



OFFICE OF LANGUAGE ACCESS & INCLUSION (OLAI)

ANNUAL REPORT HIGHLIGHTS AND ACCOMPLISHMENTS FY 2024-25



OLAI: WHO, WHAT & WHY

OUR WHY: “WE SERVE AS A TRUSTED COMMUNICATION BRIDGE BETWEEN THE HEALTH SYSTEM AND OUR COMMUNITIES, SO THAT TOGETHER WE REALIZE MEANINGFULLY ENGAGED CARE.”

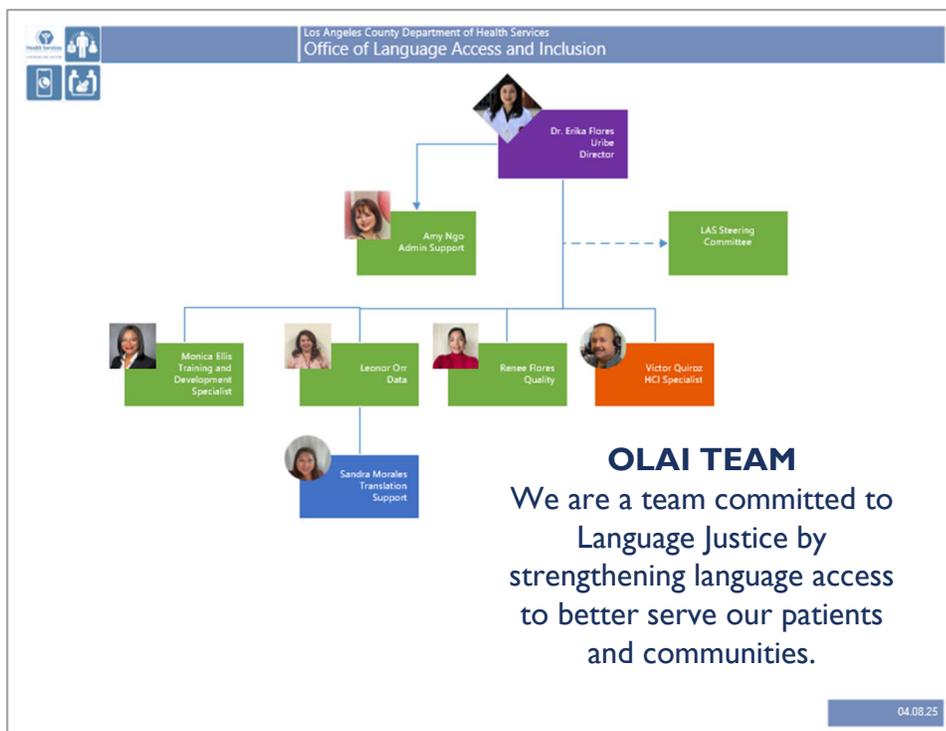
OUR PATIENTS

At LA Health Services, 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 approximately 150 different languages spoken by our patients. This makes the availability of language services critical to caring for 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 LA Health Services sites and programs, in order to meet our patients service needs. OLAI develops policy and procedures to ensure LA Health Services-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 LA Health Services healthcare sites and other LA Health Services 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.



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



LA General Medical Center



Community Programs



Correctional Health Services



Martin Luther King, Jr. Outpatient Center



Harbor-UCLA Medical Center



Olive View-UCLA Medical Center



Rancho Los Amigos National Rehabilitation Center



High Desert Regional Health Center

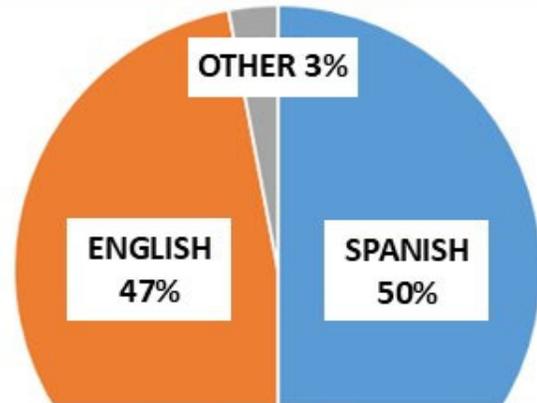


Office of Language Access and Inclusion (OLAI) CY 2024 – By The Numbers

1.4M Patient Visits Non-English Preferred Language

119KFace-to-Face
Interpretation Sessions**1M**Phone Interpretation
Sessions**132K**LanguageLine Solutions Insight
(Interpreter)
App Sessions**52K**Video Interpretation
Sessions**1K**LanguageLine Solutions Virtual Desktop
Infrastructure (VDI) Sessions**89****DHS Healthcare Interpreters**

Top Ten Languages (CY 2024)



Other includes Mandarin/Chinese, Korean, Tagalog/Filipino, Armenian, Russian, Cantonese/Chinese, Vietnamese, and Arabic.

1.2M*

Interpretation Services Sessions

296K*

Interpretation Service Hours

4.6/5

Average Satisfaction Rating

270

Enterprise-wide Document Translations

113

Enterprise Help Desk Tickets Closed

4K

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.



OLAI ACCOMPLISHMENTS

LA Health Services cares for a growing number of patients from many different cultures and languages across all its facilities and programs. In FY 2024–25, LAC LA Health Services provided care for over 1.4 million patient visits for individuals with a Non-English Language Preference (NELP), representing more than 53% of all patient visits.

The OLAI Annual Report highlights the accomplishments throughout the system and site facility level. Together, these efforts reinforce LA Health Services’ ongoing commitment to advancing equitable, culturally, and linguistically appropriate care in support of patient safety and quality across the health system.

As part of the Department’s Strategic Plan, LA Health Services continues to improve patient access and enhance the overall experience of care by ensuring that individuals receive services in their preferred language. In alignment with these priorities:

1. LA Health Services set and met systemwide goal to increase qualified healthcare interpreter sessions by 10%, resulting in over 1.2 million sessions provided in approximately 150 languages to patients with a Non-English Preferred Language (NELP) in FY 2024–25.
2. In addition, LA Health Services established a new process for the certification of bilingual staff in both clinical and non-clinical roles, using validated, role-specific language proficiency testing. This ensures that bilingual staff have the necessary skills to communicate effectively and safely with patients. Since its implementation in March 2025, more than 861 workforce members have been certified across 26 languages, including individuals in roles such as nursing, physicians, and registration.

These efforts directly support LA Health Services’ commitment to language justice, patient safety, quality of care and equitable care for all patients.

FY 2024-25 Highlights and Achievements

Workforce Development & Support

Enhanced LA Health Services Bilingual Certification Program

The Office of Language Access and Inclusion (OLAI), in collaboration with LA Health Services Human Resources, has led a transformative, multi-year initiative to strengthen and streamline the LA Health Services Bilingual Certification Program.

A new, validated process for certifying bilingual staff in both clinical and non-clinical roles was established using role-specific language proficiency testing. This ensures that bilingual staff possess the necessary skills to communicate effectively and safely with patients. Since implementation in March 2025, more than 861 workforce members have been certified across 26 languages, including individuals in nursing, physician, and registration roles.

OLAI ACCOMPLISHMENTS

This comprehensive effort was designed to streamline and standardize how bilingual workforce members are assessed and certified – ensuring that language proficiency aligns with LA Health Services’ commitment to patient safety, quality, and equitable care.

Key enhancements include:

- Implementation of role-specific, validated language proficiency testing for both clinical and non-clinical positions.
- Expanded access to include all LA Health Services workforce members - employees, contractors, and volunteers.
- Stronger alignment with patient safety priorities and regulatory requirements.
- Automation of the bilingual testing process, significantly improving efficiency and access.

What once took months can now be completed in a matter of days. Testing is available 24/7 in most languages, providing flexibility for staff across all shifts and locations. The system supports over 100 languages, ensuring equitable access for a linguistically diverse workforce and enabling LA Health Services to maintain the highest standards of patient communication and care.

Hired Staff to Fill the New Healthcare Interpreter (HCI) Series Classifications

A key milestone this year was the hiring of staff within the newly established Healthcare Interpreter Series, which laid the foundation for ongoing programmatic development, quality improvement, and expanded service delivery capacity across LA Health Services. These dedicated professionals - Language Services Supervisors and Senior Healthcare Interpreters - not only provide interpretation services but also contribute valuable operational insight, helping to align processes, improve response times, and build a sustainable infrastructure for language access across all care settings.

As of June 2025, LA Health Services has hired three (3) Language Services Supervisors and three (3) Senior Healthcare Interpreters at three trauma hospitals and one outpatient center, with support from the Office of Language Access and Inclusion (OLAI). All six appointees were promoted from within the existing Healthcare Interpreter workforce, LA Health Services’ strong commitment to recognizing and advancing internal talent.

These two new classifications were approved by the Los Angeles County Board of Supervisors on November 21, 2023, and the newly hired staff have already proven to be an exceptional asset to both the LA Health Services Language Centers and the broader Health Services system.

Language Services Supervisors		
		
Israel Acuna Ambulatory Care Network (ACN)	Marlon Donis Harbor-UCLA Medical Center	Susan Urquiza Olive-View UCLA Medical Center
Seniors Healthcare Interpreters		
		
Maribel Alonso Harbor-UCLA Medical Center	Victor Martinez Harbor-UCLA Medical Center	Jorge Varela Olive-View UCLA Medical Center



OLAI ACCOMPLISHMENTS

Program Enhancements & Expansion

Finalized Patient Language Interpreter Needs (PLIN) Electronic Health Record (EHR) Implementation

To ensure language access is a seamless part of clinical care, LA Health Services integrated the Patient Language Interpreter Needs (PLIN) documentation tool into the Electronic Health Record (EHR). This integration embeds language access directly into clinical workflows - such as those of providers, nursing, social work, and therapy staff - enabling standard documentation of how each patient's language needs were met at the point of care.

The final phase of implementation was completed on May 27, 2025. The visibility of this data has strengthened accountability, improved cross-team coordination, and is laying the foundation for feedback loops to identify where additional training or resources may be needed.

Awareness & Communications

Developed and Published the LA Health Services Departmental Language Access Plan (DLAP)

In alignment with the Office of Immigrant Affairs within the Department of Consumer and Business Affairs (DCBA), the Office of Language Access and Inclusion (OLAI) developed the LA Health Services Departmental Language Access Plan (DLAP). This comprehensive plan outlines how LA Health Services assists individuals with non-English language preferences (NELP) and those with communication disabilities.

The DLAP details the standards, procedures, and actions LA Health Services follows to ensure that every patient receives equitable, timely, and meaningful access to care in their preferred language across all healthcare settings. The DLAP is accessible on our public-facing Language Access Services (LAS) webpage.

Advanced Language Access Through Engagement and Communication

Recognizing that cultural change requires ongoing engagement, LA Health Services launched several systemwide communication campaigns, including Language Access Week, to amplify the importance of language services and celebrate the vital role of interpreters and bilingual staff. These campaigns reached LA Health Services' 30,000+ workforce through emails, articles, screensavers, and on-site Language Access Services (LAS) events. They highlighted available services - including in-person, video, and over-the-phone interpretation, as well as interpreter applications for smart devices and video-capable workstations - ensuring staff were equipped and motivated to use the full range of resources.

These multi-faceted engagement campaigns went beyond information-sharing - they created spaces for staff to participate, contribute, and become LAS champions. This approach helped cultivate ownership and pride in advancing language access as part of LA Health Services' equity mission, building a sense of shared responsibility across disciplines and sites.

Improving patient communication remained a parallel priority. LA Health Services redesigned the patient-facing LAS webpage to better serve the County's diverse communities and families. The new, streamlined design replaced a multi-page format with a single, intuitive layout that makes it easier to find interpreter and translation information quickly. The webpage is now featured under the "Prepare for Your Visit"



FACILITY SPOTLIGHTS/ACCOMPLISHMENTS & ACKNOWLEDGMENTS

section of the LA Health Services site, increasing visibility for patients seeking support before, during, and after their care encounters. For more information, please [click here](#) to visit our public-facing Language Access Services webpage.

Facility Spotlights/Accomplishments

FACILITY	ACCOMPLISHMENT
Ambulatory Care Network (ACN)	Increased in-person interpreting sessions as a result of improved communication with providers and staff, as well as greater appropriate use of interpreters.
Community Programs	Conducted 'Best Practices' workshops for contracted community providers and provided resources and education to staff on Language Access Services (LAS).
Correctional Health Services	Expanded remote language access services, both video and telephonic, which led to an increase in staff requests for interpreting services.
Harbor-UCLA Medical Center	Restructured processes with Emergency Department to increase interpreter utilization and shorten response time.
LA General Medical Center	Delivered multiple targeted training sessions for clinical staff and onboarding medical Students on best practices for working with in-person interpreters strengthening communication and ensuring compliance with Joint Commission standards.
Olive View-UCLA Medical Center	Implemented 24-hour coverage, on business days, for in-person interpretation services in the Emergency Department.
Rancho Los Amigos National Rehabilitation Center	Continued coordinated efforts with health plans to provide daily in-person interpreter services through their networks.

Acknowledgments

A heartfelt thank you to all our partners who have collaborated and championed alongside us in strengthening Language Access Services (LAS) for our patients and staff.

We deeply appreciate your invaluable contributions, steadfast support, and dedicated efforts. Our accomplishments would not have been possible without your partnership, and we look forward to continuing this important work together.

You are true Language Champions!