



## **Language Access 101: Creating Inclusive Clinics**

### **Overview**

In Language Access 101: Creating Inclusive Clinics, Gabriela Flores from Children’s Mercy Hospital and Clinics, a Title X sub-recipient, discusses the importance of language services and the federal regulations for the provision of language services. This information is appropriate for all clinic personnel.

### **Successful Completion**

This course offers .5 contact hours. To receive contact hours, participants must complete the course with a satisfactory grade of 80% or higher on the quiz and complete the Evaluation/Request for Credit form. CNE and certificates of completion will be available immediately upon passing the course and submitting the evaluation.

### **Objectives**

1. Understand the regulatory landscape for the provision of language services
2. Identify clinical areas and touchpoints where language services are critical
3. Recognize the infrastructure elements needed to deliver culturally and linguistically appropriate services

### **Conflict of Interest**

In accordance with continuing education guidelines, speakers and planning committee members have disclosed financial relationships with commercial interests that may create a potential conflict of interest. Gabriela Flores, BA, MSM has nothing to disclose.

### **Disclosures for Planning Committee**

Sharon Colbert, Charlotte Curtis, Angela Bolen, Viannella Halsall and Martha Loftgreen have nothing to disclose. Jacki Witt is on the advisory panel for Afaxys (Resolved).

### **Commercial Support/Sponsorship:**

There is no commercial support for this training.

### **Non-Endorsement of Products:**

The University of Missouri-Kansas City School of Nursing and Health Studies and the American Nurses Credentialing Center do not approve or endorse any commercial products associated with this activity.

**Enduring Materials** – CNE contact hours will be awarded for this program through December 31, 2019.

### **Accreditation**

The University of Missouri-Kansas City School of Nursing and Health Studies is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center’s Commission on Accreditation.

This program offers up to .5 contact hour for this activity.

**Contact Angela Bolen at [bolena@umkc.edu](mailto:bolena@umkc.edu) if you have questions regarding continuing education credit.**