


2022 Optum QLT01060 Language Assistance


1. Language Assistance Introduction


1.1 Introduction



As health care providers and teammates, it's up to us to make sure every one of our patients is heard and understood.


For many of our patients, their health relies on effective communication with their health care providers.

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Notes:


1.2 Meeting Our Patients' Needs




Meeting our patients' needs

Nearly **half** of Californians do not speak English at home.*

And nearly **1 in 5 Californians** speak English less than "very well".*



*U.S. Census

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Notes:

1.3 Maintaining Compliance

Maintaining compliance

We are required to provide **quality, accessible** and **timely** access to interpreters at **all points of contact** and at **no cost** to the patient (even when a patient is accompanied by a family member or friend who can interpret).

Language assistance is required by the following:

- Civil Rights Act of 1964 and Executive Order 13166
- California Department of Managed Health Care
- Health plans we contract with

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Notes:

1.4 Clear Communication

Aside from meeting legal requirements, why else do we need to ensure **clear communication** by offering language assistance?



- Improves** safety and adherence
- Reduces** malpractice risk
- Supports** our culture of valuing and respecting diversity
- Raises** patient and clinician satisfaction
- Increases** patient self-management and engagement with treatment program
- Boosts** clinic's efficiency and reduces waste

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Notes:

1.5 Language Assistance Resources

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.



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Notes:

Resource Guide (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.



Language assistance resource guide



Think of this as your language assistance "cheat sheet". We recommend printing this out and having it available at your workstation for easy access. The guide lists all the health plans we contract with and identifies which plans provide their own language assistance services, and which plans delegate language assistance responsibility to our company.


It's wasteful to use our interpretation vendor, Interpreters Unlimited, when a patient's health plan offers language assistance services. However, it's still the teammate's responsibility to ensure a great patient experience by making the call to the health plan and connecting the patient directly. This guide has the appropriate numbers to call and steps to follow.

[View the language assistance resource guide](#)

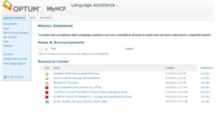
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MyHCP (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.



Language assistance MyHCP site*



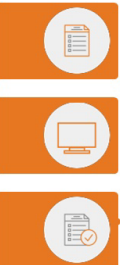
This is where you can find all sorts of resources related to language assistance services, including job aids, posters and our list of bi-lingual teammate translators.

Access the site by going to *MyHCP > Depts and Other MyHCP Sites > Language Assistance*.

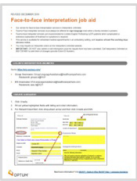
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Face-to-Face Interpretation (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.



Face-to-face interpretation job aid



This job aid shows how to complete a request in the online portal for our face-to-face interpretation and sign language vendor, Interpreters Unlimited.

We use this interpretation vendor for patients whose health plans delegate language assistance services to our company.

[View the face-to-face interpretation job aid](#)

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Resource Guide 2 (Slide Layer)

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
2. Scenario Introduction

2.1 Scenario Introduction

Please complete the following scenarios. This is not a test! You are encouraged to explore the responses and learn from the feedback. Feel free to reference the [Language assistance resource guide](#) for guidance.



MR. ACOSTA Face-to-Face Interpretation	MRS. TRAN Telephonic Interpretation	MS. AHMAD Face-to-Face Interpretation	MR. GARCIA Written Translation
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Notes:

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2.2 Scenario Progress

Please complete the following scenarios. This is not a test! You are encouraged to explore the responses and learn from the feedback. Feel free to reference the [Language assistance resource guide](#) for guidance.




MR. ACOSTA
Face-to-Face Interpretation

MRS. TRAN
Telephonic Interpretation

MS. AHMAD
Face-to-Face Interpretation

MR. GARCIA
Written Translation

Click Next to continue.



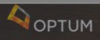
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3. Scenario 1

3.1 Scenario 1 Description


LANGUAGE ASSISTANCE

Introduction
Your next patient is Mr. Acosta. Before his appointment, you check his patient medical record. Even though he speaks English proficiently, his primary language is listed as Spanish.

Before you begin his consultation, you ask Mr. Acosta: "Would you like the assistance of an interpreter?"

Mr. Acosta responds: "No thanks, I'm all set."

WHAT SHOULD YOU DO?



Language assistance resource guide

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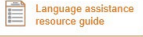
3.2 Scenario 1 Question


LANGUAGE ASSISTANCE


Choose one of the possible responses below:

- Ask if he's sure and list off available language assistance services.
- Proceed with the appointment as usual.
- Document his refusal in his medical record and begin the consultation.

[Review scenario introduction](#)

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Incorrect (Slide Layer)


LANGUAGE ASSISTANCE

This response is incorrect. When a patient's medical record shows that English is not their primary language, always ask if they would like to receive language assistance. If they decline, their choice must be documented in the patient's medical record.

TRY AGAIN



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Correct (Slide Layer)


LANGUAGE ASSISTANCE

This response is correct. When a patient's medical record displays their primary language as something other than English, always ask if they would like to receive language assistance. If they decline, their choice must be documented in the patient's medical record.

CONTINUE



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3.3 Scenario 1 Outcome


LANGUAGE ASSISTANCE

Wrap up
Always document the patient's language assistance decisions in the patient's medical record.

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4. Scenario 2

4.1 Scenario 2 Description


LANGUAGE ASSISTANCE


Introduction
As you begin to check in your patient, Mrs. Tran, you discover that she has Limited English Proficiency (LEP). You ask her: "Would you like language assistance?"


Mrs. Tran responds: "Yes, my English is poor. I speak Vietnamese."

You ask for her health insurance card to see that she is covered by Cigna. Then, you refer to the [Language assistance resource guide](#) to see she receives language assistance through her health plan.

HOW DO YOU PROCEED?



 Language assistance resource guide

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4.2 Scenario 2 Question



LANGUAGE ASSISTANCE

Choose one of the possible responses below:

- Send Mrs. Tran home and tell her it takes 5-7 business days to schedule a face-to-face interpreter.
- Call the Cigna phone number provided and have Mrs. Tran's member ID number ready. Inform Mrs. Tran that it could take 10-20 minutes to reach a telephonic interpreter.
- Check if there's a teammate at your site who is qualified to interpret. Contact the teammate to arrange language assistance services.

[Review scenario introduction](#)

 Language assistance resource guide



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Incorrect (Slide Layer)


LANGUAGE ASSISTANCE

This response is incorrect. When a patient's health plan is responsible for providing languages service, it doesn't make sense to burden an teammate interpreter. Doing so is wasteful of our company resources.

TRY AGAIN



 Language assistance resource guide

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Incorrect 2 (Slide Layer)


LANGUAGE ASSISTANCE

This response is incorrect. Since Mrs. Tran's health plan offers language assistance and she is already in the office, it's best to call the Cigna phone number provided to set up telephonic interpretation services. Be patient, as it can take 10-20 minutes to get telephonic services arranged through the health plan.

TRY AGAIN



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Correct (Slide Layer)


LANGUAGE ASSISTANCE

This response is correct. Since Mrs. Tran's health plan offers language assistance and she is already in the office, it's best to call the Cigna phone number provided to set up telephonic interpretation services. Be patient, as it can take 10-20 minutes to get telephonic services arranged through the health plan.

CONTINUE



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4.3 Scenario 2 Outcome


LANGUAGE ASSISTANCE


Wrap up
In this scenario, Mrs. Tran's health plan happens to be one that provides language assistance services.

For situations where you reference the [Language assistance resource guide](#) and find the patient's health plan delegates language assistance services to our company, then you will call our vendor, Interpreters Unlimited, to request telephonic interpretation services.

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5. Scenario 3


5.1 Scenario 3 Description


LANGUAGE ASSISTANCE


Introduction
Ms. Ahmad calls to schedule an appointment for her son. Ms. Ahmad is deaf, and she requests a face-to-face American Sign Language (ASL) Interpreter so that she can ask sensitive questions about attention deficit hyperactivity (ADHD) testing.

Ms. Ahmad's health plan is CalOptima. You check the [Language assistance resource guide](#), and it indicates that CalOptima delegates language services to our company.

WHAT SHOULD YOU DO?



 Language Assistance Resource Guide

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5.2 Scenario 3 Question


LANGUAGE ASSISTANCE

Choose one of the possible responses below:


- Tell Ms. Ahmad to call CalOptima and arrange interpretation services.
- Call CalOptima to arrange face-to-face language assistance services.
- Inform Ms. Ahmad that face-to-face interpretation requires 5-7 business days of notice, and call the face-to-face interpretation vendor, Interpreters Unlimited, to schedule the service.

[Review scenario introduction](#)

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Incorrect (Slide Layer)


LANGUAGE ASSISTANCE


This response is incorrect. When a health plan delegates language assistance services to our company, it's not the health plan's responsibility to provide services. Instead, call our interpretation vendor, Interpreters Unlimited, to request an interpreter.

Face-to-face interpretation requests require 5-7 business days of notice. And don't forget to document your actions in the patient's medical record!

[TRY AGAIN](#)



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Correct (Slide Layer)


LANGUAGE ASSISTANCE

This response is correct. When a health plan delegates language assistance services to our company, we use a vendor, Interpreters Unlimited, for interpretation. Call Interpreters Unlimited to request an interpreter, with 5-7 business days of notice. And don't forget to document your actions in the patient's medical record!

CONTINUE



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5.3 Scenario 3 Outcome


LANGUAGE ASSISTANCE


Wrap up
In this scenario, Ms. Ahmad's health plan happens to delegate language assistance services to our company.

For situations where you reference the [Language assistance resource guide](#) and find that the patient's health plan provides language assistance, you will call that patient's health plan to arrange the face-to-face interpretation.

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6. Scenario 4


6.1 Scenario 4 Description


LANGUAGE ASSISTANCE

Introduction
Mr. Garcia is given an Individualized Care Plan explaining what he needs to do to manage his arthritis. It includes information on medication, exercise and physical therapy. He asks to have the document translated into Spanish.

HOW DO YOU PROCEED?



 Language assistance resource guide

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Resource Guide (Slide Layer)

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6.2 Scenario 4 Question


LANGUAGE ASSISTANCE

Choose one of the possible responses below:


- Call Mr. Garcia's health plan to translate the document.
- Have Mr. Garcia fax the document to his health plan's translator.
- Email a completed Translation Request Form to our Care Management (CM) Compliance department.

[Review scenario introduction](#)

 Language assistance resource guide

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Incorrect (Slide Layer)


LANGUAGE ASSISTANCE

This response is incorrect. Our CM Compliance department processes all translation requests, regardless of whether the health plan or our company is delegated to provide the services. Requests may include Individualized Care Plans or notifications of denial, delay, modification or termination of services.

[TRY AGAIN](#)



 Language assistance resource guide

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Correct (Slide Layer)


LANGUAGE ASSISTANCE

This response is correct. Our CM Compliance department processes all translation requests, regardless of whether the health plan or our company is delegated to provide the services. Requests may include Individualized Care Plans or notifications of denial, delay, modification or termination of services.

CONTINUE



 Language assistance resource guide


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6.3 Scenario 4 Outcome


LANGUAGE ASSISTANCE

Wrap up
In this scenario, Mr. Garcia requested translation into Spanish. Note that patient materials may also be converted to below sixth grade reading level and alternative font formats upon request, through our Health Enhancement and Communication Support teams. See the [Language assistance resource guide](#) for more information.

RETURN TO SCENARIOS



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
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
7. Videos

7.1 Videos

So now that you've connected your patients with the right language assistance services, what's next?
When working with patients who have Limited English Proficiency and interpreters, here are some best practices to keep in mind. Click the videos below to learn more.

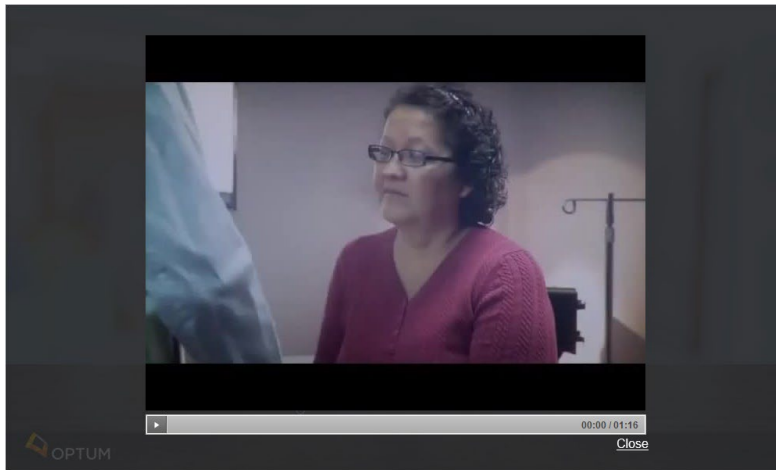
 <p>Working with interpreters California Academy of Family Physicians <i>1 minute</i></p>	 <p>Cultural considerations Health Care Interpreter Network <i>2 minutes</i></p>
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 These videos have audio.

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Notes:

Video 1 (Slide Layer)



Video 2 (Slide Layer)



8. Conclusion


8.1 Conclusion

As you assist LEP, visually impaired and hearing impaired patients, leverage what you've learned here and the resources available to you to provide the right language assistance services in a timely manner. Resources include the Language Assistance Resource Guide, MyHCP site, TouchWorks and PIP. You will receive an email with key resource links following this training.

Thank you for your commitment to providing great care for our patients.

Web Object

Address:
<https://www.surveymonkey.com/r/QLT01060LanguageAssistance>

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