

Limited English Proficiency Plan

**Satellite Conference and Live Webcast
Wednesday, January 30, 2013
8:00 – 10:00 a.m. Central Time**

**Produced by the Alabama Department of Public Health
Video Communications and Distance Learning Division**

Faculty

**Elana Parker Merriweather, MEd, ALC
Health Equity Programs Manager
Office of Minority Health
Alabama Department of Public Health**

Objectives

- **Explain the mission of the Office of Minority Health**
- **List some of the LEP populations in Alabama**
- **Identify the health disparities in Alabama minorities**
- **Review the Civil Rights Title VI Act**

Objectives

- **Review the National CLAS Standards**
- **Address Cultural and Linguistic Competency**
- **Provide an overview of the Limited English Proficiency (LEP) Plan**

Our Mission

- **To improve the health status of minority populations**
- **To improve access to quality health care services for minorities and underserved populations**
- **To promote minority presence and participation in health planning and policy formation**

Our Mission

- **To enhance and promote public awareness of health care needs of minority populations**

Minority Populations in Alabama

- Guatemalan
- Laotian
- Hispanic / Latino
- Cambodian
- Asian
- Korea
- Vietnamese
- American Indian

Health Disparities Impacting Minorities

- Cardiovascular Disease
 - Including heart attack and stroke
- Diabetes Mellitus
- Cancer
 - Prostate, breast, cervical, lung, skin, colorectal

Health Disparities Impacting Minorities

- Mental Health
- Sexually Transmitted Infections
- Infant Mortality

Civil Rights Title VI

- Developed in 1964 under Executive Order 13166
- Requires state agencies receiving federal funds to:
 - Examine the services they provide
 - Identify any need for services to clients with LEP

Civil Rights Title VI

- Develop and implement a system so that LEP individuals can have meaningful access to culturally and linguistically appropriate services

National CLAS Standards

- Culturally and
- Linguistically
- Appropriate
- Services in Health Care

National CLAS Standards

- Recognizing the impact of language and cultural values on access to health care, the Office of Minority Health was mandated by Congress to design and develop initiatives to eliminate barriers and to promote access to health care for LEP persons

National and State Goals to Address Cultural and Language Barriers

- Increase awareness of the significance of health disparities, their impact on the nation, and the actions necessary to improve health outcomes for racial and ethnic minority populations

National and State Goals to Address Cultural and Language Barriers

- Enhance and improve health service experience through improved health literacy, communications, and interactions

National Strategies to Improve CLAS Competency

- Strategy #1: Workforce Training
 - Develop and support broad availability of cultural and linguistic competency training for physicians, other health care professionals, and administrative workforces sensitive to cultural and language variations of racially and ethnically diverse communities

National Strategies to Improve CLAS Competency

- Strategy #2: Diversity
 - Increase diversity and competency of health care and administrative workforces through recruitment and retention of racially, ethnically, and culturally diverse individuals and through leadership action by healthcare organizations and systems

National Strategies to Improve CLAS Competency

- Strategy #3: Standards
 - Require interpreters and bilingual staff providing services in languages other than English to adhere to the National Council on Interpreting in Health Care Code of Ethics and Standards of Practice

National Strategies to Improve CLAS Competency

- **Strategy #4: Interpretation Services**
 - Improve financing and reimbursement for medical interpretation services

Why Cultural and Linguistic Competence in Alabama?

- Change and increase in population demographics
- Diagnosed health disparities in minority communities
- ADPH provides preventive and primary care services essential to decreasing health disparities in minorities

Why Cultural and Linguistic Competence in Alabama?

- Improving access to services at the health department improves the overall health of our community

LEP Plan

- **Purpose:**
 - To provide a framework for the provision of timely and reasonable language assistance options to LEP individuals who receive services from county health departments

Policy Development

- **ADPH Policy 03-18**
 - Provides access to direct interpretation and translation services to clients who do not speak English or are limited English proficient

Policy Development

- **ADPH Policy 03-19**
 - Prohibits discrimination against all LEP individuals, based upon their natural origin, and requires the provision of language services at no cost to the client

Policy Development

- **ADPH Policy 06-02**
 - Mandates the collection of data on the client's race, ethnicity, and spoken and written languages during the client's encounter

LEP Plan Implementation

- **Appoint an area / county LEP Coordinator**
- **Identify LEP individuals who need language assistance options**
- **Language assistance options**
 - Written language assistance
 - Oral language assistance

LEP Plan Implementation

- **Collection of client data**
- **Availability of interpreter resource information**
- **Visible notification of the availability of free language assistance**
 - i.e. posters, cards

LEP Plan Implementation

- **Training and cross training**
 - Public health administrators, LEP coordinator, nurses, social workers, dieticians, administrative assistants, environmentalists, and other identified staff

LEP Plan Implementation

- **Program monitoring and assessment visits**
- **Process for filing and resolving complaints**

Tentative Program Implementation

- **Coordinate assessment visits at randomly selected county health departments**
- **Present an overview of the LEP Plan to the Area Administrators along with findings from the county assessment visits**

Tentative Program Implementation

- Request Area Administrators to identify an LEP Coordinator

Roles of the Area / County LEP Coordinator

- Make sure that county health department staff are knowledgeable and aware of language assistance options
- Assure that health department forms and brochures have been translated and are available to staff and patients in English and Spanish

Roles of the Area / County LEP Coordinator

- Assist with coordinating an LEP in-service training for county / area health department staff

Tentative Program Implementation

- Coordinate web based training for all ADPH staff on the LEP Plan
- Provide an overview of the LEP Plan to Area Directors
 - Nursing, social work, dietician, clerical, and environmental

Tentative Program Implementation

- Begin planning for LEP trainings and meetings to occur in the spring via satellite conference, webcast, video conference, and on-site assessment in each public health area

Risk Management and Language Barriers

- Incomplete understanding between patients and providers can result in:
 - Incorrect diagnosis
 - Non-adherence to treatment plans
 - Decreased patient satisfaction
 - Unnecessary tests and treatments

Conclusion

- **The LEP Plan will provide a framework for the provision of language assistance to LEP individuals**
- **Improve the health of minority populations**

Conclusion

- **Decrease overall health care costs by improving communication between the provider and client**
- **It's the LAW!**

Contact Information

Elana Parker Merriweather, MEd, ALC
Office of Minority Health
Alabama Department of Public Health
334 – 206 – 7980
elana.parker@adph.state.al.us