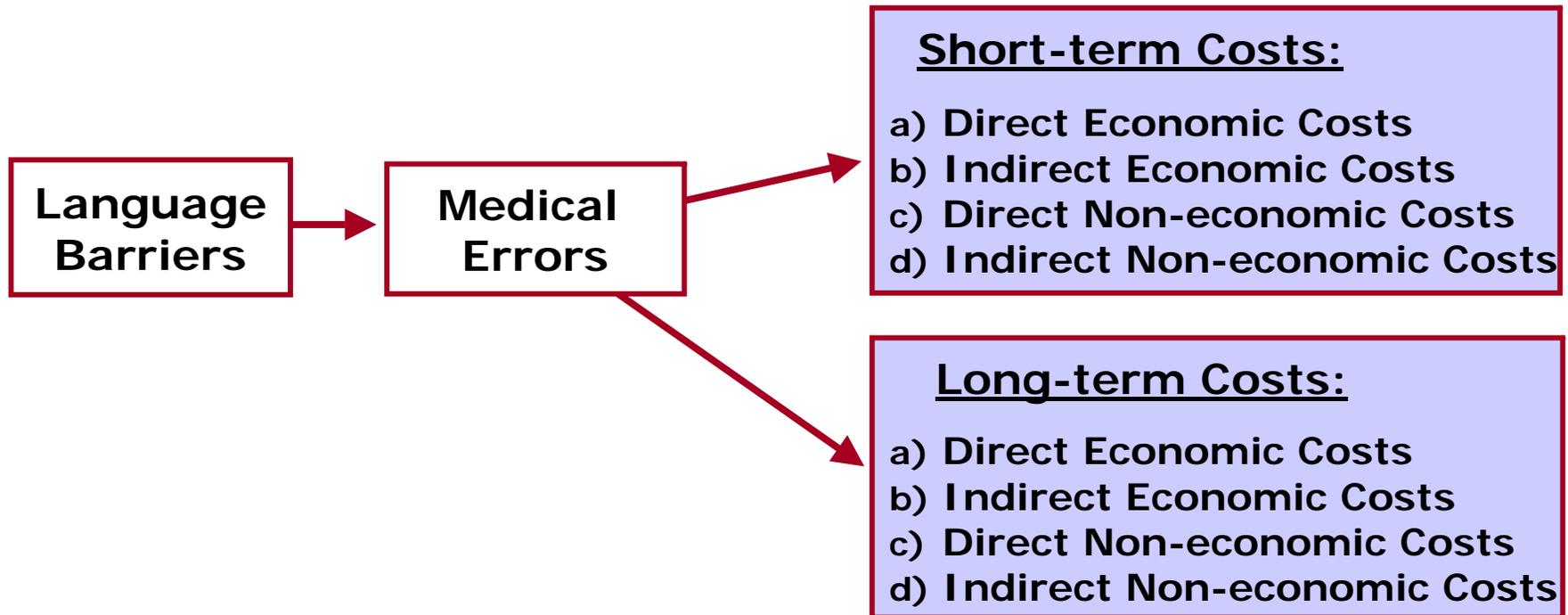
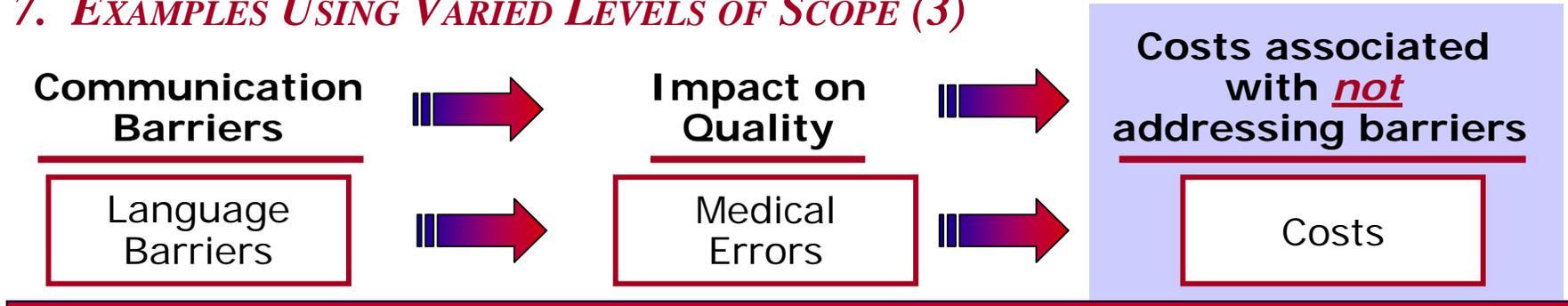
# Sample Draft Shell for Developing a Model

## 6. EXAMPLES USING VARIED LEVELS OF SCOPE (2)



# Sample Draft Shell for Developing a Model

## 7. EXAMPLES USING VARIED LEVELS OF SCOPE (3)



## *Key Considerations: Utilization of Products*

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- Throughout this first meeting—*and the entire project*—we must never lose sight of the intended long-term utilization for the products we develop in this “first phase” project.
- The Cost Assessment Model (that includes the taxonomy) developed for this project phase will be utilized in a future cost assessment study.
- Discussions and decisions for this project must consider *practical model implementation* (and measurement) when defining parameters and conceptual complexities.