

## **Resources**

### **Module 2**

### **Patient Safety: Communication**

#### **Limited English Proficiency**

Errors of medical interpretation and their potential clinical consequences: a comparison of professional versus ad hoc versus no interpreters

Flores, et al., *Annals of Emergency Medicine*, 2012

Flores et al., *Journal of Pediatrics*, December 2000, pages 842-848

AMA Journal of Ethics, 2007-08

Final Rule 2020, Section 1557, Patient Protection and Affordable Care Act  
Meaningful Access for Individuals with Limited English Proficiency, *Federal Register*

HHS Section 1557, Patient Protection and Affordable Care Act

U.S. Dept. of Health and Human Services, Civil Rights, Limited English Proficiency Resources for Effective Communications

U.S. Department of Health and Human Services website

#### **Transfer of Care**

Exploring a weak link in hospital care: handoffs and signouts

*Today's Hospitalist*, 2006; and

Communication failures in patient sign-out and suggestions for improvement: a critical incident analysis  
*Quality and Safety in Health Care*, 2005

Distractions During Resident Handoffs

Anderson, et al., *JAMA Surgery*, 2015

Evaluating Outcomes of Electronic Tools Supporting Physician Shift-to-Shift Handoffs: A Systematic Review  
Davis, et al., *Journal of Graduate Medical Education*, 2015

Physician-to-Nurse Handover

Odone, et al., *Journal of Patient Safety*, 2020

Variation in printed handoff documents: Results and recommendations from a multicenter needs assessment  
Rosenbluth, et al., *Journal of Hospital Medicine*, 2015

Changes in medical errors after implementation of a handoff program - PubMed (nih.gov)

Starmer, et al., *New England Journal of Medicine*, 2014

#### **Other**

Joint Commission National Patient Safety Goals

Do bedside whiteboards enhance communication in hospitals? An exploratory multimethod study of patient and nurse perspectives

Goyal, et al., *BMJ Quality & Safety*, 2020