



OFFICE OF LANGUAGE ACCESS & INCLUSION (OLAI)

2022 ANNUAL REPORT HIGHLIGHTS AND ACCOMPLISHMENTS





OLAI: WHAT & WHY

OUR PATIENTS:

At DHS, over 53% of our visits are for patients who prefer that their care be provided in a language other than English. Spanish is our largest preferred language, by volume, followed by English. Over the last year, there were over 100 different languages spoken by our patients. This makes the availability of language services even more important, in order to meet the needs of our communities.

ABOUT THE OFFICE OF LANGUAGE ACCESS AND INCLUSION (OLAI):









The Office of Language Access and Inclusion (OLAI) provides strategic direction and leadership on language access across DHS sites and programs, in order to meet our patients service needs. OLAI develops policy and procedures to ensure DHS-wide compliance with the mandated requirements of Title VI-Civil Rights Act and other Federal regulations, State policies, and accreditation requirements of regulatory oversight entities for language assistance. OLAI works in parallel with DHS healthcare sites and other DHS teams, as needed to:

- Support their individual approaches to strengthen and advance language access;
- Assist with the ongoing review of language access priorities and strategic goals;
- Guide development of training materials and resources to adequately provide LAS;
- Identify system-wide needs and opportunities to improve LAS service delivery.

OLAI WHY:

We serve as a trusted communication bridge between the health system and our communities, so that together we realize meaningfully engaged care.

OLAI TEAM:

<p>Director</p>  <p>Erika Flores Uribe PHYS SPEC EMERGENCY MEDICINE N...</p>	<p>Operations</p>  <p>Dawn E. Flores ADMINISTRATIVE SERVICES MANAGER...</p>	<p>Contracts</p>  <p>Nina Vassilian STAFF ANALYST, HEALTH</p>	<p>Data</p>  <p>Leonor Orr ASST STAFF ANALYST, H.S.</p>
<p>Admin Support</p>  <p>Vildana Varesanovic SECRETARY III</p>	<p>Quality</p>  <p>Renata Flores ADMINISTRATIVE SERVICES MANAGER I</p>	<p>HCI Specialist</p>  <p>Victor Quiroz HEALTHCARE INTERPRETER</p>	<p>HCI Specialist</p>  <p>Susan Urquiza HEALTHCARE INTERPRETER</p>



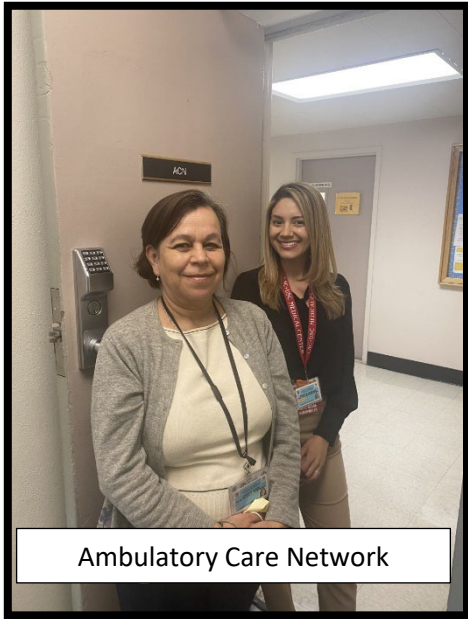
OUR LANGUAGE ACCESS SERVICES (LAS) AND HEALTHCARE INTERPRETER (HCI) TEAMS



Harbor-UCLA Medical Center



Los Angeles General Medical Center



Ambulatory Care Network



Rancho Los Amigos National Rehabilitation Center



Olive View-UCLA Medical Center



Martin Luther King Jr., Outpatient Center



Department of Health Services
Office of Language Access and Inclusion (OLAI)
 CY 2022 by the Numbers



1.3M Patient Visits
 Non-English Preferred Language

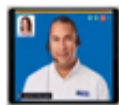
57K
 Face-to-Face
 Interpretation Encounters



662K
 Phone Interpretation
 Encounters



27K
 LLS Insight (Interpreter)
 App Encounters



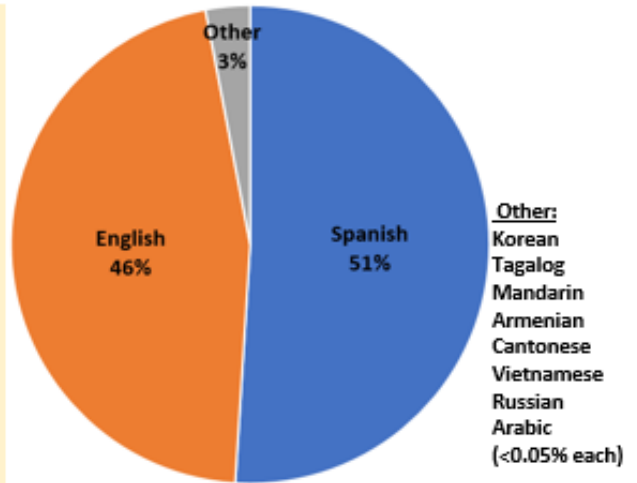
21K
 Video Interpretation
 Encounters



150
 LLS Virtual Desktop Infrastructure
 (VDI) Encounters

85
DHS Healthcare Interpreters

Top Ten Languages



767K*
 Interpretation Service Encounters

221K*
 Interpretation Service Hours

4.4/5

Average Satisfaction Rating

225

System-wide Document Translations

3.8K
 Bilingual Bonus Recipients

email: Olaifeedback@dhs.lacounty.gov

*Of note, "Interpretation Services" include Qualified Healthcare Interpretation Services provided by vendors through telephonic and video remote interpretation, as well as services provided by DHS Healthcare Interpreter staff only. The data above reflects services utilized across DHS medical centers, health centers, and programs. Updated: 3/15/2023



OLAI ACCOMPLISHMENTS

Over the last couple of years, especially with the increased need for remote communication during the pandemic, DHS has made it easier for our staff to take care of our patients, by hiring dedicated Healthcare Interpreters, facilitating access to video and audio interpreters, and providing training on how to access language services.

Improving our language services is a consistent priority and so is making sure that those improvements are driven by staff and patient feedback. The OLAI Annual Report 2022 highlights the accomplishments throughout the system and site facility level, in direct response to feedback patients and staff provided.

As such, we released the Language Access Survey at Rancho Los Amigos and High Desert Regional Health Center Staff, in 2021. We heard back from more than 1,400 staff members!

Over the last few years, we have worked to increase access to language services. It was great to see that when surveyed staff were asked what they believed were the top barriers or needs for improvement, the largest response (> 40%) was that there were no barriers or improvements needed to language services at their sites (as you can see in the Language Survey Highlights on pg. 9).

In addition, the following themes were identified as potential barriers or areas for improvement:

- Access to language services
- Connection issues related to technology (remote interpreters) and
- Training on language access services

These survey results shaped the OLAI Strategic Goals for 2022-23 and the accomplishments highlighted in this report:

How did we increase access to Language Services?

Continued to hire dedicated DHS Healthcare Interpreter Staff

For the first time ever, all 85 budgeted Healthcare Interpreter Items were filled at DHS sites during 2022. High Desert Regional Health Center also celebrated the addition of on-site, face-to-face interpreter services for the first time as a result of onboarding two Healthcare Interpreters.

Negotiated rate reductions from contracted Language Services Vendors

The Office of Language Access and Inclusion continues to identify opportunities to leverage our call volumes for cost optimal rates. During CY 2022, BOS-approved Contract Amendments were executed with both Health Care Interpreter Network (HCIN) and LanguageLine Solutions (LLS) to reflect each vendor's offer of reduced pricing for Video Remote and Telephonic (Audio) Interpretation Services throughout DHS Hospitals, its ACN facilities, and central programs. Both vendors worked to lower their per minute pricing for our utilization, based on system-wide demand.



OLAI ACCOMPLISHMENTS

How did we increase access to Language Services AND improve connection to remote interpreters?

Deployed the LLS InSight (Interpreter) App. (for personal mobile devices)

In order to expand access to interpretation services across all sites, OLAI launched the LanguageLine Insight (Interpreter) App. on personal smart phones. Having interpreter services available on a smart phone addresses issues associated with space configuration, equipment availability, and traditional interpreter connection prompts. This project has resulted in the following service improvements:

- Facilitates access to an Interpreter with a touch of a button
- Eliminates delays caused by data collection (no additional data prompts)
- Captures Interpreter ID in Call History for easy documentation
- Provides quality assurance mechanism (real-time resolution of issues by vendor)
- Shares timely satisfaction ratings

How did we increase awareness and training on Language Services?

Launched the Language Access Services Communications Campaign

OLAI launched a focused LAS communications campaign, beginning in September 2022, to inform and educate the workforce on language services available and how to access services. The campaign started with OLAI recognition of Latinx Heritage Month through communications that highlighted Language Access Services availability and scope. The campaign included information on existing service, such as in-person, video and over the phone interpreters, as well as the newly available LanguageLine InSight (Interpreter) App. (for smart devices and VMware VDI). The campaign included outreach through emails (both for workforce and patients), articles, screensavers, local newsletters, townhalls and announcements.

Updated DHS Language Policies and Created a New Policy & Procedure Guidance Document

This year, the Office of Language Access and Inclusion (OLAI), revised the following policies and developed a new policy to ensure alignment with federal laws and regulations:

- [DHS Policy #318.000 – Language Access – Interpretation Services \(revised\)](#)
- [DHS Policy #318.001 – Translation of Written Materials \(revised\)](#)
- [DHS Policy #318.002 – Effective Communication for Persons with Disabilities \(new\)](#)

From this work, the [Language Access Services \(LAS\) P & P Guidance](#) document was also created. It provides the workforce with procedural support and resource tools for all three policies.



OLAI ACCOMPLISHMENTS

Created LAS Operational Support Resources and Tools

Our office created various resource documents to support the workforce and assist them in obtaining services for their patients.

[DHS Hospitals Language Centers and Administrator Directory](#)

[DHS Interpreter Services Directory](#)

[How To Access Health Plan Interpreting Services](#)

[LanguageLine InSight \(Interpreter\)App Quick Start Guide \(Medical Centers\)](#)

[LanguageLine InSight \(Interpreter\)App Quick Start Guide \(ACN\)](#)

What else do we continue to focus on in Language Services? Quality!

Recipient of the Productivity and Quality Award (PQA)

OLAI was awarded with a Productivity and Quality Award (PQA) for the Ambulatory Care Network (ACN) Video Remote Interpreting (VRI) project, which was launched in June 2020, and fully adopted in May 2021.

This project was implemented to provide video interpretation services for patients with a Non-English Preferred Language of care, including those who use American Sign Language (ASL), throughout all DHS clinics. The interpretation services offered through VRI enhance the care provided throughout our ambulatory care settings, and truly facilitate meaningful access to healthcare for our patients.

Launched HCI Annual Competency Assessment

During CY 2022, OLAI collaborated with DHS HR's Education Compliance Program (ECP) for the DHS-wide coordination and implementation of the first-ever launch of the HCI Competency Assessment. All DHS HCI staff successfully passed the HCI Competency Assessment.

Focused on Data Automation

One of OLAI's FY2022-23 goal was to leverage automation efforts to improve data collection and visualization efforts. The HCI Activity Log is an automated system where an HCI can enter their Oral Interpretation, Written Translation, and Other Assignment sessions, on a standardized online form. Not only are the LAS Administrators able to use this data to assist them in determining allocation of language access equipment, resources and staffing, but this information is used to inform the DHS Executives about all key information regarding Language Access Services. See LAS Dashboard - [DHS Dashboard](#)



DHS FACILITY SPOTLIGHTS / ACCOMPLISHMENTS

<u>Harbor-UCLA Medical Center</u>	Expanded Healthcare Interpreter (HCI) coverage from 6am-11pm, 7 days a week.
<u>High Desert Regional Health Center</u>	Filled two (2) Spanish Healthcare Interpreter (HCI) items.
<u>Los Angeles General Medical Center</u>	Established a 24/7 ED-Specific Interpreter Team.
<u>Martin Luther King, Jr. Outpatient Center</u>	Recruited and filled seven (7) Healthcare Interpreter (HCI) long-term vacancy positions.
<u>Olive View-UCLA Medical Center</u>	Successfully filled eleven (11) Spanish speaking Healthcare Interpreter (HCI) items.
<u>Rancho Los Amigos National Rehabilitation Center</u>	Successful completion of the Joint Commission survey with no findings in Language Access Services.

“They have been making a great effort to implement something called Language Justice.”
 - EDIA Patient Listening Sessions, 2021

“Our language services team does an incredible job!”
 - Rancho Los Amigos National Rehabilitation Center, Staff 2021

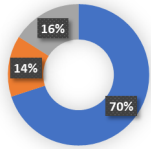
“These services are the needed bridge to our communities.”
 - Univision 2021

“It is incredible to have in-person interpreters at OV. It is so needed for patient care.”
 Physician, Olive View-UCLA Medical Center 2021



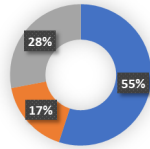
LANGUAGE ACCESS SURVEY HIGHLIGHTS

70% Agreed - I know how to access language services (in-person, video and/or phone interpretation services)



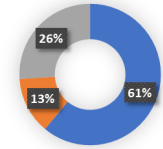
■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

55% Agreed - The equipment provided (phones, VRI machines) to access interpreter services is sufficient



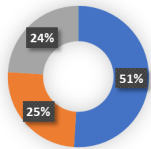
■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

61% Agreed - I am satisfied with the language services available at my worksite



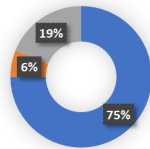
■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

51% Agreed - I know how to report a problem when I have difficulty accessing language services



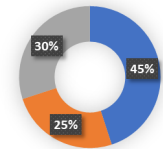
■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

75% Agreed - I feel confident in working with an interpreter



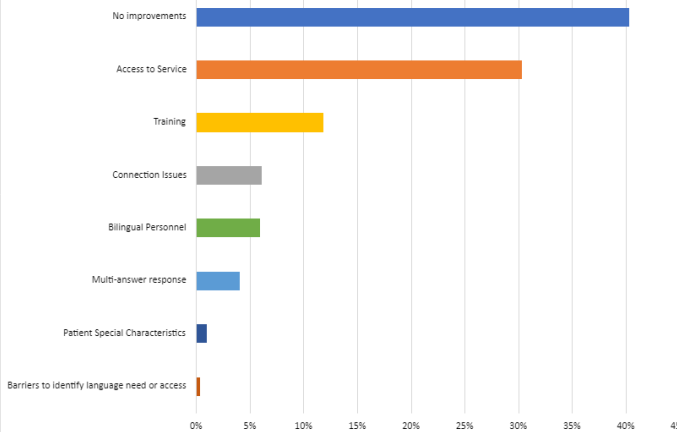
■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

45% Agreed - I received training on the expected practices regarding language access at my worksite

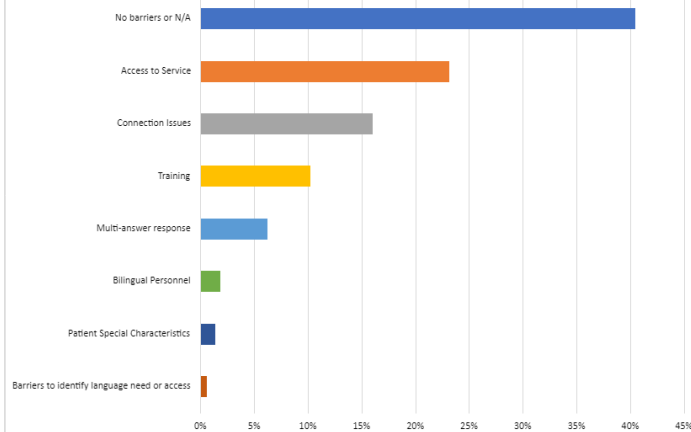


■ Agree/Strongly Agree ■ Disagree/Strongly Disagree ■ Neutral

What improvements in language services would you like to see?



What is the biggest barrier to using language services at your worksite?



ACKNOWLEDGEMENTS

Thank you to all our partners who have collaborated and championed with us in making great improvements in providing Language Access Services (LAS) for our patients and staff: DHS Executive Leadership, DHS Language Access Services Steering Committee, Office of Patient Access, Patient Family Advisory Council and Community Partners, Human Resources, IT Teams, Communications Teams, Contracts and Grants, Risk Management, and most of all, our Healthcare Interpreters and Language Access Clinical Champions! We could not have achieved all that we have, without you. Together, we have significantly increased access and use of qualified language services in the last year and will continue to do so through our ongoing exceptional partnerships.

Thank you for your commitment to language justice and to the advancement of the health of our patients and our communities by providing extraordinary care.

For more information, please click here to visit the [OLAI SharePoint](#) site.