

Cultural & Linguistic Competency -- Health Care Reform Era

“Section 1557 of the Patient Protection and Affordable Care Act (42 U.S.C. 18116) provides that an individual shall not be excluded from participation in, be denied the benefits of, or be subjected to discrimination on the grounds prohibited under, among other laws, Title VI of the Civil Rights Act of 1964, under any health program or activity, any part of which is receiving federal financial assistance, or under any program or activity that is administered by an Executive Agency or any entity established under Title I of the Affordable Care Act or its amendments.”

“Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of national origin and that includes persons with limited English proficiency who are entitled to meaningful access to services that includes the provision of language assistance.”

Studies have shown that when medical providers are unable to communicate with limited-English speaking patients in their own language, the patients: (1) are less likely to receive appropriate care; (2) are less likely to understand care instructions; (3) have increased risk of medical errors; (4) have reduced quality of care; (5) have increased risk of unethical care; and, (6) are less satisfied with their care.

CULTURAL & LINGUISTIC COMPETENCY plays a key role in DHS' system transformation in our efforts to remain as the **Provider-of-Choice** in the era of Health Care Reform.

CULTURAL & LINGUISTIC COMPETENCY results in improved outcomes in delivery of healthcare services for DHS patients who represent a wide range of language, ethnicity, and cultural backgrounds. Improved patient care outcomes are identified by the following key elements:

- ✓ Improved quality in the delivery of care
- ✓ Improved patient safety compliance
- ✓ Improved patient adherence with the medical regimen
- ✓ Improved patient experience & customer satisfaction
- ✓ Ensure Risk Management and Liability Prevention against Class Action Lawsuits, Compliance with Federal Laws and State Regulations, and Mandatory Accreditation Requirements.