

Language Services Department

Delivering on the promise of a healthier future... through cultural competence and effective communication



Penn Medicine
Lancaster General Health

Delivering Health Care to an Ethnically and Linguistically Diverse Population

Lancaster County Statistics (April, 2020 U.S. Census)

Population ¹	552,984
Language other than English spoken at home (17.0%) ¹	94,007
– Latino/Hispanic population (11.0%) ¹	60,828
– Amish population (estimates) ²	41,795
– Refugees from different parts of the world ³ , including:	
• Bhutan-Nepal, Sudan, Syria, Iraq, Bosnia, Eritrea, Somalia, Democratic Republic of Congo, Ukraine, Chad, Niger, Afghanistan	
• Cuba, Haiti	

1. <https://www.census.gov/quickfacts/fact/table/lancastercountypennsylvania,US#>

2. https://groups.etown.edu/amishstudies/files/2021/08/Amish-Pop-2021_by-state-and-county.pdf

3. Report from the RSCCP Regional Collaborative Meetings – Q2 FY22 1/19/2022

Why do we offer Language Services?...

<http://www.youtube.com/watch?v=twlNugacDdY&feature=related>

- ◆ Civil Rights Act (1964)
 - Executive Order 13166
 - Guidance Memorandum (2000)
- ◆ ADA (American with Disabilities Act)
- ◆ The Joint Commission
- ◆ CLAS (Culturally and Linguistically Appropriate Services)
 - Office of Minority Health, Dept. Health and Human Services

And...

...To deliver on the promise of a healthier future



One size doesn't fit all!

REaL Data

Race, Ethnicity, and Language:

- Captured at point of contact – verified periodically
- Race vs. Ethnicity
- Preferred language for discussion of medical information

Deaf patients

Patient's preferred form of communication

Ethnic background

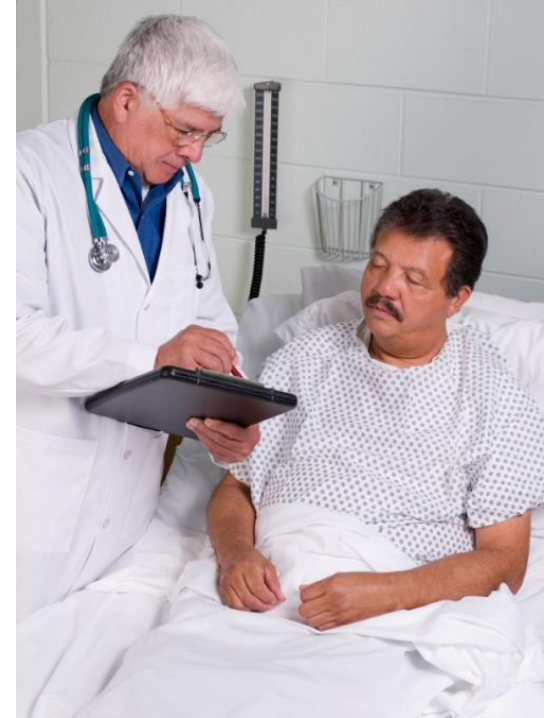
Too simplistic or superficial in our assessment. For example: Patients "A", "B" and "C" all speak Spanish, BUT...

- Patient "A" – indigenous language may be first language
- Patient "B" – well educated with high health literacy
- Patient "C" – Spain, Caribbean, Central/South America

Policy: “Critical Encounters”

When is it required to use approved resources for interpretation?

- Taking medical history
- Informing of diagnosis
- Explaining plan of care
- Informed consent
- Discharge teaching
- Or...anytime a patient's health, financial obligations or rights are at stake



Policy: Qualified Interpreters

Who is qualified to provide medical interpretation?

- ◆ Medical Language Facilitators
- ◆ LEAP Interpreters – Dual Role
- ◆ Agency interpreters
 - ◆ ASL Services, Keystone DHHS, Avante
- ◆ AMN/Stratus Video Remote Interpreters (ODI)
- ◆ CyraCom phone interpreters
 - ◆ Maya Communications (OPI)



Policy: Ad-hoc Interpreters

Who is NOT qualified to provide medical interpretation?

- Visitors or friends
- Family members
- Untrained, unevaluated staff
- Children (under no circumstances)

These are considered ad-hoc interpreters



Waris Dirie's experience with an unqualified interpreter...



Delivering Care to LEP population - Challenges

- ◆ Lengthier encounters to allow interpretation time
- ◆ Family members/companions want to interpret
- ◆ Certain red-tape to utilize local agencies for lesser diffusion languages – work in progress
- ◆ Educating providers on how to work with a qualified interpreter

Any Questions or Comments?



**Contact LGH Language Services at
(717) 544-1800**