

Improving English skills reduces barriers to care.

Overcoming language barriers to healthcare is a global challenge.¹ It follows that clear communication is critical for safe, high-quality healthcare. In fact, for physicians and other staff, "language has been described as medicine's most essential technology..."²

In addition to limited advanced English proficiency becoming a language barrier, low health literacy and cultural differences can also create disconnects between patients, families, and their medical providers.

Language barriers are likely to have a negative impact on health outcomes, especially increasing the risks of:

- Medical errors and complications
- Malpractice issues
- Decreased patient satisfaction
- Reduced staff collaboration

No longer is it necessary for a lack of English language skills to continue separating medical staff from those they serve—or place an added burden on administration.

Our Rosetta Stone® Catalyst® online language solution takes a holistic view of healthcare communications to help professionals:

- Develop greater patient and doctor trust
- Reduce outside interpreter costs
- Enable regulatory compliance

KEY FEATURES

English proficiency testing assesses existing skill level and provides learner placement based on individual goals and proficiency

Targeted learning paths meet the needs of beginner, intermediate, and advanced language learners

Optional online tutoring enables group and one-on-one learning

Mobile support is available for laptops, tablets, and phones

Progress, usage, and proficiency reports measure learner development

Training, implementation, and support services foster positive learning outcomes



KEY BENEFITS

Rosetta Stone® online language solutions scale easily and integrate into existing training and development programmes efficiently.

- Learners develop everyday conversational skills in a self-paced environment
- Real-world lessons can be applied quickly, increasing community engagement
- Wide variety of content, including history, culture, stories, and geography
- Increased speaking exercises help to build learner confidence
- Learners can access programmes anywhere, anytime



Online language learning increases flexibility and access.



WHAT DOES OUR ONLINE LANGUAGE TRAINING PROVIDE?

Rosetta Stone® Catalyst® unified language-training solution sparks the confidence of healthcare professionals using English as their second language—increasing their ability to communicate effectively. It identifies the organisation's diverse language-training needs, offers targeted instruction for every employee, and delivers content and activities that increase learner engagement.

Our Catalyst solution offers English as well as 23 other languages. Healthcare employees can increase confidence and practise time with self-paced learning, mobile access, and optional online tutoring.

Robust reporting tracks learner usage, progress, and proficiency; managers can see and act on that insight to ensure public-facing staff meets the required language standards to perform their jobs well.

Our advanced content provides additional focus on:

- Patient-centred communications
- Professional ethics
- Medical terminology

"The importance of good communication between providers and patients has long been recognised: language has been described as medicine's most essential technology — the principal instrument for conducting its work."²



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About Rosetta Stone

Rosetta Stone is a global leader in technology-driven language and learning solutions for individuals, classrooms, and entire organizations.

Our scalable, interactive solutions have been used by over 12,000 businesses, 9,000 public sector organizations, and 22,000 education institutions worldwide, and by millions of learners in over 150 countries.

1. Jones D, Gill P (1998) Breaking down language barriers. *BMJ* 316: 1476.

2. Jackson, C. (1998). Medical interpretation: an essential service for non-English speaking immigrants. In S. Loue (Ed.), *Handbook of Immigrant Health* (pp. 61-79). New York: Plenum
<https://santefrancais.ca/wp-content/uploads/SSF-Bowen-S.-Language-Barriers-Study.pdf>