

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 3348

VERSION: 2

SUBJECT/TITLE: ANNUAL STAFF TRAINING ON LANGUAGE ACCESS AND CULTURAL COMPETENCE

POLICY: *Olive View-UCLA Medical Center (OVMC)* shall ensure timely assistance of culturally competent qualified medical interpretation, translation, and communication resources for Non-English (NE), Limited English Proficient (LEP), or patients who have hearing impairments or disabilities.

PURPOSE: To ensure timely access to health care services for patients and potential patients, through the promotion of culturally competent knowledge and skills for staff at all points of contact, throughout OVMC.

To support equal and timely provision of language assistance services at medical and non-medical points of contact in a manner that is appropriate so as not to delay, deny or discriminate, and promote continuity of care.

DEPARTMENTS: AMBULATORY CARE

DEFINITIONS: **Cultural Competence:** A set of congruent behaviors, attitudes, policies and practices which create and foster an organizational culture that enables health care providers and organizations to consistently understand, recognize and acknowledge the health beliefs of diverse groups, to ensure access to quality health services, improve health status and decrease health disparities.

Interpretation: The act of listening to something spoken or reading something written in one language (source language) and orally expressing it accurately and with appropriate cultural relevance into another language (target language).

Limited English Proficient (LEP): A patient who has an inability or a limited ability to speak, read, write, or understand the English language at a level that permits that individual to interact effectively with health care providers or plan employees.

Linguistic Competency: The health care organization's ability to provide its NE and LEP speaking patients with qualified timely, accurate, effective and confidential interpretation services; a key component of cultural competency.

Medical Points of Contact: Face-to-face or telephone encounters with providers (physicians, physician extenders, registered nurses, pharmacists, or other

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Policy Number: 3348

Page Number: 2

personnel) who provide medical or health care services and/or advice.

Non-Medical Points of Contact: Includes Patient Service Center (PSC), Patient Access Center (PAC) and other non-clinical staff that interface in any way regarding aspects of patients' medical care.

PROCEDURE: OVMC clinics shall provide their bilingual staff that interface directly with patients the Industry Collaboration Effort (ICE) self-assessment tool and as updated (Attachment 1& 2) to rate their proficiency in written and spoken language (other than English).

The ICE self-assessment tool will be completed annually and submitted to MCS upon request. The information must include, but is not limited to: staff name, unit, language spoken (other than English).

All staff with Bilingual Bonus Competency Certification may submit copies with their self-assessment.

**REFERENCES/
AUTHORITY:**

California Department of Health Care Services (DHCS) MMCD Policy Letter 99-04, pages 2-4
LA Care Health Plan, Provider Manual, Chapter 10, Cultural & Linguistic Requirements, page 182
MCS – MCS-QM-HE.0001 Annual Staff Cultural Competency Evaluation
Title VI, Civil Rights Act (1964)
Title 28, CCR, Section 1300.67.04 (c)(2)(H)
Title 22, CCR, Section 53876

Approved by: Judith Maass (Chief Executive Officer), Paula Siler (Clinical Nurse Director III), Shannon Thyne (Chief Medical Officer)	Date: 06/29/2017
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