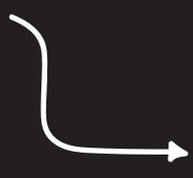
How Well Does Your Experience Infrastructure Hold Up?

Use these questions to assess how well your organization connects language access, accessibility, and operational infrastructure across the patient journey.





Language access and accessibility

→ Is language access available at every stage of the patient journey, from scheduling through post-discharge follow-up, with preferences captured and carried forward automatically?

→ Can LEP patients reach the right interpreter quickly and easily?

→ Are translated materials and accessible formats (braille, large print, ASL, audio) managed through a coordinated workflow with consistent terminology?

Operational infrastructure

→ Do your language services, accessibility, and back-office vendors coordinate with each other, or operate independently?

→ Is institutional knowledge (glossaries, style guides, brand standards) shared across departments and vendors?

→ Are your clinical communications (discharge instructions, care transition materials, medication information) moving through standardized workflows with quality controls?

→ Do your systems talk to each other? Are language preferences, accessibility needs, and care coordination data connected across your EHR and other platforms?

→ Are compliance requirements across language access, accessibility, billing, and data privacy managed as a coordinated system or as separate workstreams?

If the answer to several of these questions is “no” or “not sure,” the distance between your patient experience strategy and your experience infrastructure may be wider than you think.

Status