

## Health Workforce Team Workforce Development Initiative

**Objective 1.3 PFHF Community Health Improvement Plan:** Based on the results of the survey in objective 2, increase the percentage of employers that follow CLAS Standards 3, 4, and 7 (workforce composition, cultural competency, language access) by September 2018.

*“Statistics are people with the tears wiped away.”*

~ Irving Schikoff

Imagine we gather 8 patient/community stories at one Story Center workshop. How might these stories be used?

**Patient stories** speak to issues not easily discussed or addressed in the clinical setting. This might be for any number of reasons, including but not limited to: time constraints; patients/family are uncomfortable discussing certain issues or do not understand their rights; cultural differences or biases preclude providers from asking the right questions and/or appropriately negotiating care; there is not a trained interpreter involved in care; etc.

Such stories could be shared with providers and practice managers to help them understand the need for better cultural competency education and/or improved language/communication access. The stories might also explicate challenges outside the clinical setting that providers need to consider in eliciting information and providing care, prescribing medications or otherwise making recommendations.

The stories might also be used in educating current providers or providers in training. For example, imagine trainers being able to view and process within appropriate frameworks one or two patient stories—patients in our own community who have faced very real challenges here. This would bring concepts home. What worked? What was done well? What might have been done differently? How could the patient have been better supported? Were there supports in the community that could have been offered?

Stories might also be used with our policy makers at all levels. This might include leaders at Inova or other provider organizations. It might also include our local and state legislators. There is no shortage of data on the costs and the challenges. But how do we do better? Can we share resources? Can we push for Medicaid and insurance reimbursements for language services? Can we include cultural competency as part of our annual evaluations? What are our options?

We can collect other stories. What about **interpreters**? What stories can they share? **Providers** who are passionate about providing for their patients? **Nurses**, some who overcame tremendous odds and challenges to make it through school: what stories can they share? Are they the first in their family to go to college?

Contact me with questions. I am happy to share our vision and to invite you to participate in our work.

Leslie S. Kronz  
Program Manager  
Inova

Co-Chair  
Health Workforce Team  
Partnership for a Healthier Fairfax