



Translating Medication Labels:

Launching An Interprofessional Grassroots
Advocacy Campaign for Health Equity

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BACKGROUND



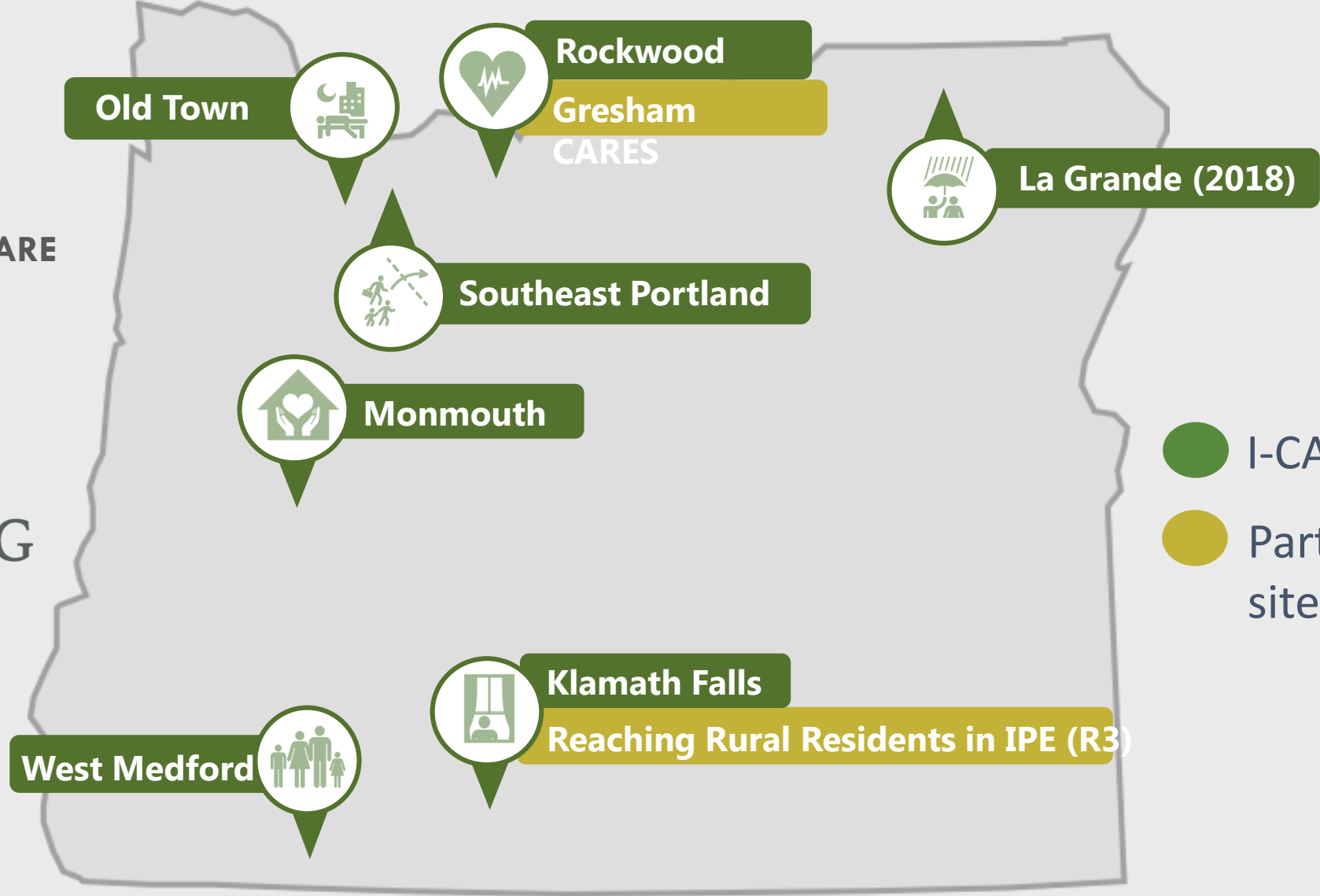
I-CAN



INTERPROFESSIONAL CARE
ACCESS NETWORK



School of
NURSING



-  I-CAN
-  Partner sites



STUDENT WORK



PROJECT IMPETUS



BACKGROUND



Limited English proficiency (LEP) correlates with:

EDUCATION

POVERTY

**HEALTH
INSURANCE**

**HEALTH
LITERACY**



BACKGROUND



- Information
- Decisions
- Medication adherence
- Appointment attendance

- Provider instruction
- Ethical compromise
- Informed consent



Language barriers may affect the delivery of adequate care and rivals **lack of insurance** in predicting health service use.

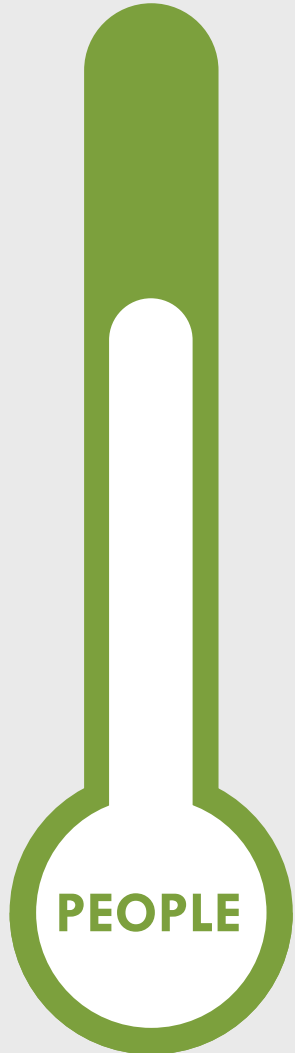
– Institute of Medicine, 2006



BACKGROUND



1.5M

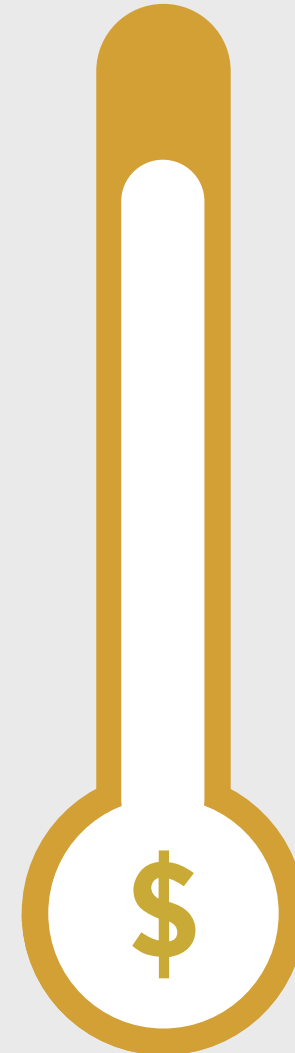


Medication errors harm 1.5 million people every year costing close to \$3.5 billion annually.

*“The rate of adverse events associated with medication errors is **2.5 times greater** in limited English proficiency patients compared to English speaking patients.”*

– International Journal for Quality in Health Care

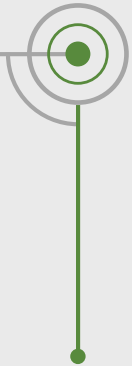
\$3.5B



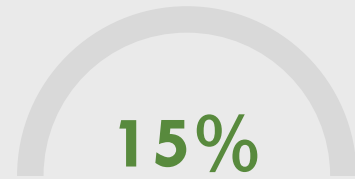
STEP ONE



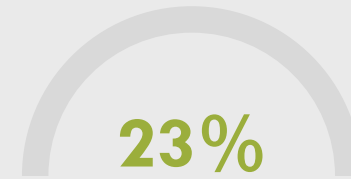
STEP ONE



COLLECT DATA ON
LEP POPULATION



15%
of Oregonians speak
a language other than
English at home.



23%
of people in Oregon
do not speak English
“well” or “at all.”



STEP TWO



IDENTIFY SYSTEM GAP
ASSOCIATED WITH
ACCESS TO
BY PEOPLE

CLIENT

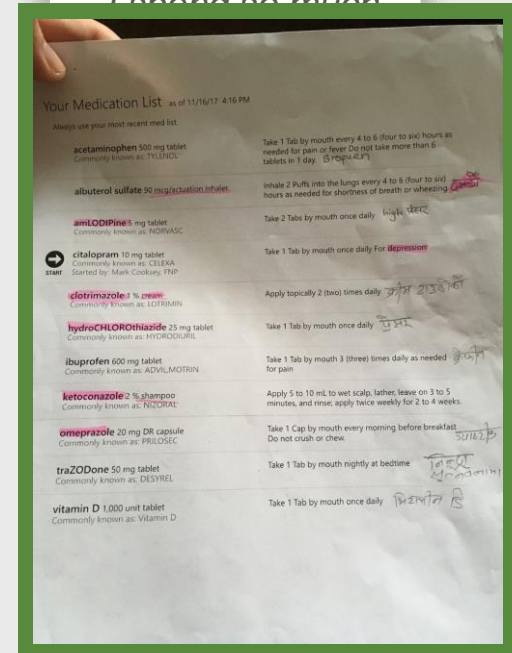
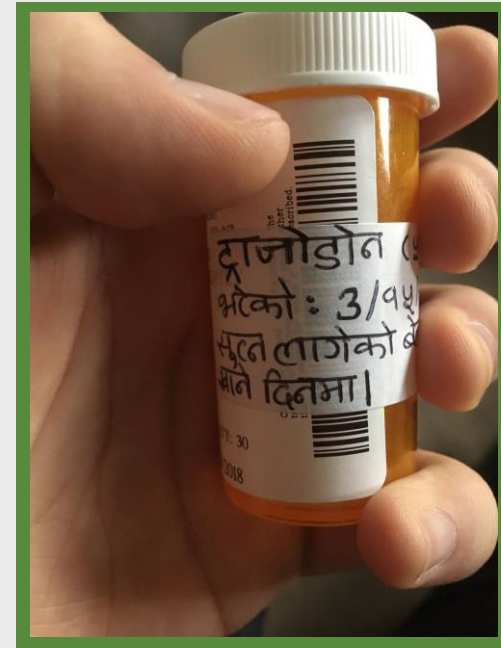
MEDICATION KNOWLEDGE

More than **75%** of SE Portland I-CAN clients are not taking medications as prescribed

PHARMACY

Only **1 in 10** SE Portland I-CAN clients knew the name, purpose, and frequency of all their medications

EFFICIENCY AND EFFICACY



STEP ONE



COLLECT DATA ON LEP POPULATION



COMMUNICATION



“The single biggest problem in communication is the illusion that it has taken place.”

– George Bernard Shaw

“Knowing enough English to nod can be dangerous.”

– Marius Ibuye

“Most LEP individuals endure the consequences of ineffective communication in silence.”

– Language Services Guide for Pharmacists



ACTION



**HEALTH
AND SAFETY
ISSUE**

**EQUITY AND
SOCIAL
JUSTICE ISSUE**

**CONTRIBUTE
TO HIGH
HEALTHCARE
COST**



STEP THREE



IDENTIFY SYSTEM GAP
ASSOCIATED WITH
ACCESS TO PHARMACIES
BY PEOPLE WITH LEP



NARROW FOCUS AND
DRAFT WHITE PAPER

STEP ONE



COLLECT DATA ON
LEP POPULATION

STEP TWO



STEP FOUR



IDENTIFY SYSTEM GAP
ASSOCIATED WITH
ACCESS TO SERVICES
BY PEOPLE WITH LEP



CONDUCT INTERVIEWS AND ATTEND MEETINGS WITH STAKEHOLDERS



STEP ONE



COLLECT DATA ON LEP POPULATION



STEP THREE



STEP TWO



NARROW FOCUS AND DRAFT WHITE PAPER

STEP FOUR



STEP FIVE



IDENTIFY SYSTEM GAP ASSOCIATED WITH ACCESS TO PHARMACIES BY PEOPLE WITH LEP

CONDUCT INTERVIEWS AND ATTEND RELATIONAL MEETINGS WITH ASSOCIATE AND STAKEHOLDERS

CIVIL RIGHTS ISSUE

Title VI of the Civil Rights Act of 1964

The denial or delay of medical care because of language barriers constitutes discrimination and requires that recipients of Medicaid or Medicare funds provide adequate language assistance to patients with limited English proficiency.

STEP TWO

*“must offer and provide language assistance services, including bilingual staff and interpreter services, **at no cost to each patient/consumer with limited English proficiency** at all points of contact, in a timely manner during all hours of operation.”*

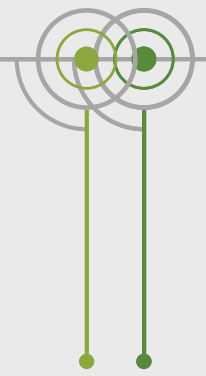
STEP FOUR

NARROW FOCUS AND DRAFT WHITE PAPER

Affordable Care Act Section 1557

Requires that health care organizations use “qualified” interpreters to communicate with LEP patients.

STEP ONE



STUDY CURRENT DATA ON OREGON POPULATION AND SEEK LEGAL EXPERTISE

STEP THREE



STEP FIVE



STUDY CURRENT OREGON LAWS AND SEEK LEGAL EXPERTISE



STEP FIVE



LEGAL PRECEDENT: NEW YORK



STEP FIVE



*“The need to understand prescription information can literally be a matter of life and death. For those New Yorkers who do not speak English as a first language this agreement will ensure they have the medical information needed to protect their health and well-being and that of their families.” – **Governor Cuomo of New York***

In August 2009, the New York City Council passed the Language Access Pharmacies Act (LAPA).

STUDY CURRENT
OREGON LAWS AND
SEEK LEGAL EXPERTISE



STEP FIVE



LEGAL PRECEDENT: CALIFORNIA



STEP FIVE



15 directions in Chinese, Korean, Russian, Spanish, and Vietnamese.

“Upon the request of a patient or patient’s representative, a dispenser shall provide translated directions for use, which shall be printed on the prescription container, label, or on a supplemental document.”

In January 2016, California passed the Prescription Drug Label bill (AB-1073).

STUDY CURRENT
OREGON LAWS AND
SEEK LEGAL EXPERTISE



STEP SIX



IDENTIFY SYSTEM GAP
ASSOCIATED WITH
ACCESS TO PHARMACIES
BY PEOPLE WITH LEP

Kristen Beiers-Jones, RN, MSN
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CONDUCT INTERVIEWS AND ATTEND
RELATIONAL MEETINGS WITH
ADVOCATES AND STAKEHOLDERS

Marius Ibuye, Pharm.D. Candidate
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STEP SIX

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STEP THREE

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STEP FIVE

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STEP TWO

Matthew Ngo, BSN
... and OHSU I-CAN nursing
students

STEP FOUR

COLLECTOR TEAM
LEP POPULATION

Cheryl Coon, JD
*Executive Director, Refugee &
Immigrant Services and
Empowerment (RISE)*

NARROW FOCUS AND
DRAFT WHITE PAPER

STUDY CURRENT
OREGON LAWS AND
SEEK LEGAL EXPERTISE



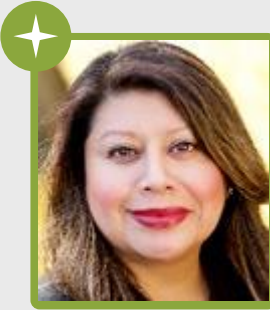
STEP SEVEN



MEET WITH LEGISLATORS



Rep. Sheri
Malstrom



Rep. Teresa
Alonso León



Rep. Rob
Nass



Rep. Mitch
Greenlick

"This is a no-brainer."

STEP SIX



FORM A CORE TEAM

STEP SEVEN



Rep. Alissa
Keny-Guyer



Sen. Laurie
Monnes Anderson



Sen. Elizabeth
Steiner Hayward



STEP EIGHT



MEET WITH LEGISLATORS

STEP SIX

STEP EIGHT

FORM A CORE TEAM



UNDERSTAND AND ADDRESS CHALLENGES



STEP NINE



“To date, research and regulatory requirements for medication safety in the US have attended insufficiently to the patient-safety risk inherent in providing complex, English-language labels to non-English speaking families.”

MEET WITH LEGISLATORS

FUTURE PLANS...

Journal of the American Pharmacists Association, 2016

STEP SIX

STEP EIGHT

STEP SEVEN

STEP NINE

Leann Knapp

Chief of Staff

Office of Rep. Teresa Alonso Leon

Oregon State Legislature House District 22

UNDERSTAND AND ADDRESS CHALLENGES

FORM A CORE TEAM





Questions?

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