

## Washington State Coalition for Language Access Tools for Health Selected Resources for Providers about Language Access in Healthcare

The resources listed here are intended as background materials for the Tools for Health Provider Fact Sheet and as an introduction to the topic of language access for healthcare professionals across all disciplines. This listing is not meant to be exhaustive, and we welcome your suggestions of additional resources.

### **Federal Laws and Policy Guidance**

- [LEP.gov](#): Limited English Proficiency (LEP): A Federal Interagency Website
- [Civil Rights Act of 1964, Title VI](#)
- [Lau v. Nichols, SCOTUS](#) (1974)
- [Americans with Disabilities Act](#) (1990)
- [Executive Order 13166](#) (2000)
- [Patient Protection and Affordable Care Act](#) (2010)
  - Sec. 1001: Culturally, Linguistically Appropriate : Summary of Benefits, Uniform Glossary, Claims and Appeals Process
  - Sec.1301- Essential Community Providers
  - Sec. 1311
    - (c)(1)(C) QHPs required to contract "essential community providers" .. experienced with care of vulnerable populations
    - (e) Plain Language Requirement for Health Plans, incl. LEP
    - (i) Culturally, Linguistically Appropriate Information in Exchanges for Reducing Disparities
    - (g) Incentive Payments in Health Plans for Reducing Disparities
  - Sec.1557: Non-Discrimination in Federal Programs and Exchanges
    - [Final Rule](#) for implementation (2016)
  - Sec. 4302: Data Collection
  - Sec. 9007(a): Community Health Needs Assessments for 501(c)(3)hospitals
  - HHS 45 CFR § 155.205 Consumer Assistance Accessibility
- [Memorandum to Federal Agencies from Attorney General Eric Holder Reaffirming the Mandates of Executive Order 13166](#) (2011)
- [Settlement Agreement Between the United States of American and the Washington State Health Care Authority.](#) ( 2018)

### **Washington Laws and Policy Guidance**

- [Reyes v. Thompson](#), U. S. District Court for Western District of Washington, 1991
- DSHS Administrative Policy 7.21(1989; Rev.2008) Access to Services for LEP Clients
- RCW 43.70.615 ( 2006) Multicultural health awareness and education program — Integration into health professions basic education preparation curriculum
- RCW 49.60.030 (1995) Washington Law Against Discrimination
- RCW 70.41.470 (2012) Community health needs assessment
- RCW 74.04.025 (2010) DSHS shall ensure that bilingual services are provided to non-English speaking applicants and recipients of services.
- 182-503-0110 WAC (2014) Washington apple health—Limited-English proficient (LEP) services.
- 284-44A-120 WAC (2010) Rules that apply to forms translated from English to another language.( by Health Care Service Corporations)
- 388-03 WAC (2000; Rev. 2015) Rules and Regulations for the certification of DSHS Spoken Language Interpreters and Translators

### **Health Disparities in Washington State**

- Governor's Interagency Council on Health Disparities (2014). [State Action Plan to Eliminate Health Disparities](#) .
- King County Hospitals for a Healthier Community (2015). [King County Community Health Needs Assessment 2015/2016](#).
- Washington Health Alliance. [Disparities in Care 2014 Report](#)
- Washington State Commission on Hispanic Affairs [Washington State Latino/Hispanic Assessment Report 2013-2014 : Latino Health Issues](#)

### **Hospital Accreditation**

- The Joint Commission (2012) [Patient-Centered Communication Standards for Hospitals](#).

### **Standards of Practice**

- US Dept. of HHS, Office of Minority Health, Center for Linguistic and Cultural Competence in Health Care (Rev. 2014) [National Standards on Culturally and Linguistically Appropriate Services](#).
- Medical Interpreter Codes of Ethics
  - DSHS [Language Interpreter and Translator Code of Professional Conduct](#)
  - National Council on Interpreting in Health Care (NCIHC), [National Standards of Practice for Interpreters in Health Care](#)

### **Qualifications for Medical Interpreters and Bilingual Clinicians**

- DSHS [Language Testing and Certification Program](#)
- NCIHC. [FAQ-Healthcare Professionals](#)
- American Medical Association (2013). [Promoting Appropriate Use of Physicians' Non-English Language Skills in Clinical Care: Recommendations for policymakers, organizations and clinicians](#).

### **Implementation of Language Assistance Services**

- US Department of Health and Human Services (HHS), Office of Minority Health, Center for Linguistic and Cultural Competence in Health Care (CLCCHC) [Health Care Language Services Implementation Guide](#)
- American Academy of Pediatrics
  - [Culturally Effective Care Toolkit: Literacy and Health Literacy](#)
  - [Culturally Effective Care Toolkit: Interpretive Services](#)
- American College of Medical Quality , Policy 14 [Provision of Language Access in Physician-Patient Communication](#)
- American Hospital Association and HHS, [Hospitals and Effective Communications, A Partnership between the HHS Office for Civil Rights and the AHA](#)
- American Medical Association. [Office guide to communicating with limited English proficient patients. 2<sup>nd</sup> ed](#) (2007) .
- US HHS, Office of Minority Health, Center for Linguistic and Cultural Competence in Health Care (CLCCHC) [Health Care Language Services Implementation Guide](#)

### **Paying for Interpreter Services**

- National Health Law Program
  - [Providing Language Services in Small Health Care Provider Settings](#)
  - [Medicaid and SCHIP Reimbursement Models for Language Services](#)

### **LEP Population Data Resources for Washington**

- King County Executive, Equity and Social Justice, Tools and Resources , Translation and Interpretation, [Find the Main Languages in King County](#).
- WASCLA (2014) [How the Tools for Health Languages were Selected](#)
- WA State Office of Financial Management (2014). Special subject estimates. [Estimate of population with limited English proficiency \(LEP\) for the state and counties](#).

### **Continuing Education for Healthcare Professionals**

- [HHS, Office of Minority Health, Online Continuing Education Programs](#)
  - A Physician's Practical Guide to Culturally Competent Care (MD, PA, ARNP)
  - Culturally Competent Nursing Care: A Cornerstone of Caring Curriculum
  - Cultural Competency Curriculum for Disaster Preparedness and Crisis Response
  - Cultural Competency Program for Oral Health Professionals

### **Recommended Reading**

Harborview Medical Center, Seattle WA

- [Community House Calls Program](#)
- [Ethnomed: Integrating cultural information into clinical practice](#)
- [International Medicine Clinic](#)
- [Collaborative Strategies for Language Access in Seattle & King County](#)
- [Meeting Report](#). (2003)

HHS, Agency for Health Quality Research. Team STEPPS

- [Enhancing Safety for Patients With Limited English Proficiency Module](#)
- [Improving Patient Safety Systems for Patients With Limited English Proficiency: A Guide for Hospitals](#)

### **National Health Law Program**

- Language Services Resource Guide for Health Care Providers (2006)
- *Language Services Action Kit: Interpreter Services in Health Care Settings for People with Limited English Proficiency (NHLP and The Access Project, 2004)*

### **Refugee Health Information Network**

Robert Wood Johnson Foundation

- [Hablamos Juntos/We Speak Together: Language Policy and Practice in Health Care](#)
- [Aligning Forces for Quality \(AF4Q\) Hospital Quality Network](#)
  - Language Quality Improvement Collaborative (LQIC)
  - Improving Language Services

Washington Health Benefit Exchange: [Information in Other Languages](#)

Washington State Department of Health, Health Systems Quality Assurance.

[Cultural Competency in Health Services and Care – A Guide for Health Care Providers \(2010\)](#).

*WASCLA is a 501 (c)(3) charitable organization , EIN 90-0517290, dedicated to eliminating language barriers to essential services in Washington State through collaborative efforts. Website: <http://www.wascla.org/>*