

Ensuring Language Access for Limited English Proficient Patients

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Who We Are

CPEHN is a leading voice - and a comprehensive resource - for multicultural health advocacy. [Join our Network!](#)

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[Medi-Cal Expansion: What's at Stake for Communities of Color](#)

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[Spotlight on Children's Health](#)

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Cultural and Linguistic Competence

Find information on why culturally and linguistically competent care is critical to the provision of quality health care.

To include a relevant study or report from your organization, please complete the [Studies Submission Form](#).

Also find [FACTS & CHARTS](#) on cultural and linguistic competence.

The **Language Access Advocacy Project** has compiled four *template* presentations on the issue of language access in health care. We hope they are helpful for your own education and advocacy needs.

[Importance of Language Services](#)
[When You Can't Talk to Your Doctor](#)
[Promising Practices in Healthcare](#)
[State and Federal Requirements for Language Access](#)

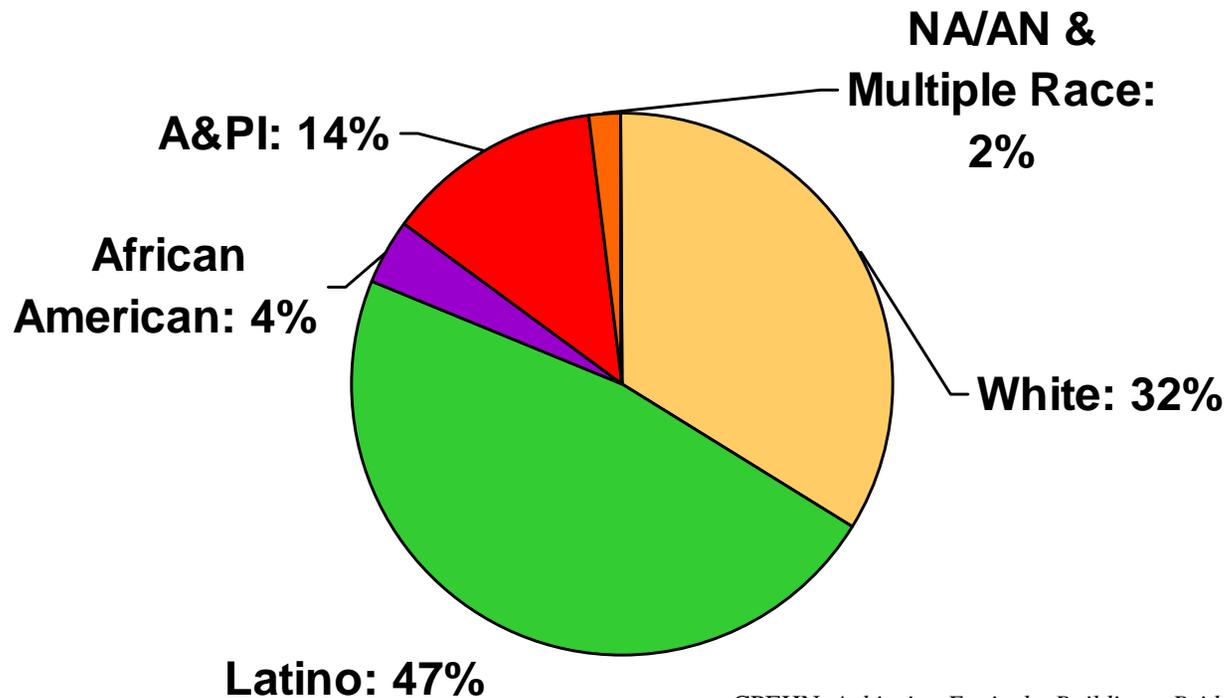
The Language Access Advocacy Project partners include the Asian Pacific American Legal Center, the Asian Pacific Islander American Health Forum, the California Primary Care Association, the California Pan-Ethnic Health Network, the Fresno Health Consumer Center, the Latino Coalition for a Healthy California, and the National Health Law Program and is funded by The California Endowment.

Language Needs in California

- 40% of Californians speak a language other than English at home
 - Spanish 66%
 - Chinese 6.8%
 - Tagalog 5.1%
 - Vietnamese 3.3%
 - Korean 2.5%
- 20% of Californians speak English less than very well

Covered California

- Of the 2.7 million eligible for tax credits, 66% (~1.8 million) will be people of color



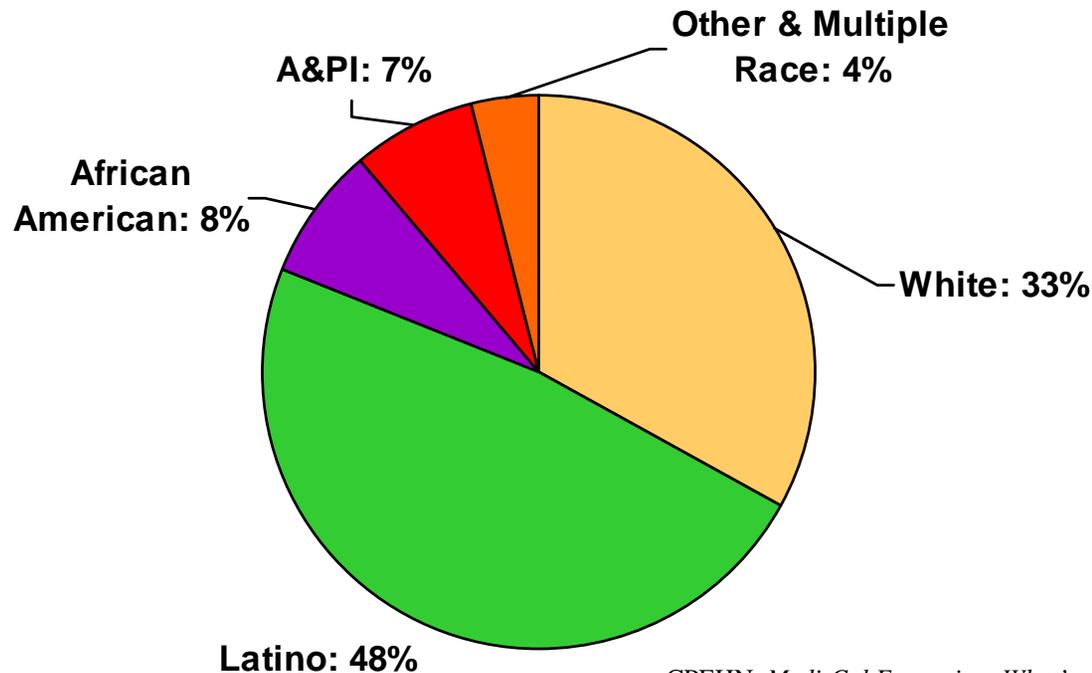
Covered California

- Of the 2.7 million eligible for tax credits, 40% (~1.09 million) will speak English less than very well

| Spanish | Mandarin | Cantonese | Vietnamese | Tagalog | Korean |
|---------|----------|-----------|------------|---------|--------|
| 721,200 | 66,600 | 61,600 | 50,000 | 27,600 | 18,700 |

Medi-Cal Expansion

- Of the 1.42 million adults newly eligible for Medi-Cal, 67% (950,000) will be people of color



Medi-Cal Expansion

- Of the 1.42 million adults newly eligible for Medi-Cal, 35% (500,000) will speak English less than very well

| Spanish | Cantonese | Vietnamese | Korean | Tagalog |
|---------|-----------|------------|--------|---------|
| 389,100 | 34,900 | 25,200 | 14,700 | 10,100 |

Recommendations for Health Plans

- Notify members regarding the availability of language services
- Analyze utilization, quality, and outcome data by demographic characteristics
- Require use of certified and trained medical interpreter
- Need to establish protocol for in-person interpretation

Recommendations for Providers

- Notify patients regarding the availability of language services
- Develop language access system
- Request language services for their patients
- Attend training on how to effectively work with interpreters

2013 Legislation

- AB 411 (Pan): Requires analysis of quality data by race, ethnicity, and language preference by the Department of Health Care Services and Medi-Cal managed care health plans
- AB 505 (Nazarian): Codifies Medi-Cal managed care language access requirements
- SB 204 (Corbett): Requires pharmacies to use translated prescription drug labels
- AB 1263 (Perez): Establishes a medical interpreter reimbursement system



CPEHN

California Pan-Ethnic Health Network

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