



FERRIS STATE UNIVERSITY
BIRKAM HEALTH CENTER

November 15, 2012

Dr. David Pilgrim, Chief Diversity Officer
Diversity and Inclusion Office
Ferris State University
Big Rapids, MI 49307

RE: Faculty and Staff Diversity Mini-Grant

Dear Dr. Pilgrim and Granting Committee:

Thank you for the opportunity to apply for the Faculty and Staff Diversity Mini-Grant. The enclosed application is authored by Joan Kronlein, RN, Renee Vander Myde, LLP and Melissa Sprague, RN. Joan and Melissa are both staff nurses in the Birkam Health Center, who are passionate about quality patient care and the reduction of health care disparity often experienced by diverse populations. Renee, the Interim Director of the Birkam Health Center, shares their passion while also wanting to encourage staff growth and education.

The application details our program plan and budgetary needs. The plan is to implement a telephone interpretation service that will be available for use by Limited English Proficient (LEP) student patients. These students will be able to fully engage and participate in their medical services with their provider in the health center without the challenges that language barriers can create. In addition, this program will also help our student patients feel recognized and valued as students of Ferris State University.

The Office of Multicultural Student Services and the Personal Counseling Center, have contributed support in the amount of \$200.00 and will be effective partners in this endeavor. These initial monies will purchase the required telephone that will be installed in a designated exam room.

Again, we thank you for this opportunity and hope you will agree that this program is in line with several goals and initiatives of FSU while improving the quality of care to our LEP student patients.

Respectfully Submitted,


Joan Kronlein


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**Ferris State University
Faculty and Staff Diversity Mini-Grant Application**

I. Identification

Name of Primary Applicant: Joan Kronlein, RN
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II. Event Title (25 words or less)

Interpreter Program to reduce or eliminate health care disparities and national origin discrimination affecting Limited English Proficient (LEP) patients at the Birkam Health Center.

III. Specific core value, strategic initiative, or goal related to diversity that the event will address. (See the University Strategic Plan and the Diversity Plan)

Implementation of a phone interpreting service at Birkam Health Center aligns with:
Ferris State University Strategic Goal 2 (2-1, 2-2, 2.5, 2.7) (FSU, 2008);
Office of International Education Globalization Initiative 1 (1-1);
Ferris State University Core Value of Excellence;
Diversity and Inclusion office Strategic Goals

Ferris State University Strategic Goal by developing a university community where all are valued, welcomed and informed, Ferris State University Core Value of Excellence being committed to innovation and creativity, striving to produce the highest quality outcomes in all its endeavors, and The Diversity and Inclusion Office Strategic Goals of recruiting, retaining and graduating a diverse student population, and creating environments for student learning that are inclusive of and sensitive to a diverse student population.

IV. Abstract (150-200 word, use additional paper if necessary). If the application is approved the abstract will be posted on the Diversity and Inclusion Office website.

According to the Institute of Medicine “More interpreters should be available in clinics and hospitals to overcome language barriers that may affect the quality of care (2002).” It was also stated in the same report that LEP patients are more likely than English-proficient patients to suffer adverse events that are a result of communication errors. And of patients who experience physical harm, nearly half of LEP patients experience harm that ranges from temporary to fatal, compared to about one-quarter of English-proficient patients. And more than half of the providers believed patients did not adhere to treatment because of culture or language.

Birkam Health Center at Ferris State University has systems in place to provide quality health services to students. While we pride ourselves in the provision of quality, comprehensive and affordable health care, Birkam Health Center is challenged to effectively provide care to Low English Proficient (LEP) students and students with particular disabilities. The specific challenge discussed here includes interpreting the spoken and written word for our LEP and International student population. A number of International students in the beginning English classes have come to Ferris State University without English-speaking skills or a very limited capacity. One can imagine the potential difficulty this would pose for a student seeking appropriate health care on campus.

Birkam Health Center is at the core of the university and, as such, the Health Center states within its mission that we must “...complement the academic mission, by assisting students, their families and other targeted university groups to achieve their optimum level of health so they can participate in the formal learning process.” Poor health likely leads to poor academic progress and poor academic progress likely leads to dismissal from Ferris State University.

LEP students have the right to receive health information in their preferred language venue. This venue includes written information and verbal information including those cultural factors that affect understanding of health information. Our goal is to provide this by using special phones, translated materials, language services education, interpreters and marketing supplies for LEP.

V. Event Narrative (up to 4 pages single-spaced)

A. Conceptual framework

In helping develop a university community where all are valued, welcomed and informed, we are directly confronting the issues of disparities in health care related to LEP. The implementation of telephone interpreting services will provide the opportunity for LEP students to be actively involved and engaged in their health

care. This service will be easily accessed through the Birkam Health Center staff (a medical provider or registered nurse) via the special telephone installed in a designated exam room. The health care provider and the LEP patient will be able to converse about the patient's health care needs and potential treatments through the Pacific Interpreter on the double handset phone.

B. Goals and Intended Outcome

When LEP students have the opportunity to access quality health care through an appropriate language venue, we believe they will be more likely to better take care of their individual health needs. We believe when students can achieve and maintain health, they are far more likely to stay in school and be successful students.

C. N/A

D. Timeline

10/2012	Literature Review Determine Best Practices (Provision of Service) Determine Training Needs (All Staff) Identify Providers (Pacific Interpreters) Develop Service Contract (Risk management, General Council, Pacific Interpreters, Purchasing)
11/2012	Determine Supplies/Equipment Needed (Double Handset Phone) Identify Partners (Telecom, OMSS, OIE) Create Surveys / Outcome Tools Establish Budget (Supplies, Advertising, Materials, etc.)
11/2012	Submit Grant Proposal
12/2012	Equip Exam Room Prepare Marketing Materials Have all necessary BHC forms translated
1/2013	Train Staff Implement Services
2/2013	Begin Tracking Progress and Effects (collect outcome data)
3/2013	Collect Data, provide preliminary report to Diversity and Inclusion Office
4/2013	Collect Data
5/2013	Provide final report to Diversity and Inclusion Office and Staff Evaluate for further growth

E. Target

Approximately 200+ Limited English Proficient (LEP) students. This number is expected to grow with increased enrollment annually.

F. It is expected that more LEP students will utilize the Birkam Health Center for their health care needs and will report positive health and academic outcomes.

G. LEP students utilizing the service will be given a survey at the conclusion of their appointment to determine their level of satisfaction with the service and whether or

not the service has made their experience at Ferris State University more supportive and inclusive, thus increasing their chances of academic success.

VI. Budget

A. Anticipated Expenses	
1. Telephone Purchase	100.00
2. Translation services of internal and external communications (advertising, BHC forms, etc.)	1500.00
3. Interpretation Services for 20 LEP patients at per minute x 30 minutes	<u>810.00</u>
TOTAL	\$2410.00
B. Funds anticipated from other sources	
1. Office of Multicultural Student Services	100.00
2. Personal Counseling Center	<u>100.00</u>
TOTAL	\$200.00
C. Total amount requested from Faculty and Staff Diversity Mini-Grant.	\$2210.00

VII. Final Report

A final report is required and it will appear on the Diversity Office's website. That report is due no later than three months after the funded activity. The final report should address:

- a: A self-evaluation
- b: Results of the event assessment
- c: Attendance figures
- d: Final budget

Applicants' Signatures:

Renee VanderMyde, MA LLP

Submission Date: 11/15/2012