Eliminating Healthcare Disparities by Addressing Language Barriers

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I have no disclosures

Objectives

Recognize	Identify	Summarize
Recognize the role of language barriers in healthcare disparities	Identify the federal and state laws governing the use of language services	Summarize how to effectively work with interpreters

Agenda

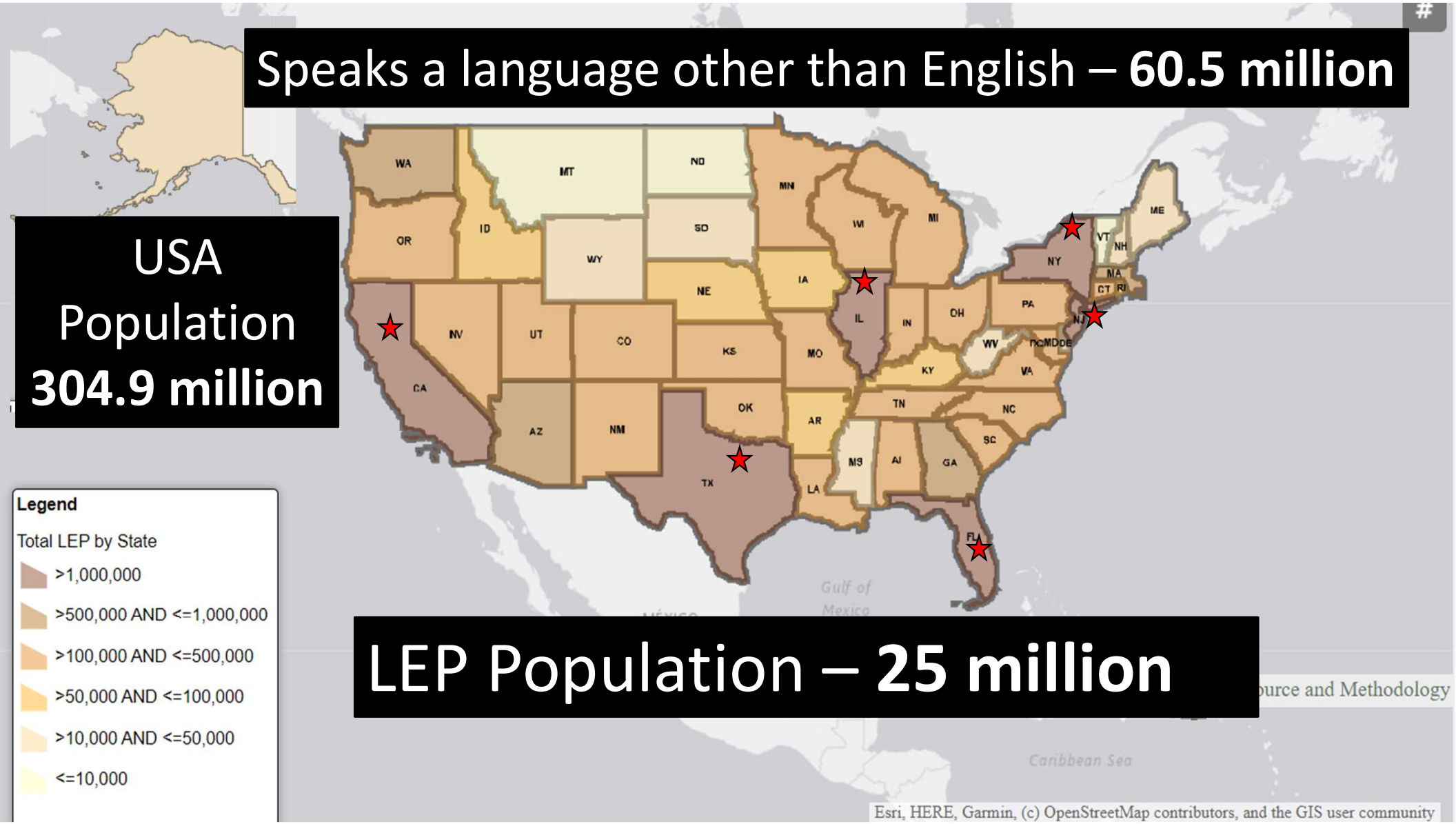
- Background
- Federal Laws
- Healthcare Disparities
- Working with Interpreters
- What can we do?

Background

Limited English Proficiency (LEP)

Individuals aged 5 years or older who understand, speak, read, or write English

"less than very well"


Speaks a language other than English – 60.5 million
USA Population 304.9 million
LEP Population – 25 million
Legend
Total LEP by State
>1,000,000
>500,000 AND <=1,000,000
>100,000 AND <=500,000
>50,000 AND <=100,000
>10,000 AND <=50,000
<=10,000
WA
OR
CA
ID
NV
MT
WY
UT
AZ
CO
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Caribbean Sea
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Language	Number of Speakers	Number who speak English "less than very well"
Spanish	37.5 million	16.3 million
Chinese	2.9 million	1.6 million
Tagalog	1.6 million	516, 522
Vietnamese	1.4 million	839, 237
Korean	1.1 million	617, 405
Arabic	924,374	341,425

Hearing Difficulty

- Hard of Hearing (HOH) or Deaf
- USA – 11.5 million

Federal Laws

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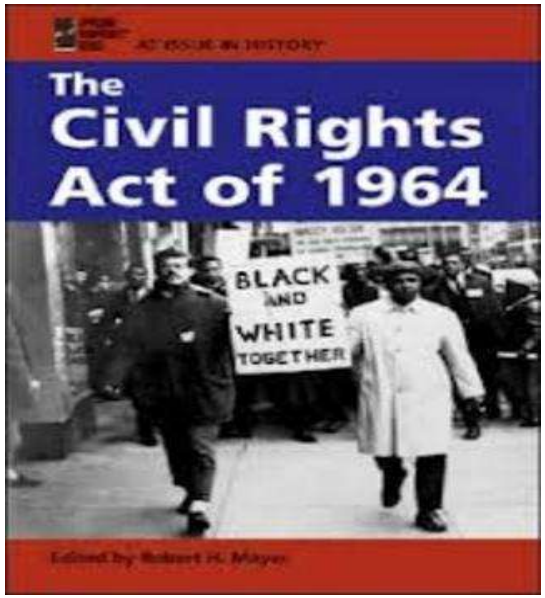
Title IV of the Civil Rights Act of 1964

Prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance



Executive Order 13166

"Improving Access to Services for Persons with Limited English Proficiency“

- Assessment of services for LEP
- Identify need for services
- Develop & implement as system

Americans with Disabilities Act, Title II, 1990

Requires state and local government to provide appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities.

Patient Protection and Affordable Care Act
May 18, 2016

Covered entities shall take reasonable steps to ensure meaningful access to its programs or activities by limited English proficient individuals

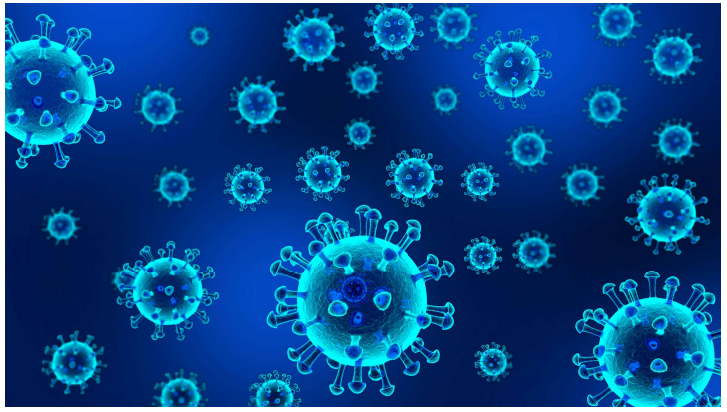
Healthcare Disparities

Virginia Department of Health
Lost in Translation
January 21, 2021

FAQ page translated

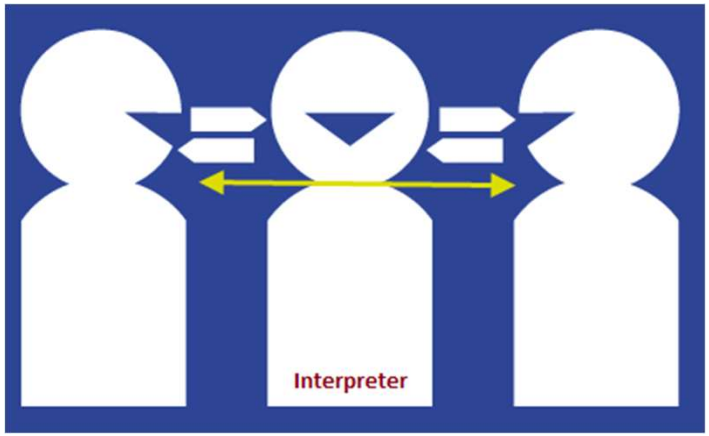
"the vaccine is not required"
to "la vacuna no es necesaria"

"the vaccine is not necessary"



- Poor patient satisfaction
- Decreased access to preventive services
- Longer hospital stays
- Increased hospital readmissions
- Medical errors & misdiagnoses

Working with Interpreters



Dos & Don’ts of Working with Interpreters

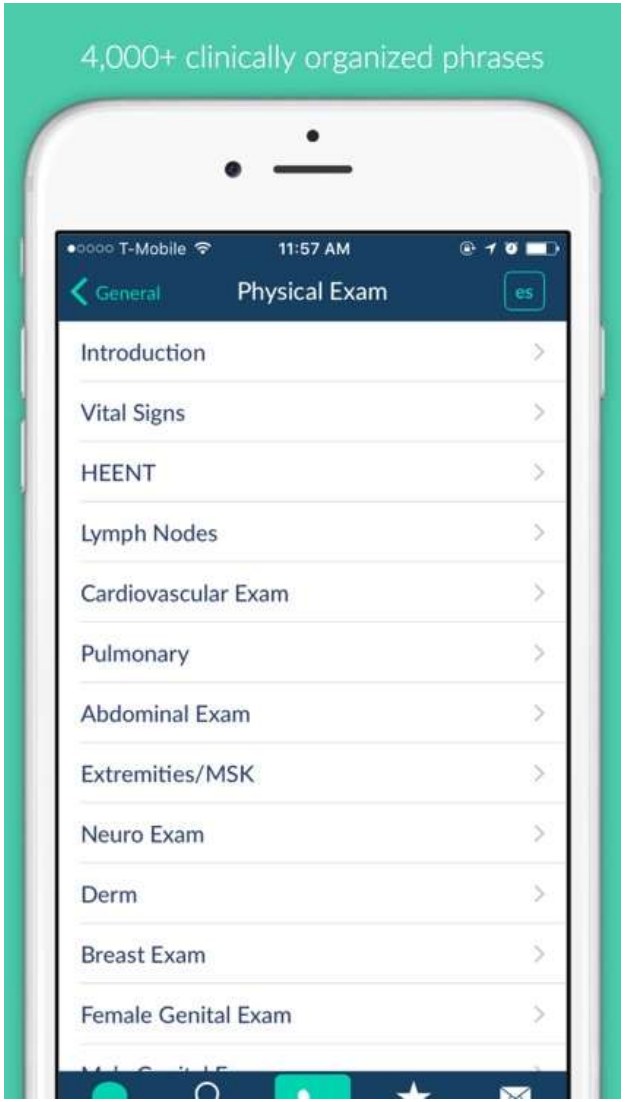
DO

- Use jargon-free, easily interpreted amounts of information
- Maintain eye contact with the patient when speaking
- Use qualified live, video, or phone interpreters
- Keep all written communication as a part of the medical record

DO NOT

- Use a child as an interpreter
- Use an unqualified adult family member in nonemergent situations
- Use fluent healthcare workers that are not qualified interpreters
- Allow the interpreter to take control of the encounter

Language Apps



Use qualified medical interpreters

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