



Quality Improvement Analysis: Evaluating the Impact of Cultural Mediators in Clinical Care

EthnoMed supports a unique team of Caseworker Cultural Mediators who work alongside providers and care teams at Harborview Medical Center to improve communication, cultural understanding, and trust between healthcare systems and Refugee, Immigrant, and Migrant (RIM) patients.

Cultural Mediators play a critical role in helping patients navigate systems, understand medical treatment and care, and communicate concerns that may otherwise go unspoken. However, the impact of this work is often underrecognized and underdocumented within traditional healthcare metrics.

This project will support a Quality Improvement (QI) analysis to demonstrate the value of Cultural Mediators by reviewing clinical chart notes and identifying specific instances where their involvement.

- Improved patient safety or care continuity
- Prevented escalation or unnecessary utilization
- Clarified misunderstanding or mistrust
- Increased treatment adherence or follow-through
- Positively influenced patient and family satisfaction

Findings will help inform hospital leadership, care teams, and community partners of the critical role Cultural Mediators play in equitable patient care.

Community / Language Focus

- No language skills required- (Students work with Cultural Mediators for interpretation and context)

Key Public Health Focus Areas

- Health equity and access
- Cross-cultural clinical communication
- Care coordination and navigation
- Value-based care, cost avoidance, and quality improvement
- Patient-centered outcomes and satisfaction metrics

About Us:

EthnoMed is a cultural bridge connecting healthcare providers and patients from refugee, immigrant, and migrant (RIM) backgrounds in King County.

Our team:

- Educates healthcare providers on clinical and cultural topics relevant to patient care.
- Provides patients with culturally and linguistically tailored health resources.
- Conducts community engagement, education, and outreach throughout Seattle and King County.
- Creates opportunities for students and medical residents to gain experience with diverse patient populations.

EthnoMed operates within Harborview Medical Center—the region's only Level 1 trauma center and home to the International Medicine Clinic, where patients speaking over 100 different languages receive care annually.



What We Offer

Impactful Experience:

Develop lasting health resources to improve health equity for immigrant and refugee communities.

Skill Development:

Gain hands-on experience in community engagement, health communication, multimedia content creation, web design, grant writing, and tropical medicine.

Networking:

Collaborate with providers, community-based organizations, state and local governments, experts in cross-cultural medicine, and Harborview Medical Center's Caseworker Cultural Mediators

Student / Trainee Activities

Students may participate in one or more of the following:

- Review Cultural Mediator chart notes (de-identified, HIPAA-compliant process)
- Identify and categorize instances of impact, such as:
 - Prevented errors or misunderstandings
 - Improved patient-provider trust and follow-through
 - Reduced unnecessary hospital utilization or return visits
- Develop analytical framework to classify types of mediator contributions
- Conduct brief interviews or feedback sessions with Cultural Mediators and/or providers
- Summarize patterns, recommendations, or themes for health system improvement
- Present findings to relevant stakeholder groups

Expected Deliverables

- A Quality Improvement summary report with key findings
- A coded case-impact matrix or categorization framework
- Optional: a provider-facing brief highlighting when and how to best collaborate with Cultural Mediators
- Optional: presentation to hospital leadership or clinical teams

Mentorship & Support Team

- EthnoMed Program / Editorial Team
- Caseworker Cultural Mediators (collaboration + case insight)
- UW Medicine clinical partners or QI leadership as appropriate

Ideal Student / Trainee Background

- DNP students (Quality Improvement or Leadership focus)
- MHA / Healthcare Administration students
- MPH (Health Systems, Community Health, MCH, Global Health)
- Medical students, residents, or fellows with interest in systems-based practice
- Graduate Nursing, Social Work, or Public Health Education students

Format, Location & Timing

- Hybrid or Remote-friendly (some secure on-site chart review may be required depending on role and access)
- Flexible start date and duration
- Suitable for Practicum, Capstone, Independent Study, or Residency QI requirement

How to Apply

Email [**EthnoMed@uw.edu**](mailto:EthnoMed@uw.edu) with:

1. A brief introduction (one paragraph on interests or background)
2. Resume or CV
3. Any degree or program requirements (if applicable)

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