

The Business Case for Training Every Hospital Employee on LEP Care



This matrix summarizes the measurable financial impact of LEP gaps and the return hospitals see when staff follow a consistent interpreter workflow.

What This Costs Hospitals

Category	Typical Impact	Financial Impact
Repeat visits	12–22% higher for LEP patients	\$250–\$1,100 per revisit
Complaints	18–32% tied to LEP	5–15 hours/month staff time
Interpreter misuse	30–45% bilingual reliance	Risk + inconsistent care
Documentation gaps	25–50% missing details	Compliance escalation risk

Savings Estimate

\$8,000–\$20,000 annual reduction in avoidable revisit costs

15–40 staff hours saved monthly

30–45% drop in improper bilingual usage

10–20% reduction in complaint-related workload

Know more about the EITLA course

