

Language Access

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Our mission

Working together to provide quality, cost-effective healthcare for our communities.

Our promise

Changing healthcare to work for you.

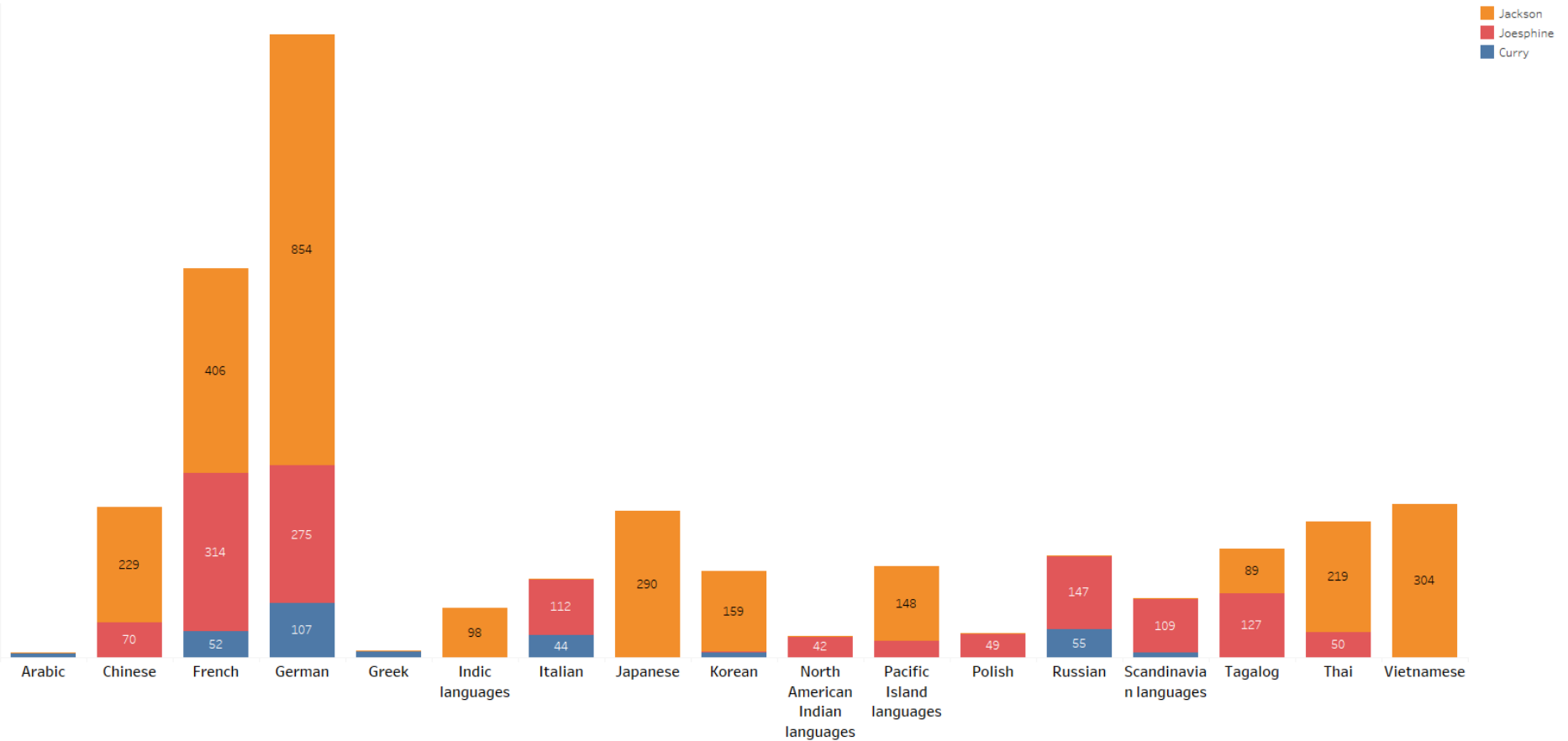
We just aren't that diverse here.....

THE KLAMATH TRIBES

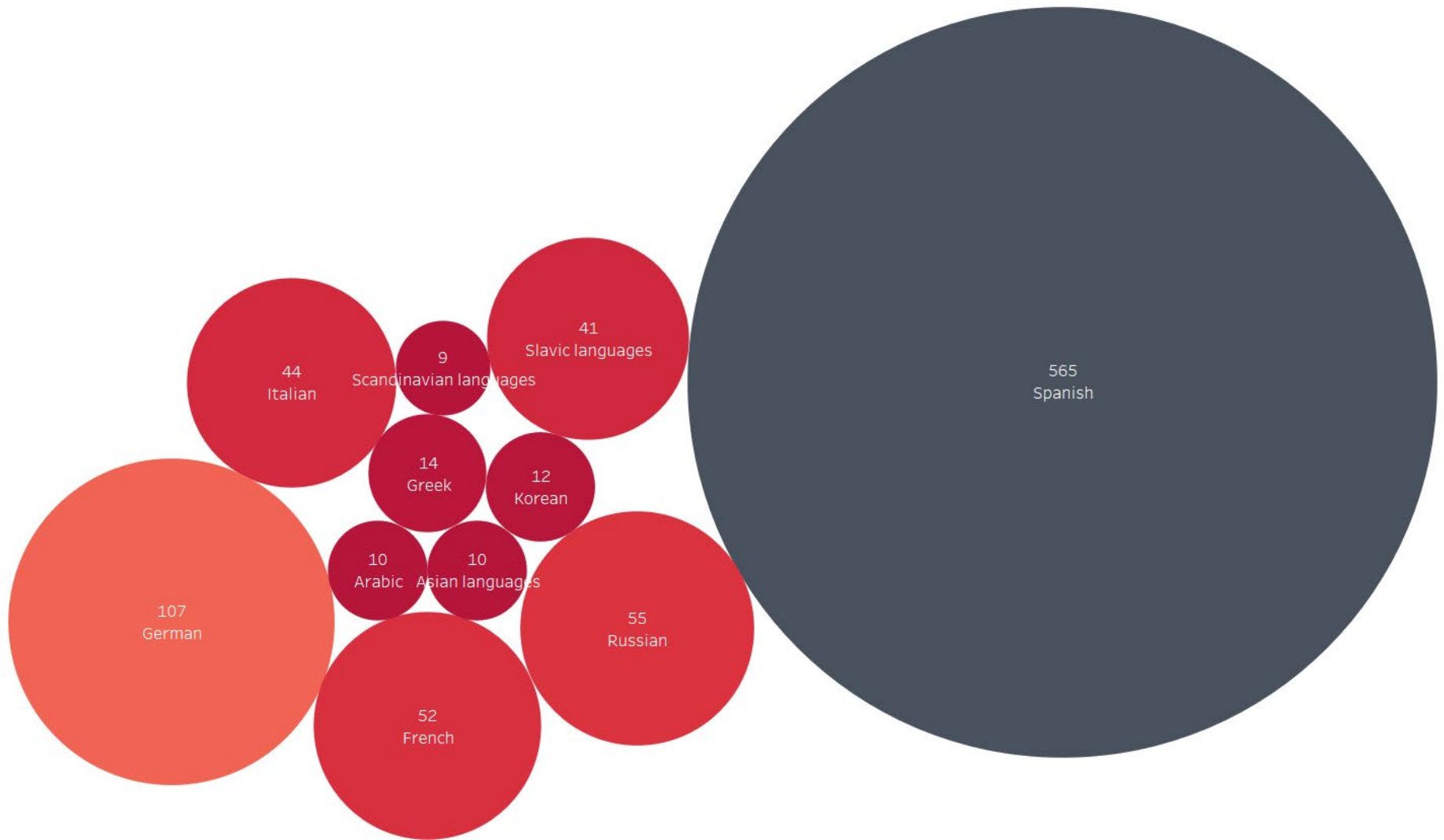
KLAMATH-MODOC-YAHOOSKIN



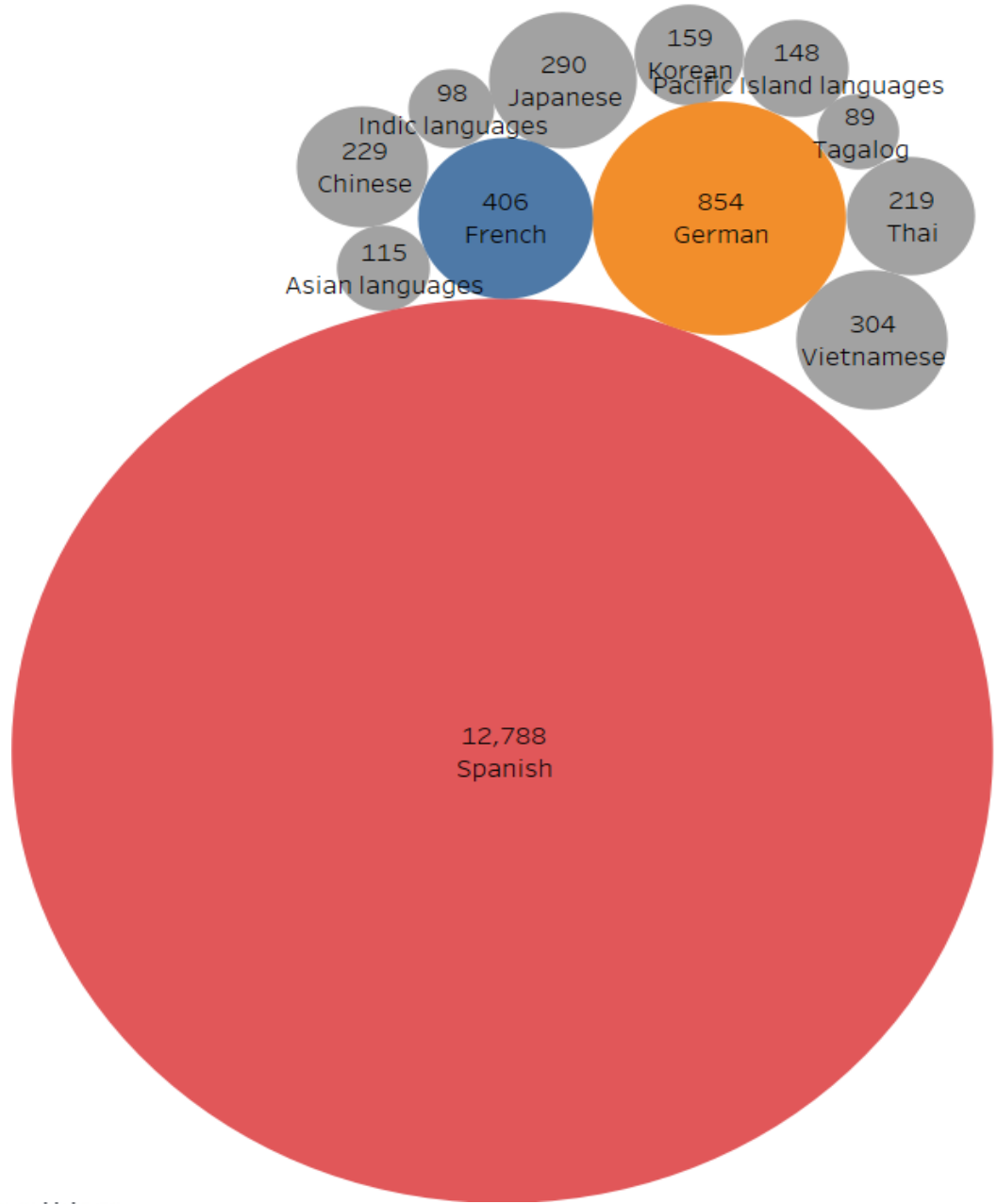
Languages Spoken by county excluding Spanish and English



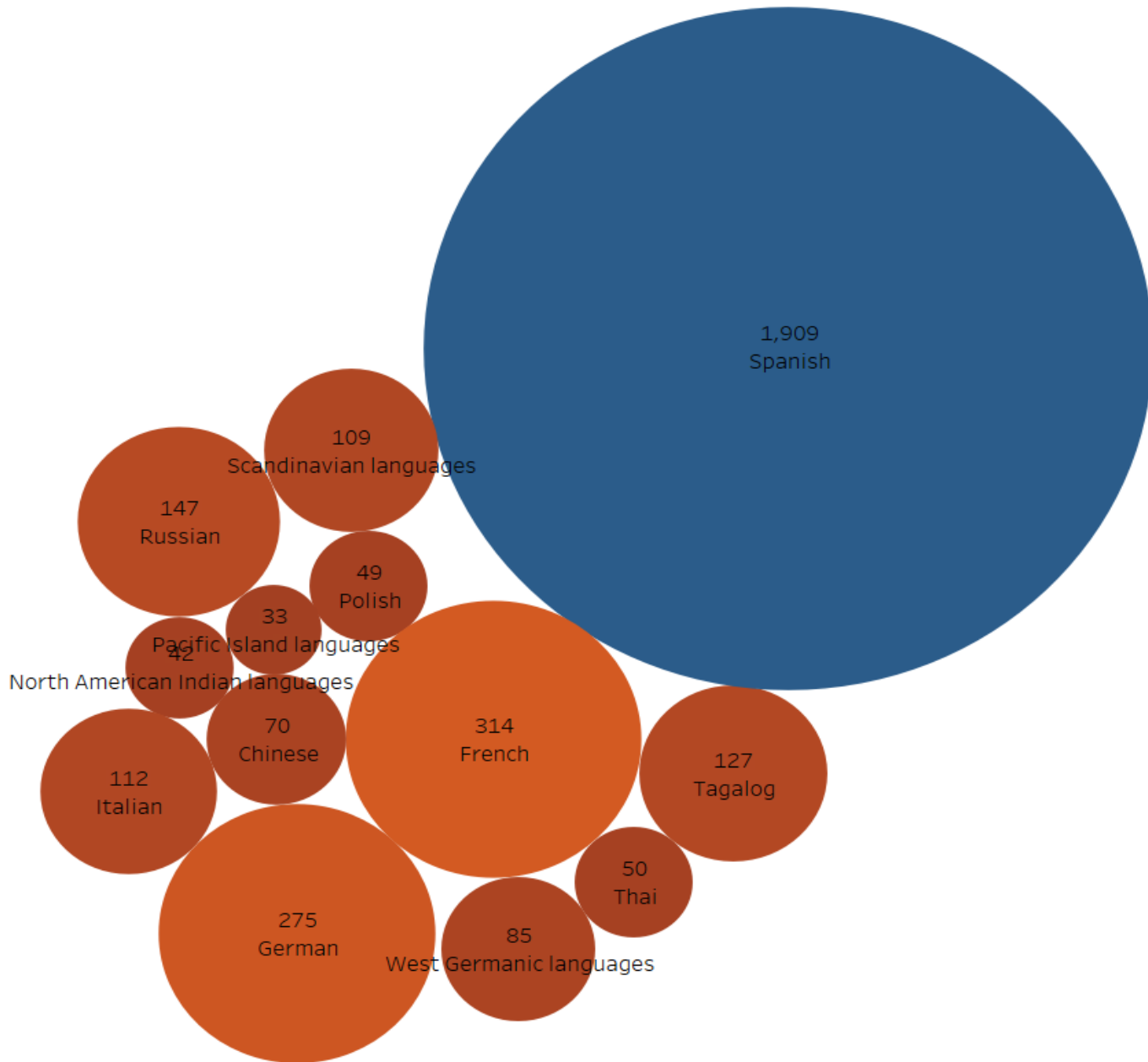
Languages Curry County



Languages Jackson County



Languages Josephine County



What is our goal when providing services?



Culturally Linguistic Appropriate Services (CLAS) and Strategic Plans

For us, CLAS is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences.

<https://www.thinkculturalhealth.hhs.gov/clas/standards>

Culturally Linguistic Appropriate Services (CLAS) and Strategic Plans



Listening to the community

Certified Medical Interpreters

So Health-E listening sessions with the Latino community(2015)

Sponsor two interpreter trainings with So Health-E, OHA, and JCC

Train 3 internal interpreters

Create a pay differential policy for Bilingual AllCare staff

Internally add a Health Equity measure to the Alternative Payment Models

- To pass this measure was a provider office must have at least one Certified or Qualified Medical Interpreter on staff
- Or have 70% of the location participate in a Cultural Competency training.

Develop a Return On Investment for developing an Internal Interpreter training

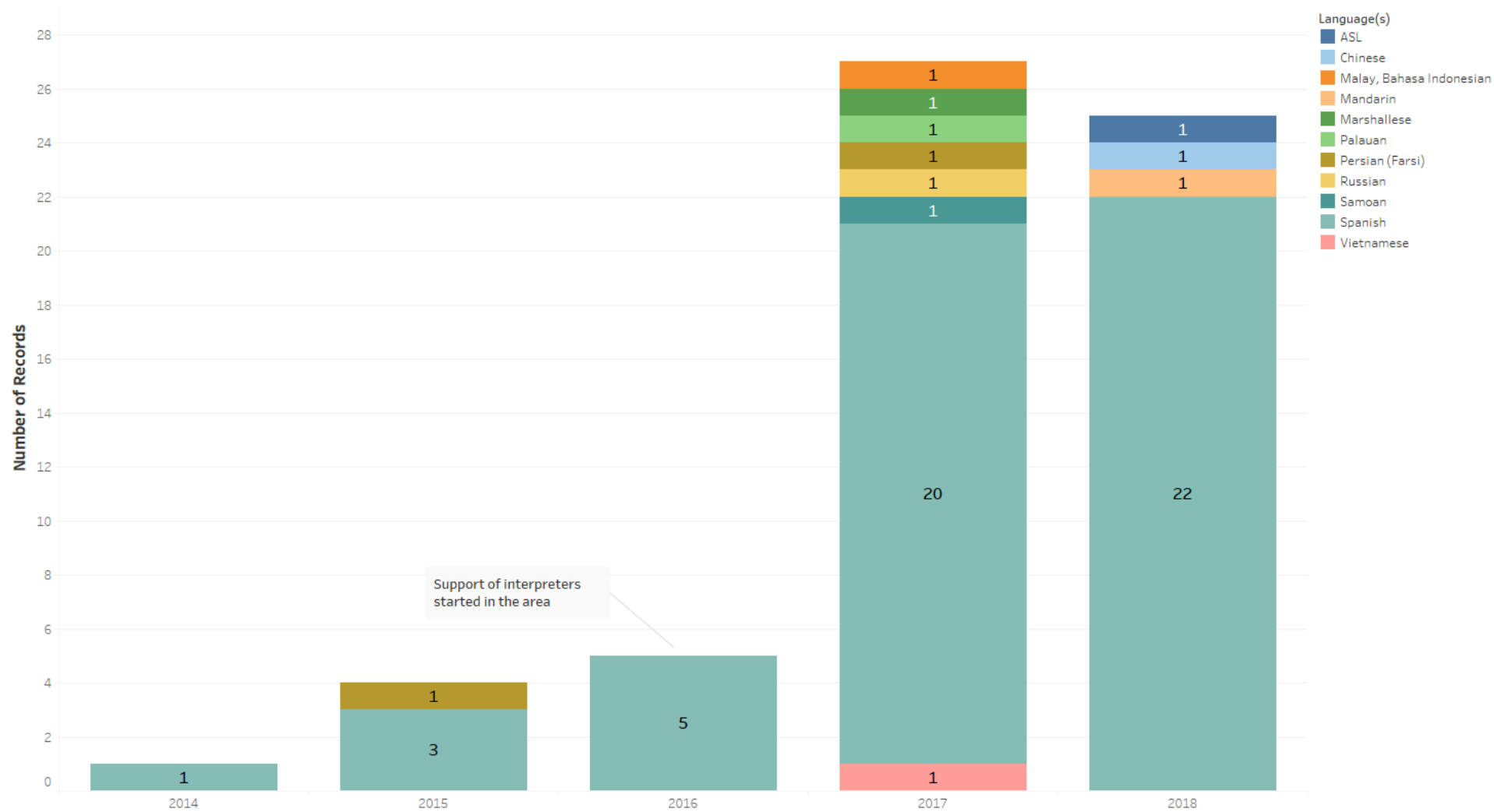
Three organizations added written policies on training bilingual staff to become interpreters:

- Asante Physician Partners
- Rogue Community Health (FQHC)
- La Clinica (FQHC)

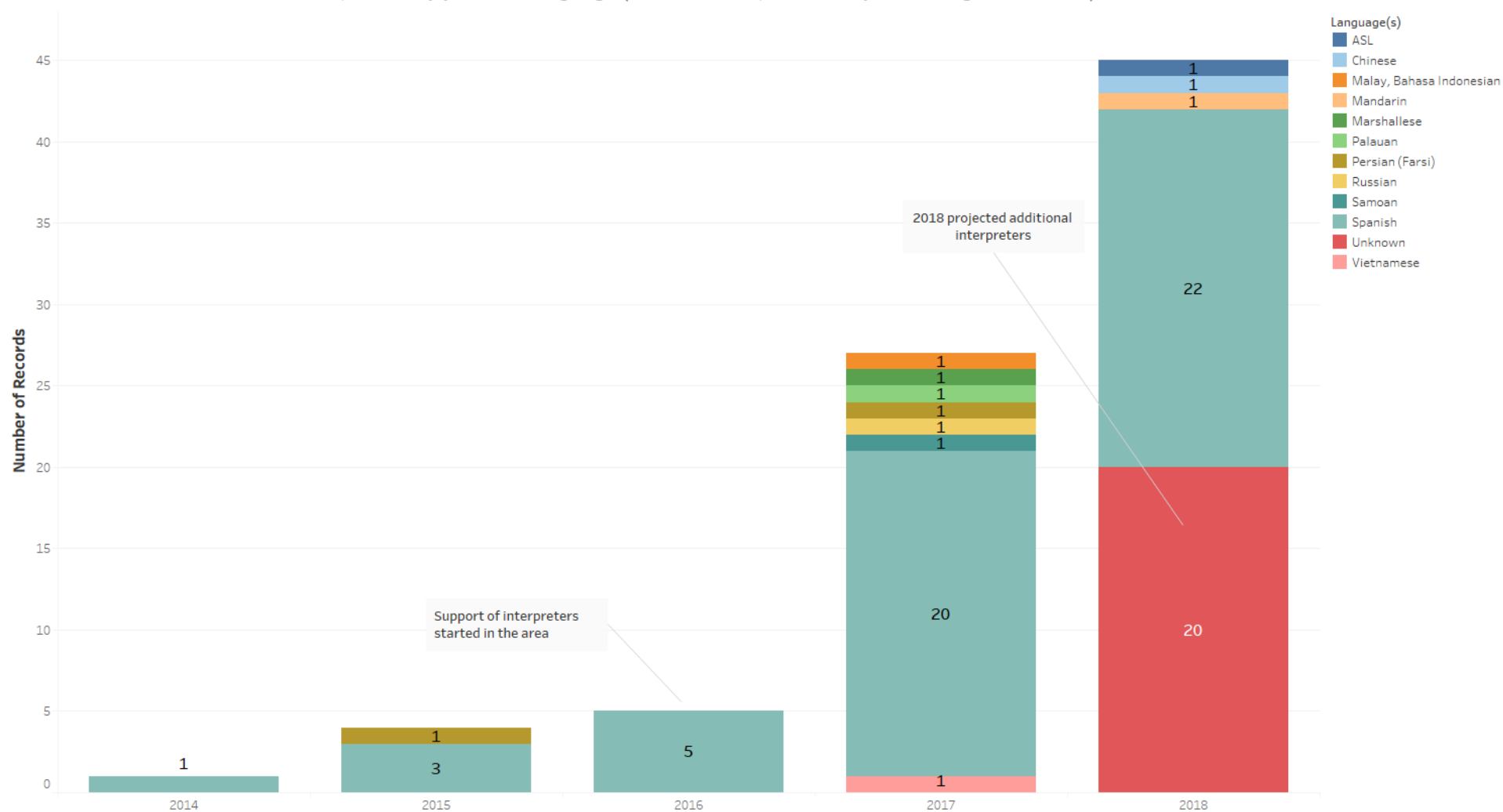
Become a testing site for Certification Commission for Healthcare Interpreters

Train and test 30 certified medical interpreters for Southern Oregon

Count of Certified or Qualified Interpreters by year and language (Jackson, Josephine, Curry, and Douglas Counties)



Count of Certified or Qualified Interpreters by year and language (Jackson, Josephine, Curry, and Douglas Counties)







Next Steps and Q&A