

## LEP Plan for ADPH

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

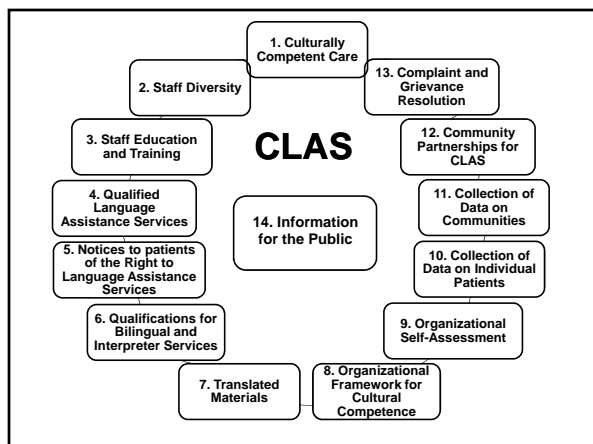
Julia Sosa, MS, RD  
 Assistant Director  
 Office Of Minority Health  
 Alabama Department of Public Health

## 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



## CLAS Standards

- Culturally Competent Care  
 – Standards 1-3
- Language Access Services  
 – Standards 4-7
- Organizational Supports  
 – Standards 8-14

### **Why Cultural and Linguistic Competence?**

- Changing demographics
- Health disparities
- ADPH provides the preventive and primary care services that are essential to decreasing health disparities

### **Why Cultural and Linguistic Competence?**

- Improving access to services of the Health Department improves the health of our community

### **Risk Management and Language Barriers**

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

### **Risks of Not Using Language Services**

- No way of knowing quality of interpretation provided by children, family members, friends, Internet translation services

### **Speak Directly to the Patient**

- Due to language barriers, it is easy to feel like you are carrying on a conversation with the interpreter
- Look at the patient / parent when you speak and when they speak
- Address the patient / parent directly as “You”, not, “Tell her that...”

### **Working Effectively with Interpreters**

- Speak directly to the patient
- Consider interpreter positioning
- Be attentive to the pace of your interpreter
- Avoid medical jargon
- Check for understanding

### **Communication**

- **Communication is more than just words**
  - **Cultures have a variety of norms that influence the non verbal aspects of getting the message across**
  - **The purpose of communication is culturally defined**

### **Communication**

- **Facial expression and eye contact are learned behaviors and are unconscious**
- **Whom and how we touch is culturally prescribed**
- **Not talking is also culturally prescribed**

### **Tips for Working With People Who Speak Another Language**

- **Do not think that people who are struggling with English are stupid**
- **Learn greetings, titles of respect, and attitude toward touching**
- **Write numbers down when giving instructions**
- **Ask questions in several different ways**