



Department of Nursing POLICY AND PROCEDURE

POLICY NUMBER: 252
VERSION: 1

SUBJECT: CULTURAL AND LINGUISTIC PROCEDURES

PURPOSE:

- A. To provide culturally appropriate services and to meet the linguistic needs of the patients in the Los Angeles County at all clinics with in the High Desert Health System.
- B. To meet the contractual, regulatory, and statutory requirements of providing cultural and linguistic services.

POLICY: The Department of Health services encourages awareness of cultural competency imperatives and issues related to improving access and quality of care for all members; communicates information on cultural and linguistic activities, procedures, services, goals, philosophies and activities of the MACC to its members, providers and staff through its Cultural and Linguistics (C & L) program's policies and procedures.

DEFINITIONS:

Culturally and Linguistic Appropriate Services (CLAS): Health care services that are respectful of and responsive to cultural and linguistic needs.

Cultural Competency: The ability of systems to provide care to patients with diverse values, beliefs and behaviors, including tailoring delivery to meet the patients' social, cultural and linguistic needs.

Limited English Proficient (LEP): A limited ability or inability to speak, read, write or understand the English language at a level that permits the person to interact effectively with health care providers or social service agencies.

Threshold Language: Current Medi-Cal regulations require services and information provided in the person's primary/preferred language in a mandatory Medi-Cal population of 3,000 residing in a county; or 1,000 in a single Zip code or 1,500 in two contiguous Zip codes. State Department of Health Services identified threshold languages for Los Angeles County are: Spanish, Vietnamese, Cantonese, Mandarin, Armenian, Russian, Cambodian, Tagalog, Korean, Farsi.

Qualified Translator: One who is able to read, write, and understand both the target language(s) and English; has had training and/or certification for translation; has knowledge of medical terminology where applicable; and has knowledge and experience with the culture (s) of the intended audience.

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REFERENCES:

Department of Health Services [Policy 405](#); Translation of Written Materials, 2007

Approved By: Susan Knapp (CHIEF NURSING OFFICER I)	
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Supersedes:	