



Language Access Services Catholic Healthcare West



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- What sets us apart
- Language Access Services (LAS) process
- Challenges
- Opportunities
- Wisdom to share



What Sets Us Apart



- Continuum of facilities
- Broad geographic area
- System approach

- Language assessments and action plans
- Corporate Agreement with Office for Civil Rights
- CHW Qualified Medical Interpreter Program
- System contract with preferred vendor
- Cordless phones
- Priority call back
- Video Remote Interpreting

- Varying facility cultures
- Levels of readiness
- Knowledge base
- IT Infrastructure
- Changes in leadership
- Economy
- Clinics



- Collect and analyze Race and Ethnicity data
- Identify Health Disparities
- Examine correlation between language services and patient satisfaction scores
- Modify documentation on Electronic Medical Record (EMR)

- Identify an executive sponsor
- Choose a champion at each facility
- Involve labor partners early
- Collaborate with stakeholders
- Standardize program
- Operational implications
- **You can never over-communicate!**