

SUBJECT Interpretation & Language Services		CHAPTER 05	SECTION 03	SUBJECT 03
CHAPTER Clinical Practice Guidelines		SECTION Care Delivery		
WRITTEN BY Kelly VanWormer		REVIEWED BY		AUTHORIZED BY PIHP Board

I. APPLICATION:

- PIHP Board
 CMH Providers
 SUD Providers
 PIHP Staff
 CMH Subcontractors

II. POLICY STATEMENT:

It shall be the policy Region 10 PIHP to accommodate beneficiaries needing interpretation or translation assistance. All services shall be provided in a manner that takes into consideration an individual’s language proficiency, ethnicity, cultural differences, communication method, and physical limitations. Recognizing and accommodating a beneficiary’s special needs and differences is cost-effective for the PIHP, adds customer value to the services being provided, and is fundamental to customer satisfaction.

III. DEFINITIONS:

Interpretation: Conversion of spoken or conversational language into a language understood by others.

Alternative Forms of Communication: Alternative methodologies by which service recipients may communicate if not by the English language or the written word. Examples of alternative forms of communication for persons who cannot speak may include: sign-language, TTY machine, poster board, bliss-symbols, etc. For persons who are deaf, alternative forms of communication include video tapes for the hearing impaired, etc. For persons who are blind, alternative forms of communication include braille C.D.’s.

“I Speak” Posters: Posters that have the words “I Speak <name of language>” translated into several languages as well as written in English. Used to help staff identify the language being spoken by an individual who does not speak English.

Language: Speech or written characters used by a particular group to communicate, including sign language and Braille.

Limited English Proficiency (LEP): The inability to speak, write, read or understand the English language in a manner that permits effective interaction with health care providers and social service agencies.

Translation: Conversion of written language into a language understood by beneficiaries of the PIHP’s service area.

IV. STANDARDS:

- A. The PIHP and its provider network shall create an atmosphere and service delivery system that ensures staff sensitivity to diversity, and recognition of the need for accommodation. This may require alternative

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language options, access to and use of interpreters, a physical plant environment that is designed to be accessible, etc.

- B. The PIHP and its provider network shall ensure ongoing staff training, policies, procedures and clinical practices which promote such sensitivity to and accommodation of persons with special language and communication needs.
 - C. The PIHP and its provider network shall comply with the PIHP policy on Limited English Proficiency. Each CMH/SUD Provider shall develop and implement a local policy for its sub-network that ensures accommodation of persons with limited-English proficiency.
 - D. The PIHP and its provider network shall accommodate persons of diverse ethnic and cultural backgrounds. Each CMH/SUD Provider shall develop and implement a local policy for its sub-network that assures sensitivity, staff training requirements, and accommodation for persons of diverse ethnic and cultural backgrounds.
 - E. Each CMH/SUD Provider shall develop and implement a local policy for its sub-network that assures persons with communication impairments are accommodated.
 - F. All PIHP network providers will use means to notify all individuals of their right to have services provided in a language they understand at no cost to themselves. This notice will be provided in the most prevalent languages and will be posted near the front reception area of all provider sites.
 - G. Providers will train their staff to use resources to identify an unknown spoken language, and how to refer an individual to Customer Services to address any immediate language issues. Customer Services will notify the site of communication needs of the consumer immediately, so the service staff may make the appropriate arrangements.
 - H. Each CMH/SUD Provider shall be responsible for covering the on-going costs of a language interpretation service as part of its sub-contractual responsibilities to the PIHP.
 - I. Each CMH/SUD Provider shall develop a set of local procedures for using a language and interpretation service(s), whether arranged through a PIHP contractual provider, or as arranged locally by the CMH/SUD Provider. The local procedures will include instruction on appropriate documentation, authorization and evaluation of language and interpretation services.
 - J. Providers are encouraged to develop contractual arrangements with local interpreters to augment services provided through a language or interpretation service, for persons who need on-going assistance.
- V. PROCEDURES: N/A
- VI. EXHIBITS: N/A