

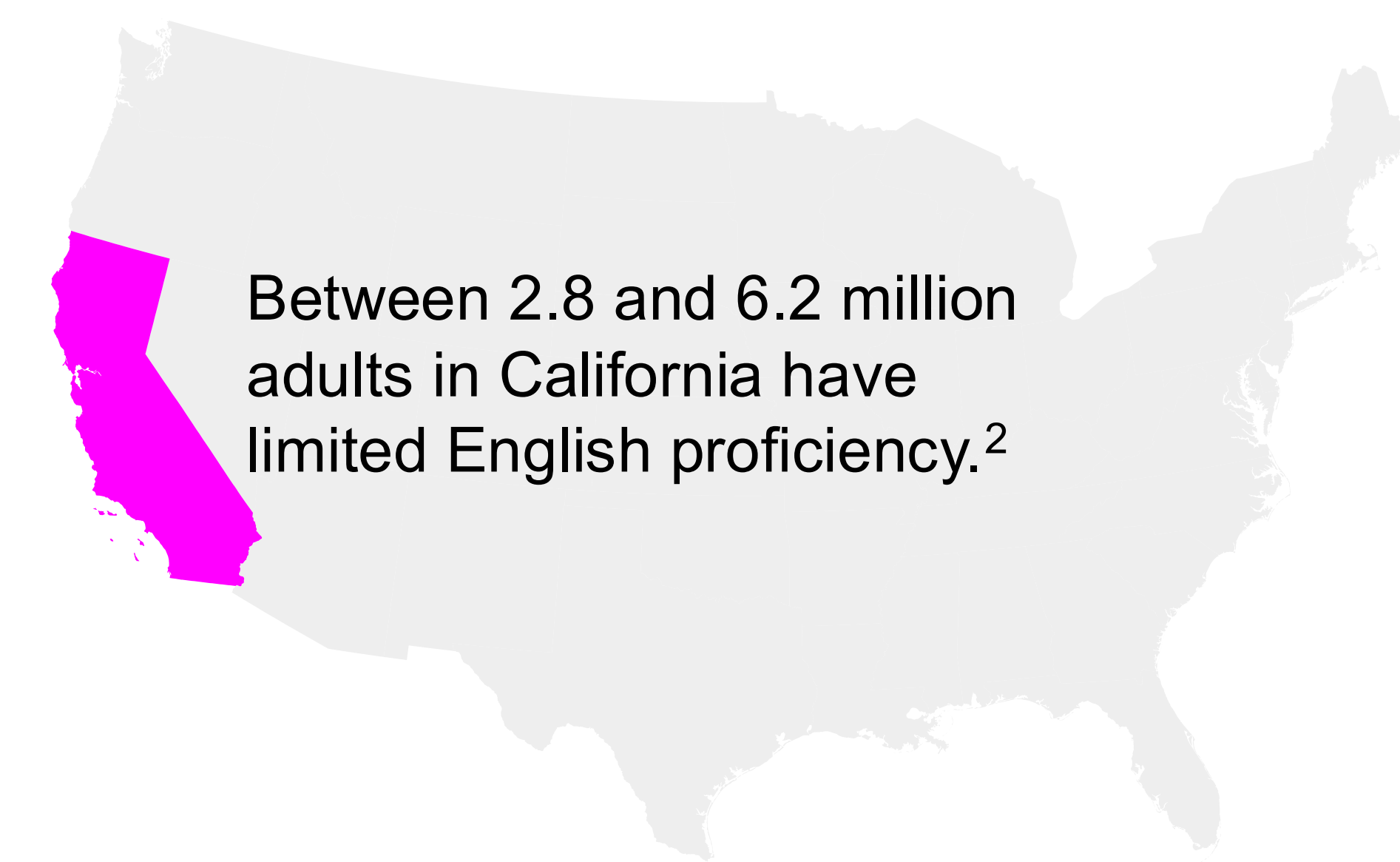
# Gap Analysis of Bowel Preparation Instruction Language Availability on Gastroenterology Clinic Websites in California



Author: G. ASHWAL, Open Book Health | Los Angeles, CA | gary@openbookhealth.com

## BACKGROUND

The US Multi-Society Task Force on Colorectal Cancer strongly recommends written bowel prep instructions.<sup>1</sup> Their report states, “the delivery of instructions in patients’ preferred language, when not English, is associated with improved colonoscopy completion rates and improved bowel preparation quality.”



California has language requirements for certain health information when ≥5% of a population in a geographic area has limited English proficiency.<sup>3</sup>

American Community Survey<sup>4</sup> data show most ZIP codes and counties in California have at least one non-English language need, defined in this study as ≥5% of the population speaking that language at home.

	ZIP codes	Counties
<i>Max possible</i>	1,764	58
Spanish	1,358	54
Chinese	190	4
Vietnamese	48	2
Tagalog	92	2
Korean	56	0

## AIM

Identify gaps in the language availability of written bowel prep instructions in California using public-facing content on gastroenterology clinic websites.

## METHODS

Gastroenterologists, GI clinics, and endoscopy centers in California were identified from association directories.

American Society for Gastrointestinal Endoscopy	566
American College of Gastroenterology	379
American Gastroenterological Association	372
Ambulatory Surgery Center Association	98

**Total search results** 1,415

Search results were refined by removing duplicates and applying exclusion criteria.

Duplicate physician names	243
Duplicate clinics	799
No website found	105
Other exclusion criteria	42

**Total websites** 226

Websites were manually reviewed. If instructions could not be found on a website, it was excluded.

No instructions found	129
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**Websites with instructions** 97

For these 97 websites, the following information was documented: ZIP code, county, clinic type, instruction languages, and instruction formats.

These data were compared to language need in the ZIP code and county of the main location address on each website.

## RESULTS

Gaps between the language availability of instructions and the language needs in a clinic’s ZIP code or county:

	Clinic websites by ZIP code...			Clinic websites by county...		
	in a ZIP code with need	with instructions in this language	without instructions in this language	in a county with need	with instructions in this language	without instructions in this language
<b>Spanish</b>	87	31 36%	56 64%	96	33 34%	63 66%
<b>Chinese</b>	21	2 10%	19 90%	21	2 10%	19 90%
<b>Vietnamese</b>	2	1 50%	1 50%	18	2 11%	16 89%
<b>Tagalog</b>	3	0 0%	3 100%	6	0 0%	6 100%
<b>Korean</b>	5	1 20%	4 80%	0	0 0%	0 0%

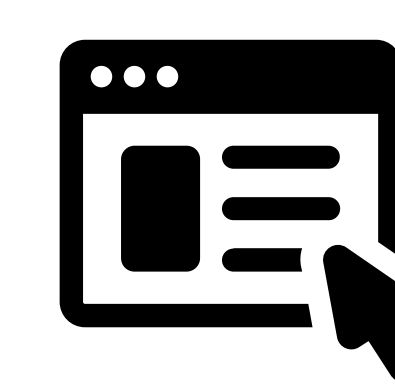
Secondary analysis of the availability of Spanish instructions in areas where >20% of the population speaks Spanish at home:

<b>Spanish</b>	22	11 50%	11 50%	63	26 41%	37 59%
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### Instruction formats:



92 websites had PDFs to download



21 websites had instructions on a webpage



7 websites had videos

### Language availability gap by clinic type:

	Language availability gap by clinic type:	
	has instructions in needed languages	missing instructions in ≥1 language
<b>Clinics in a medical group</b>	5 26%	14 74%
<b>Clinics in a health system</b>	4 29%	10 71%
<b>Clinics not in a group or system</b>	26 41%	38 59%

## CONCLUSIONS

Most clinic websites in the study were missing at least one language needed in their ZIP code (69%) or county (77%).

Clinics not part of a medical group or health system were more likely to have instructions on their website in the languages needed in their ZIP code.

These data included publicly available instructions only. Future research should collect instructions directly from clinics to conduct a more complete gap analysis.

## REFERENCES

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