



NATIONAL
DIVERSITY

6th Annual Hawai'i Conference on Language Access

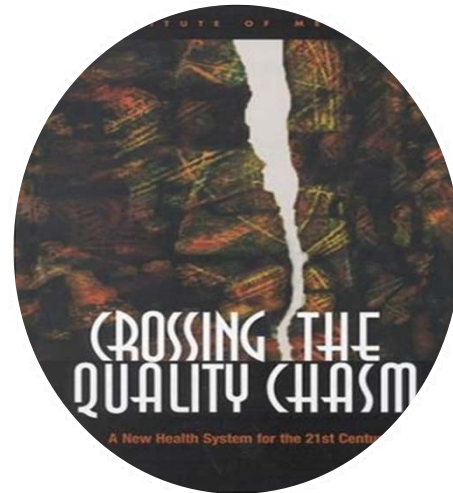
Highlights of Kaiser Permanente's
Qualified Bilingual Staff Model & Program:
Assessment, Training and Program Development

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Senior Director
August 8, 2013





Institute of Medicine Six Aims



Safe &
Effective



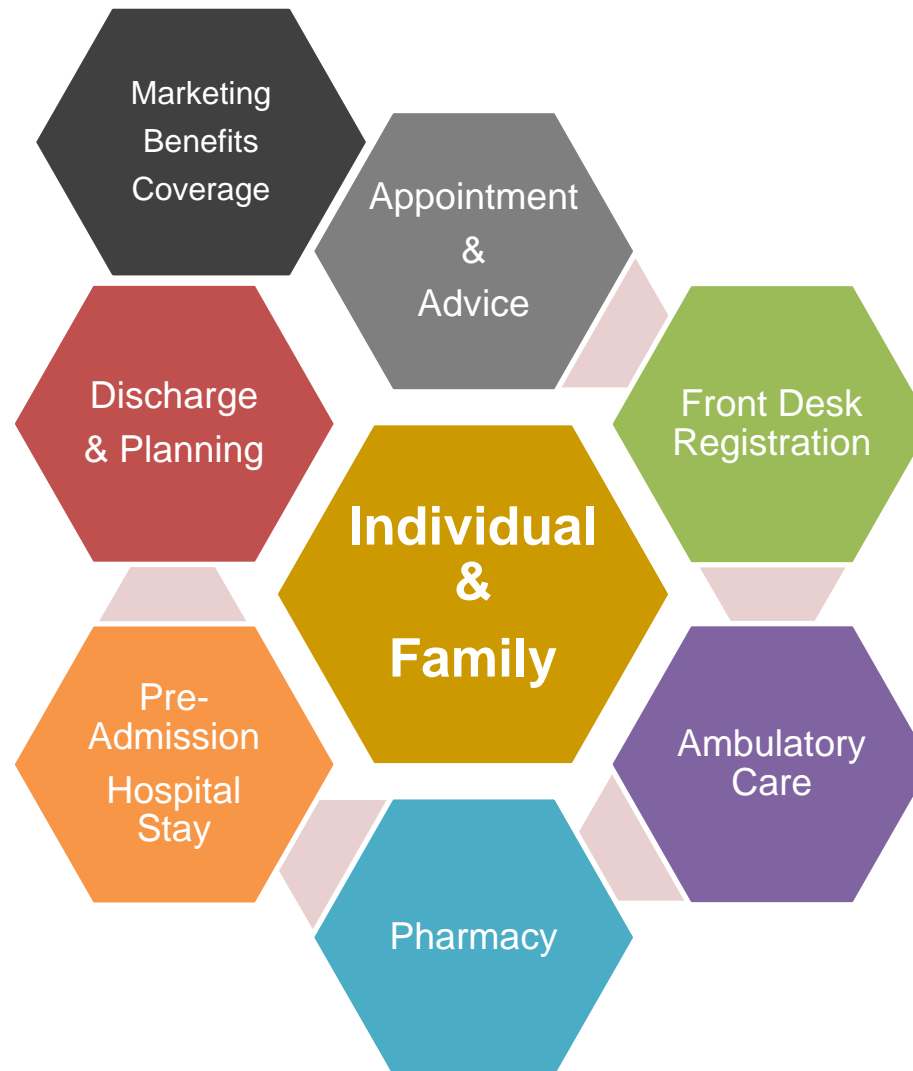
Patient-
Centered &
Timely



Efficient &
Equitable

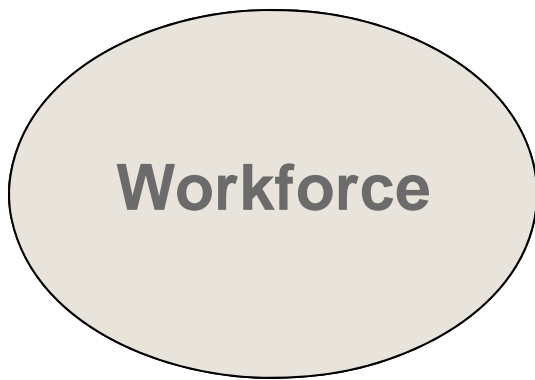


Meaningful Access: Journey Towards Developing A Linguistically & Culturally Competent System of Care



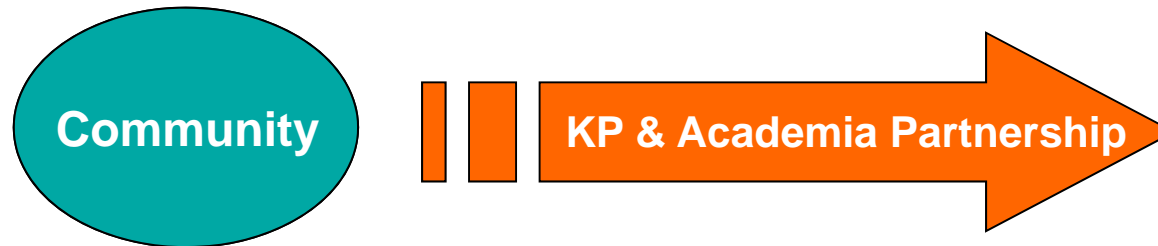


Building Capacity and Capabilities





Health Care Interpreter (HCI) Program



Business Case:

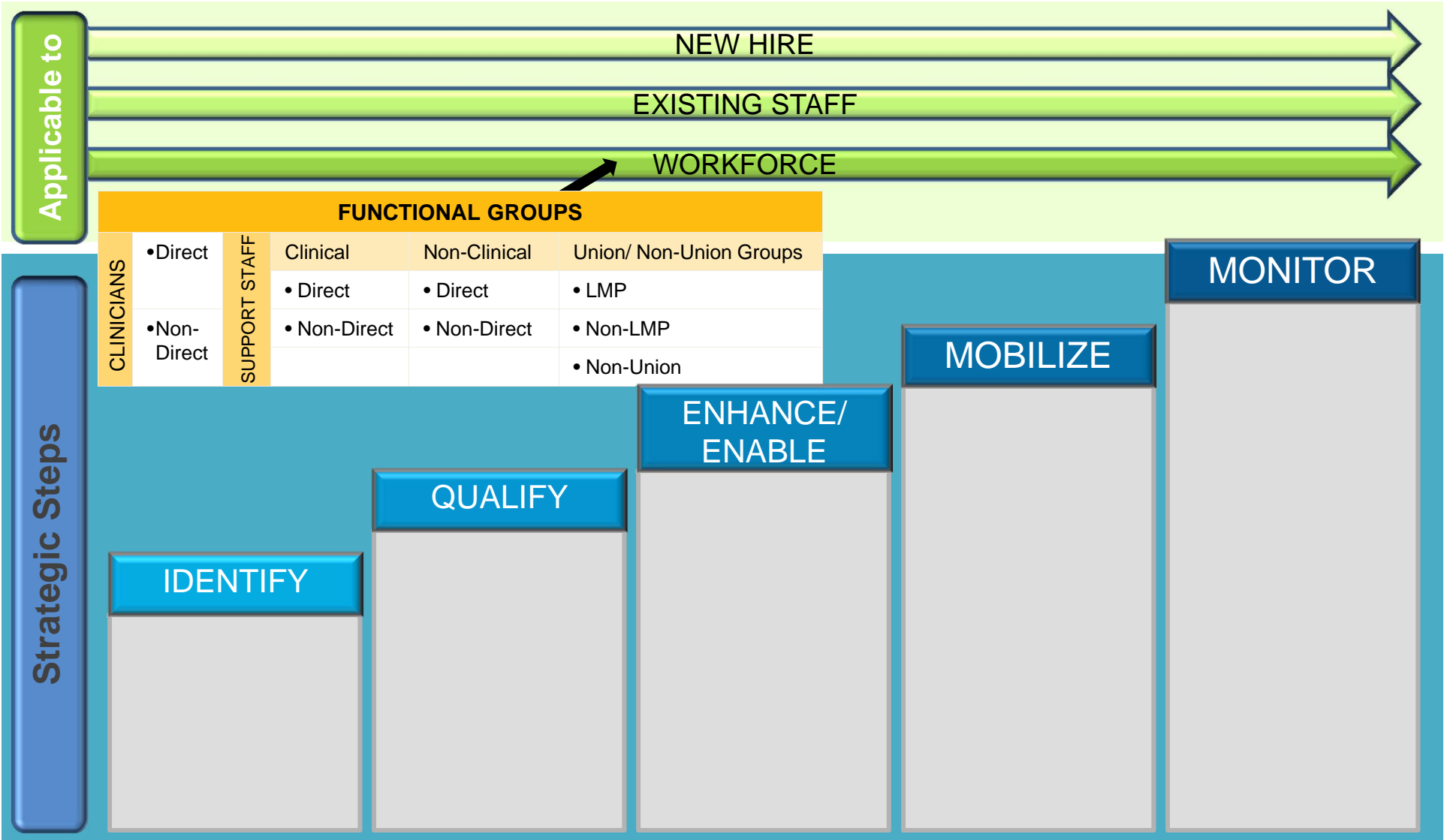
- Dearth of trained and qualified interpreters
- Qualified health care interpreters enhances quality health outcomes
- No one institution can sustain a high quality HCI training program

Benefits:

- Cost effective
- Enhance workforce diversity
- Improve linguistic & cultural competency skills and performance
- Recruitment of the best

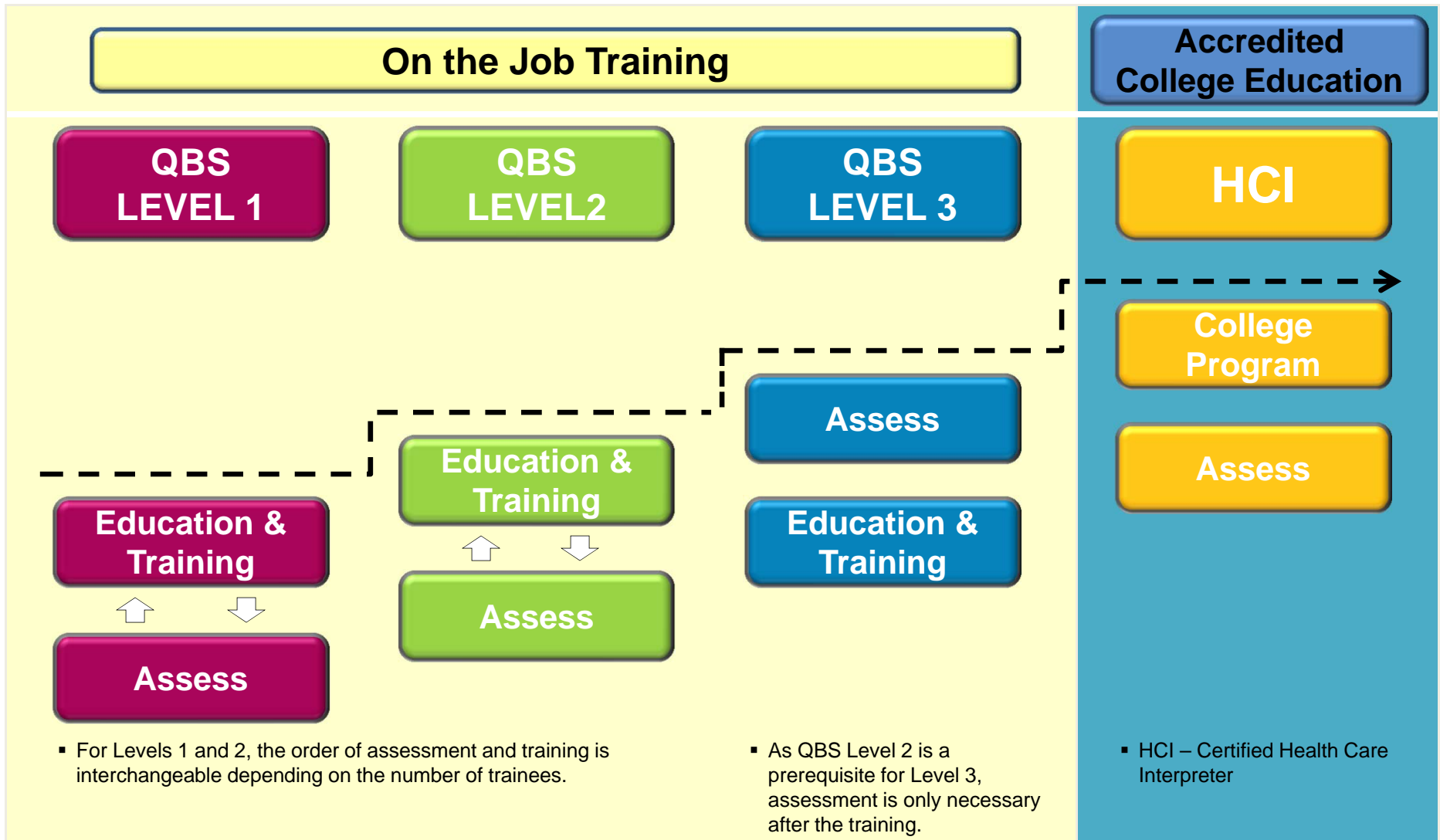


QBS Model Policies & Procedures





Continuous Skills Enhancement, Continuous Quality Improvement





KP QBS Assessment

- Developed and validated through **formal research***
- Formalized through **Venture Development**
- Availability in **19 Languages**

Amharic

Cantonese

Japanese

Russian

Arabic

Farsi

Korean

Spanish

Armenian

French

Mandarin

Tagalog

Burmese

Hindi

Polish

Vietnamese

Cambodian

Hmong

Portuguese

- About **30 percent** of those who believe they are proficient did not pass the QBS Assessment.

*Note: IRB Approved



Clinician Cultural and Linguistic Assessment

- Objectively measures the **communicative competency** of physicians, who have self-reported fluency in a language other than English.
- The CCLA tool is available in **19 languages**.

Amharic	Cantonese	Japanese	Russian
Arabic	Farsi	Korean	Spanish (2 versions)
Armenian	French	Mandarin	Tagalog
Burmese	Hindi	Polish	Vietnamese
Cambodian	Hmong	Portuguese	

Note: *Second version is in development at the request of SCAL Language Concordance Program.

