

# LAC+USC MEDICAL CENTER POLICY

Subject: <b>BILINGUAL SERVICES PLAN</b>	Original Issue Date: 4/01/80	Policy # <b>577</b>
	Supersedes: 9/22/17	Effective Date: 10/30/20
Departments Consulted: DHS Human Resources Medical Center Administration Nursing Services Office of Community Relations Office of Managed Care	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer  (Signature on File) Chief Executive Officer

## PURPOSE

To ensure compliance with regulatory requirements through the provision of culturally sensitive and linguistically competent health care services to the LAC+USC Medical Center Limited English proficient (LEP) and hearing-impaired patients/clients.

## POLICY

The LAC+USC Medical Center maintains a Bilingual Services Plan that meets the language needs of the patients/clients by providing:

- Interpreter services when a patient/client is limited English proficient (LEP), or
- Signing services for an individual who is hearing impaired.
- Other language services such as Language Lines Services, TDD devices, and contract interpreter services, as needed.

The Bilingual Services Plan includes provision for the Medi-Cal threshold languages: Spanish, Armenian, Cambodian, Cantonese, Korean, Russian, Tagalog, Mandarin, Vietnamese, Farsi, Arabic, other Chinese languages, and American Sign Language.

## PROCEDURE

### Bilingual Services Plan

Each Senior Executive Council (SEC) member shall develop a Bilingual Services Plan to meet the language needs of the patients/clients accessing or receiving services within their respective functional areas/facilities/departments/units of responsibility. The plan will be reviewed on an annual basis and revised as necessary.

The Bilingual Services Plan (see attachment for format requirements) shall include:

- The language(s) spoken by the patients/clients;
- The specific work assignments that require bilingual employees; and
- Instructions for staff on the use of the contracted vendors.

### List of Interpreters

A facility or area-specific List of Certified Interpreters shall be available for use by employees when any patient/client needs linguistic assistance.

### Contracted Vendors

For those languages and times that employees certified as interpreters are not available to assist with interpreting, the Medical Center shall have the ability to obtain the services of a contracted provider, i.e., Language Line Services. Each Senior Executive Council member shall establish procedures for utilizing the services of the contractors.

## **RESPONSIBILITY**

### **Executive Staff**

- Designates an administrator(s) for each department/area who will be responsible for managing LEP and non-English speaking services.
- Ensures that a sufficient number of employees certified as interpreters, who speak the language of the LEP patients/clients, are assigned to jobs where they will assist in facilitating the removal of language barriers. To accomplish this, the Senior Executive Council member or designee develop/review a plan that identifies positions that are to be designated as bilingual assignments to ensure that a sufficient number of certified employees who speak the required LEP language(s) are accessible.
- Ensures that newly- hired staff, volunteers, students, and contract workers receive area-specific orientation to:
  - The location and use of TDD devices
  - How to access and use the Interpreter List
  - How to access and use Certified Interpreter Staff and how to access and use the Video Monitoring Equipment
  - How to access and use contract vendors
- Personally tours the areas semi-annually to ensure that the patients'/clients' language needs are being met.
- Identifies employee volunteers certified as fluent in threshold or non-threshold languages, willing to interpret for the facility's patients/clients. Forwards the employees' names to the DHS Human Resources, Operations, Bilingual Bonus Unit.
- Incorporates patients'/clients' linguistic needs into appropriate staff training programs (e.g., area-specific orientation).

### **Patient Financial Services/Clinic Registration/Customer Service Center/Centralized Clinic Appointment Desk**

- Asks each patient/client his or her language preference and enters the preference into the Facility's Health Information System.

### **Facility On-Site Human Resources**

- Ensures that Facility New Hire Orientation addresses interpreter services and the language needs of patients/clients.

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- Annually prepares and distributes a facility-specific Interpreter List available on the unit/ward and/or Facility Administrative Offices to include all employees receiving bilingual compensation and those who are volunteer interpreters.
- Interacts with the Office of Community Relations and Cultural and Linguistic Competency to identify translators of written material in accordance with Medical Center Policy 111, Translation of Written Material.

### **Chief Information Officer**

- Provides an annual report to the Senior Executive Council that includes the language preferences of the Facility's **patients/clients** by facility, service area, and specific language.
- Distributes the policies and procedures for utilizing the Language Line Services, annually.
- Maintains a record of requests for the contracted vendor.
- Reviews all ISD billing documents for accuracy and usage patterns.
- Provides each Senior Executive Council member a quarterly report about the usage and expenditures related to the contracted vendor.

### **Supervisors**

- Ensures that the area-specific orientation for new employees, volunteers, students, and contract workers addresses interpreter services and the language needs of patients.
- Ensures employees receiving the bilingual bonus continue to meet the requirements for the bonus.
- Releases an employee from daily assignment when the employee is needed to assist with an LEP patient/client. Ensures appropriate coverage for the employee's absence from the unit.

### **REFERENCES**

Civil Rights Act of 1964, Title VI

Code of Federal Regulations, Title 45, Public Welfare, Subtitle A, Part 84, Section 84.52(d)

Hill-Burton Act of 1946 (Title XVI of the Public Health Services Act)

Dymally-Alatorre Bilingual Services Act (California Government Code 7290-7299.8)

SB 1840, Kopp - General Acute Care Hospitals: Interpreters

California Code of Regulations, Title 22, Sections: 70707.3(a)(3), 70707.21(b)

California Health & Safety Code, Section 1259

California Standards for Healthcare Interpreters, California Healthcare Interpreters

Medi-Cal Managed Care Division (MMCD) Policy Letter 13-09 (2013)

Los Angeles County Code Section 6.10.140, Bilingual Pay

DHS Cultural and Linguistic Standards, 2003

DHS Policies:

314.2, Documenting Use of Interpretation Services During Informed Consent Discussions

318, Non-English and Limited English Proficiency

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405, Translation of Written Material  
731, Bilingual Bonus Plan

**Medical Center Policies:**

111, Translation of Written Material  
205, Consent for Care  
226, Interpreter Services  
237, Paul Gann Blood Safety Act and Consent for Blood Transfusion  
577.1, Bilingual Compensation

**Joint Commission Standards**

Human Resources HR.01.02.01  
Provision of Care, Treatment, Services PC.02.01.21  
Rights and Responsibilities of the Individual RI.01.01.03

**ATTACHMENT**

Attachment A - Bilingual Services Plan Format and Sample

**REVISION DATES**

June 1, 1995; January 6, 1999; April 16, 2002; May 10, 2005; October 3, 2008;  
February 11, 2014; September 22, 2017; October 30, 2020