



Introduction to Language Access Effective Communication & Reasonable Modifications

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Course Information

Target Audience: SEH Volunteers

- This CBL includes **20** content slides. There are **1 video(s)** in this module.
- You *must* review each slide for completion credit.
- This module includes **1** assessment.
- Final assessment requires **passing score of 80%**. You have **unlimited** attempts.
- **Technical issues?** Contact the helpdesk (859) 3012541 or sdexpress.helpdesk@stelizabeth.com
- **Content questions?** Contact Monica.Hicks@stelizabeth.com
- **Shared computer?** Clear history and cookies (via browser settings). *Not doing so could impact CBL completion on transcript.*



Learning Objectives

- Increase awareness about the necessity for providing interpretation and translation services.
- Gain knowledge about the types of interpretation and translation services offered.
- Facilitate understanding about the processes for providing services to patients with limited English proficiency (LEP), as well as those who are deaf and hard of hearing (DHH).



LEP Defined

- Limited English proficiency (LEP) refers to anyone above the age of 5 who reported speaking English less than “very well,” as classified by the U.S. Census Bureau.
- LEP includes those who are deaf and hard of hearing (DHH).

• LEP Individuals • Nationwide

Represent more than 8% of the total U.S. population ages 5 and older.

Increased 80% from 14 million to 25 million between 1990 and 2013.

LEP

Are comprised of mostly Spanish-speaking individuals.

Are more likely to live in poverty than English-proficient individuals.

• LEP Individuals in Kentucky •



Total approximately 98,000, or 2.3% of the Commonwealth's population (2020 estimates) *



Total approximately 8,700 in Boone, Kenton, Campbell and Grant Counties, as well as Dearborn County, and are mostly Spanish-speaking individuals.*



Represent other populations in Northern Kentucky, including those who speak French, Arabic, Mandarin, Somali and Vietnamese.**



**Source: American Community Survey, U.S. Census*

*** Source: SEH LanguageLine utilization statistics*

• DHH Individuals in Kentucky •



Deaf and hard of hearing (DHH) individuals total more than 67,000 in Boone, Kenton, Campbell and Grant Counties.*



Boone County: 21,755
Kenton County: 27,050
Campbell County: 14,892
Grant County: 3,991



In 2021, St. Elizabeth provided American Sign Language interpreters on more than 1,100 occasions.**



**Source: Kentucky Commission on the Deaf and Hard of Hearing*

*** Source: SEH LanguageLine utilization statistics*

• LEP at St. Elizabeth Healthcare •



On average in 2022, St. Elizabeth **provides language services on more than 1,800 occasions per month.**



In 2021, St. Elizabeth **provided language services on approximately 38,000 occasions to more than 5,700 people (2% of all patients served).**

ES

Since 2017, the demand for language services at St. Elizabeth has increased more than 300%, with Spanish the most requested language.



St. Elizabeth also **routinely provides services to accommodate American Sign Language, French, Arabic, Japanese, Mandarin, and Somali.**



In total, St. Elizabeth **provided services to accommodate more than 30 languages** in 2021.



The Necessity of Language Services, Effective Communication, & Reasonable Modifications

Providing accommodations is the law,
specifically in compliance with:

- Americans with Disabilities Act
- Title VI of the Civil Rights Act of 1964
- Section 1557 of the Health and Human Services – Affordable Care Act

• The Necessity of Language Services •

Section 1557 of the Affordable Care Act prohibits the use of:

- Minor children (except in emergencies)
- Accompanying adults, such as family and friends (although a patient may refuse a professional interpreter and request a friend or family member, if that person consents to serve as an interpreter; however, for many reasons this is discouraged)
- Bilingual staff, unless part of job duties (classified as Qualified Bilingual Staff or Dual-Role Interpreters)

Meeting Service Standards

St. Elizabeth provides language services to comply with the **National Culturally and Linguistically Appropriate Service Standards** (National [CLAS Standards](#)).

Of the **15 standards**, *four address Communication and Language Assistance:*

CLAS Standards about Communication and Language



```
graph TD; A[Offer language assistance at no cost] --- C[Inform all individuals, in preferred language, about language services]; B[Ensure the competence of individuals providing language assistance] --- D[Provide easy-to-understand print and multimedia materials and signage in common languages]; A --- B; C --- D; A --- C; B --- D;
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Offer language assistance at **no cost**

Inform all individuals, in **preferred language**, about language services

Ensure the competence of individuals providing language assistance

Provide easy-to-understand print and multimedia materials and signage in common languages

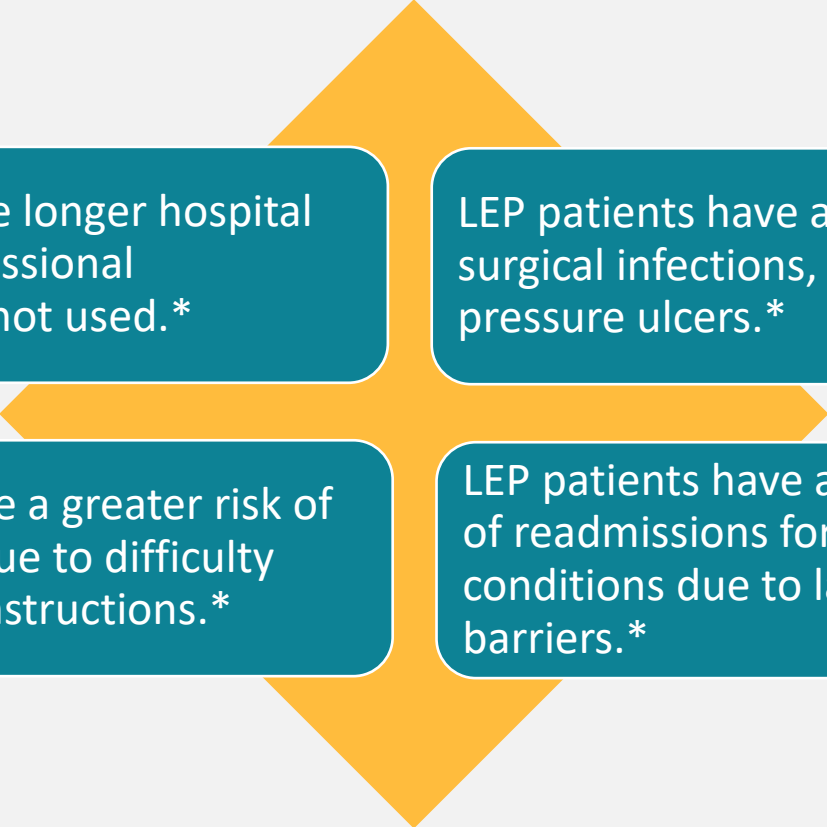
•The Importance of Accommodation•

Language barriers and communication breakdowns involving LEP individuals lead to **increased medical errors and adverse events that cause harm.***

Language barriers result in disparities in care such as longer hospital stays, inaccurate documentation and lack of informed consent.*

Offering language services is **part of the St. Elizabeth's mission to provide comprehensive and compassionate care.**

• Care Disparities Among LEP •



LEP patients have longer hospital stays when professional interpreters are not used.*

LEP patients have a greater risk of surgical infections, falls, and pressure ulcers.*

LEP patients have a greater risk of surgical delays due to difficulty understanding instructions.*

LEP patients have a greater chance of readmissions for certain chronic conditions due to language barriers.*

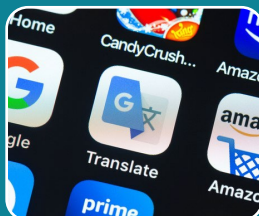
Professional Interpreters are Crucial



Research shows that without a professional interpreter, medical errors are more common and are significantly more likely to have potential clinical consequences.



Do not rely on your own limited foreign language skills or the patient's limited English to simply “get by.” This could place LEP patients at risk for physical harm.



Do not use machine-generated translation such as Google Translate to relay medical instructions, as these apps are not always accurate. Translation errors can cause confusion for LEP patients.

Professional Interpreters are Crucial



TeamSTEPPS: Limited English Proficiency Safety: Checkback (57 seconds)

Agency for Healthcare Research and Quality. (n.d.). *Limited English Proficiency Safety: Checkback (Version 3.0)*. Retrieved from <https://www.ahrq.gov/teamstepps-program/resources/additional/check-back.html>

Interpretation Services



St. Elizabeth contracts exclusively with *LanguageLine* to provide **over-the-phone** interpretation services.



St. Elizabeth contracts with *LanguageLine* to provide **video** interpretation services via the use of iPad equipment.



St. Elizabeth contracts with preferred vendors *LanguageLine* and *Propio*, as well as other select community vendors to provide **onsite** interpretation services.



• Phone, Video or Onsite •

Determining the need for interpreter services, as well as the type of services to offer, *is at the discretion of each department or unit.*

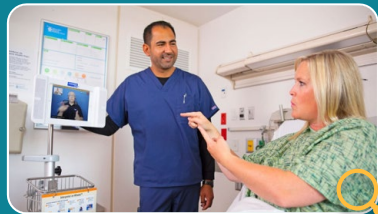
All patients are unique, and as such their care should be tailored to meet their specific needs.

Whether to utilize phone, video or online language services depends on the type and complexity of the specific situation, as well as the individual needs of the patient.

Choosing a Mode of Service



Phone: The least expensive option and provides access to more languages. Appropriate for basic patient/family conversations and non-critical conversations.



Video: Good middle ground between phone and onsite. Facilitates visual contact with patients. Appropriate for conducting sensitive conversations, and for DHH people.



Onsite: Enables interpreter to fully engage with environment. Appropriate for critical conversations, therapy or in-depth procedures.

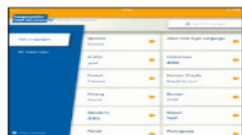
LanguageLine InSight Video Interpreting®

Accessing LanguageLine InSight® on an iPad

- 1** Tap on the InSight icon to launch the app.



- 2** Scroll "Top Languages" or "All Languages." **Search** by language or country.



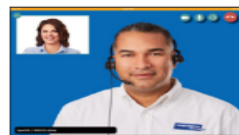
- 3** Tap on the desired language. Tap again to connect to an interpreter.



- 4** Center the person in need of language assistance on the screen while waiting to be connected.



- 5** Greet your interpreter. Document the language and interpreter ID located at the bottom left.



SCREEN CONTROL FUNCTIONS

- Connect to an InSight video interpreter.
- Connect to an InSight audio interpreter.
- Tap to initiate video privacy to restrict the interpreter's ability to see; audio will continue.
- Tap to cancel video privacy.
- Tap to mute audio to restrict the interpreter's ability to hear; video will continue.
- Tap to cancel audio mute.
- Tap to access volume control.
- Tap to end a call in progress.

TIPS

- Device Positioning:** Adjust the stand's height and tilt to ensure that the interpreter and the person in need of language assistance can clearly see each other. For sign language, a head-to-waist view is recommended.
- Working with the Interpreter:** Brief the interpreter and speak directly to the person in need of language assistance.
- NotePad:** Ask the interpreter to bring up the NotePad to type key information on the screen.
- Battery Life:** Keep the device plugged in when not in use.

TROUBLESHOOTING

- Volume:** Adjust the iPad's volume during a call, first by using the iPad's volume buttons and second by tapping then sliding the volume bar to the desired level.
- Speaker Static:** Make sure the power cord is unplugged from the wall outlet during calls.
- No Video Image:** Video quality is adjusted based on your network's bandwidth. If the bandwidth drops below the minimum threshold the video stream will be temporarily suspended, but the audio session will continue. Once the bandwidth increases, video will resume. If video does not resume, click to end the call in progress, then place a new video call.
- Network Diagnostic Tool:** Check your connectivity and network speed/quality for both video and audio calls by running the Network Diagnostic Tool in Help & Settings.

Requesting Over the Phone Interpretation

- Call LanguageLine Solutions:

Edgewood: 1-855-390-0532

Florence: 1-855-375-5117

Fort Thomas: 1-855-375-5116

Dearborn: 1-844-750-1737

Grant: 1-844-725-0509

Covington: 1-844-725-0545

Offsite Locations: 1-844-722-0968

- Press 1 for Spanish/Press 6 for all other languages

- Inform the Customer service agent of Associate Name, Patient Name, Department Number, and language needed or ask for help in determining the language.

You can find these numbers on the back of your Language Access Badge Buddies as well as on the Interpreter Services Intranet Page at any time



• Communication With an LEP Patient •

New Patients

Language identification tools are available (at entry points throughout the System and on the St. Elizabeth intranet) to enable limited English speakers to indicate their preferred language.

- If a language still cannot be identified, call an interpreter via *LanguageLine* for language identification assistance.



Existing Patients

Language information about returning patients can be accessed through their electronic records in Epic.

Language Identification tool

LanguageLine Solutions® Interpretation Services Available

American Sign Language		Korean	한국어 귀하께서 사용하는 언어를 지정하시면 해당 언어 특색 서비스를 무료로 제공해 드립니다.
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.			
Arabic	العربية أدر إلى لغتك، وسيتم الاتصال بمترجم فوري. كما سيتم إحصاء المترجم الفوري معكاً.	Mandarin	普通话 請指認您的語言，以便為 您提供免費的口譯服務。
Bengali	বাংলা আপনার ভাষায় পিক নির্দেশ করুন। একজন ঘোড়াবৈক ডাকা হবে। (গোষ্ঠী) আপনি নিম্নলিখিত পাবেন।	Nepali	नेपाली आपनी भाषाबाट अर्न्याउनुहोस्। एक ढोगाबैवाई बोलाइन्छ। तपाईंको कुनै खर्च बिना, एकजना ढोगाबै उपलब्ध गराउनेछ।
Burmese	မြန်မာစကားပြောသူများအတွက် ဝတ်မှုန်တပ်ဆင်ပေးပါသည်။ ဝတ်မှုန်တပ်ဆင်ပေးရန်အတွက် ဝတ်မှုန်တပ်ဆင်ပေးပါသည်။	Polish	Polski Proszę wskazać swój język i wezwijemy tłumacza. Usługa ta zapewniana jest bezpłatnie.
Cantonese	廣東話 請指認您的語言，以便為 您提供免費的口譯服務。	Portuguese	Português Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Farsi	فارسی زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد.	Punjabi	ਪੰਜਾਬੀ ਆਪਣੀ ਭਾਸ਼ਾ ਦੱਲ ਇਹਨਾਂ ਵਾਲੇ ਨਿਮ ਮੁਤਾਬਕ ਇੱਕ ਦੁਰਯਾਗੀ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਰਯਾਗੀ ਕਾ ਮੁਫਤ ਇੰਟਰਪਰ ਵੀਜ਼ਾ ਹੋਵੇਗਾ।
French	Français Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Romanian	Română Indicați limba pe care o vorbiți. Vi se va face legătura cu un interpret care va este asigurat gratuit.
Haitian Creole	Kreyòl Lanje dwèt ou sou lang ou pale a epi n ap rele you antreprè pou ou. Nou ba ou sèvis entèprè la gratis.	Russian	Русский Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hindi	हिंदी अपने भाष को इंगित करें। आपके अनुमति आपके लिए दुरभाषक बुलाया जाएगा। आपके लिए दुरभाषक से निम्नलिखित वार्ता की जाती है।	Somali	Af-Soomaalí Farta ku fidiqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.
Hmong	Hmoob Taw rau koj hom lus. Yuav hau rau ib tug neeg bhaib lus. Yuav muaj neeg bhaib lus yam lus koj tse tau them dab tsj.	Spanish	Español Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian	Italiano Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Tagalog	Tagalog Ituro po ang inyong wika. Isang tagasaal ang ipagkakaloob nang libre sa iyo.
Japanese	日本語 あなたの話す言語を指定してください。無料で通訳サービスを提供します。	Vietnamese	Tiếng Việt Hãy chỉ vào ngôn ngữ của quý vị. Một thành viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thành viên này.

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Language Solutions: Over-the-Phone, Video Remote, and Onsite Interpreting / Bilingual and Interpreter Staff Testing and Training / Translation and Localization



Language Identification tool

• Where to Find Resources •

St. Elizabeth Connection Hub/Intranet

To find **information** and **resources** pertaining to:

- Interpretation and translation services *phone numbers*
- Information about *purchasing and using phone/video equipment*
- *Guidelines for working with interpreters, etc.*



Visit the Interpreter and Translation Services Shortcut St. Elizabeth

• The Necessity of Effective Communication. •

Section 1557 of the Affordable Care Act protects patients with disabilities' rights to effective/accessible communication:

St. Elizabeth currently works with the following ASL vendors:

Northern Kentucky Services *for the Deaf* (859-372-5255)

Joey Stickley (513-478-6240)

Hearing Speech and Deaf Center (513-221-0527)



Providing accommodations is the law

it is important to note that a DHH person may request an onsite interpreter. We **must** do what we can to accommodate this request because video remote interpretation often creates barriers to equitable care for our DHH patients.

Because sign languages are nonverbal, body language is extremely important and is often not captured fully when using VRI.

Other Services



Departments may request (at their cost) **translation of written documents** (in Microsoft Word format) into a patient's preferred language by contacting monica.hicks@stelizabeth.com.



St. Elizabeth has **volume-enhanced telephones** on-site at each hospital to accommodate those who are hard-of-hearing. To access one of these phones, contact Nursing Administration or the Patient Representative at your hospital.



St. Elizabeth works with an outside resource to **translate written documents into Braille** (please allow for at least a one-week turnaround time). To learn more about accessing this service, contact monica.hicks@stelizabeth.com.

Reasonable Modifications

If there is another request of type of modification not listed that is needed by a patient

- 1) Contact the 1557 Coordinator at (859) 301-5591 seventy-two hours before the scheduled event
- 2) The Coordinator will assess the modification request and respond accordingly

• Who to Contact •

Language Services

For information about language services, contact:

Monica Hicks, Language Services Administrator at
Monica.Hicks@stelizabeth.com or
Extension 12619

Patient Representatives

Or, for general inquiries, or general questions about interpretation or translation services, contact the patient representatives at each hospital:

Edgewood/Grant: 15581

Florence: 25291

Fort Thomas/Covington: 23126

Dearborn: 67349

• References •

[American Community Survey Language Spoken at Home](#). U.S. Census.

Batalova, J. & Zong, J. Language Diversity and English Proficiency in the United States. [Migration Policy Institute](#).

HHS.gov [National Class Standards](#)

[Improving Patient Safety Systems for Patients with Limited English Proficiency: A Guide for Hospitals](#). Agency for Healthcare Research and Quality.

[Kentucky Deaf and Hard of Hearing Demographics](#). Kentucky Commission on the Deaf and Hard of Hearing.

[Quick Safety 13: Overcoming the Challenges of Providing Care to Limited English Proficient Patients](#). The Joint Commission.

Agency for Healthcare Research and Quality. (2024.). *Limited English Proficiency Safety: Checkback (Version 3.0)*. Retrieved from <https://www.ahrq.gov/teamstepps-program/resources/additional/check-back.html>

Review

1. It is appropriate in all instances for minor children to serve as interpreters for their LEP parents.
A. True B. False
2. St. Elizabeth considers the provision of LEP services to be important for all the reasons below EXCEPT:
A. It helps to prevent medical errors
B. It minimizes disparities in care
C. It results in positive media coverage from the local press
D. It is necessary for carrying out the St. Elizabeth mission
3. Although St. Elizabeth provides interpreter services, patients must pay for them.
A. True B. False

Review

4. St. Elizabeth provides LEP services that can be accessed:
 - A. Over the phone
 - B. By Video
 - C. Onsite (in person)
 - D. All of the above
5. Interpretation and translation services resources may be found on the St. Elizabeth intranet under the tools/resources menu.
 - A. True
 - B. False