



# Combatting Language Barriers in Healthcare

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01

The Numbers



78%

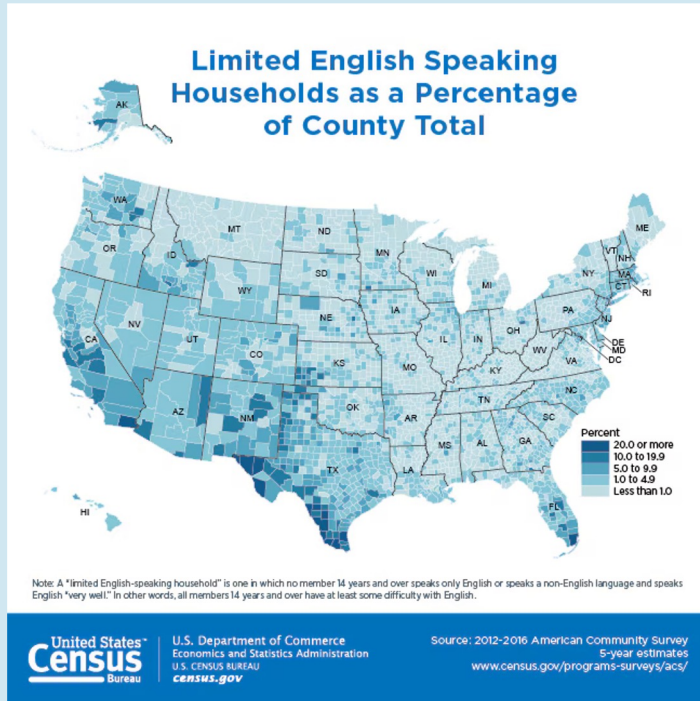
Of the US population only speaks English

8.5%

Qualify as having Limited English Proficiency



# LEP Patient Distribution



## Breakdown

California, Nevada, New Mexico, Texas, Florida, New Jersey, and New York, have the highest percentages of LEP patients in the US with 35% or more speaking languages other than English.



02

LEP Patient Care



# Effects of Language Barriers

Language barriers affect

- Access
- Quality
- Outcomes

Miscommunication reduces both parties' satisfaction and decreasing the quality of healthcare delivery and patient safety" (Oman medical journal)



Image from *Siliconeer*

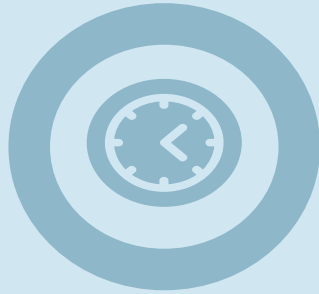


# Complacency





# Crucial Roadblocks



Time



Money





03

Interventions

# Legal Interventions



1

## Civil Rights Act of 1964

Federal intervention which is the backbone of language access legislation

2

## Clinton's Executive Order

Gears language service choices towards the prominent languages in the area & limits requirements on providers based on budgets

3

## State Choice

States get federal funding, mainly through Medicaid and CHIP, to cover language services

# Program Interventions



Interpreter's  
Aide Program  
Brown Medical School  
1997



Connect for  
Health  
Lifespan Hospitals  
2018



Spanish Language  
Care Group  
Mass. Gen. Hospital  
2020





04

Proposed Solution



# States that Reimburse Providers for Language Services

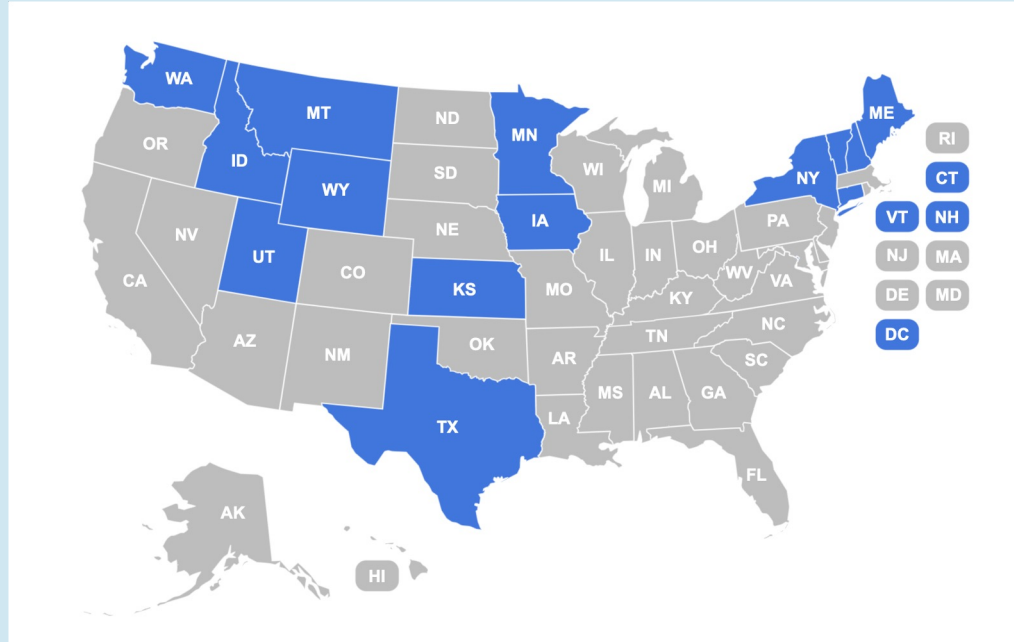



Image created using data from the *National Health Law Program*



“The single biggest barrier to language access for LEP patients is the lack of widespread reimbursement for healthcare interpreting and translation services”

Alice Chen author of *“The Legal Framework for Language Access in Healthcare Settings”*



# Thank You!

Questions?