

Communication With Persons With Limited English Proficiency

Federal Regulations: Title VI of the Civil Rights Act of 1964; 45 CFR Part 80	Effective Date: February 2014
State Regulations:	Revision Date(s):

PURPOSE: To provide Limited English Proficiency persons with a meaningful opportunity to participate in hospice care and services.

POLICY: Hospice takes reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Hospice is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, patient rights, consent and election, financial and insurance benefit forms. All interpreters, translators and other aids needed to comply with this policy are provided without cost to the person being served, and patients and their families are informed of the availability of such assistance free of charge.

Language assistance is provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. Staff is provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals are trained in effective communication techniques, including the effective use of an interpreter.

Hospice conducts a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

PROCEDURE:

- 1) Hospice promptly identifies the language and communication needs of the LEP person.
- 2) In the event that an interpreter is needed, the clinical manager is responsible for having the resources available to secure a qualified interpreter which includes staff and/or outside interpreter.
- 3) Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person are not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the Hospice. Such an offer and the response is documented in the patient's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services are provided to the LEP person.

Children and other clients/patients/residents are not be used to interpret, in order to ensure confidentiality of information and accurate communication.

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- 4) Facilities provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.
- 5) Hospice informs LEP persons of the availability of language assistance, free of charge.
- 6) On an ongoing basis, Hospice assesses changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. Hospice assesses the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, complaints filed by LEP persons and feedback from patients and community organizations.