

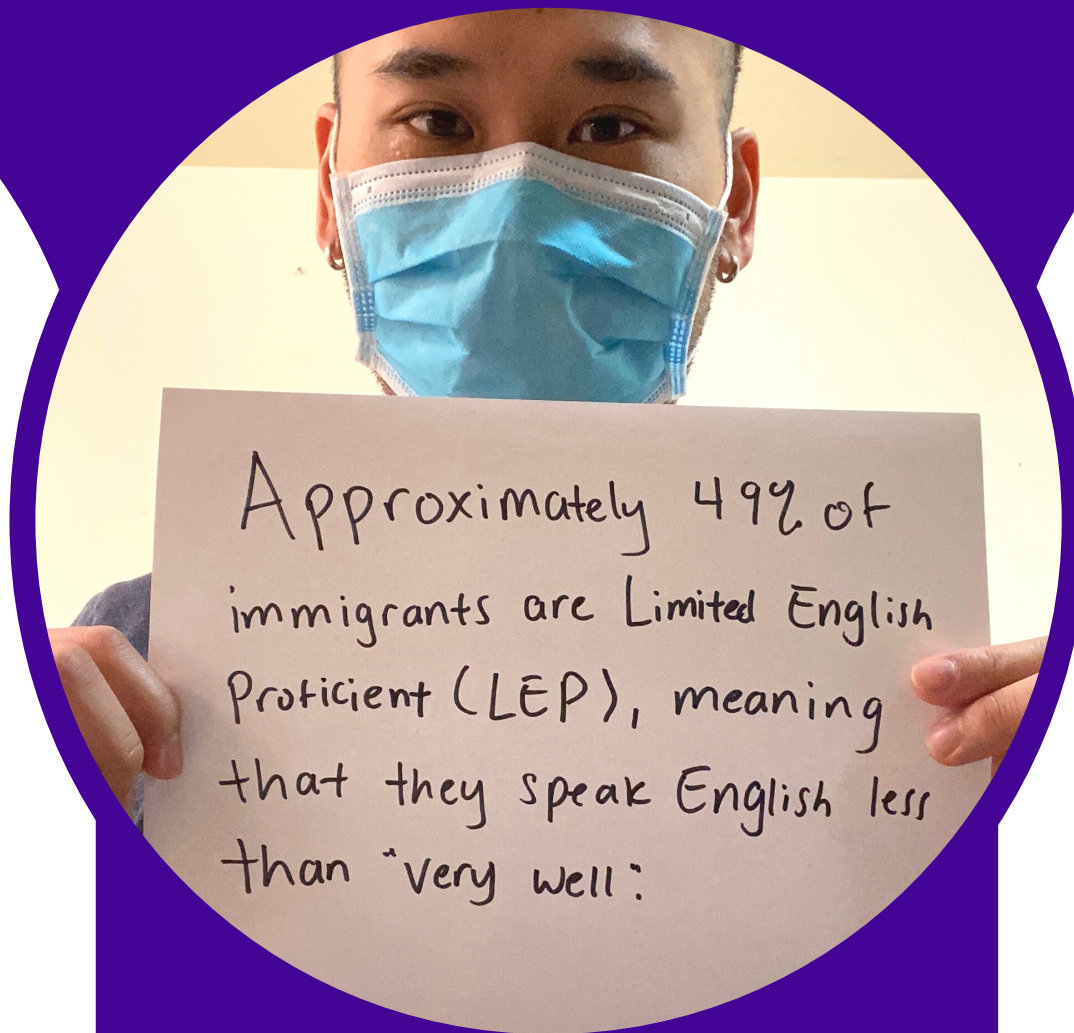
LOST IN TRANSLATION

We came together in 2020 to create a new campaign that ensures that New Yorkers have equitable access to linguistically and culturally responsive healthcare services. While there are 76 language access policies targeting healthcare settings in New York, many limited English proficient (LEP) patients continue to face issues in accessing these services. In response, CACF conducted quantitative and qualitative research to identify the key barriers that LEP New Yorkers face in healthcare settings.



44%

OF LANGUAGES THAT WERE REQUESTED FOR MEDICAL OVER-THE-PHONE INTERPRETATION SERVICES WERE DENIED¹



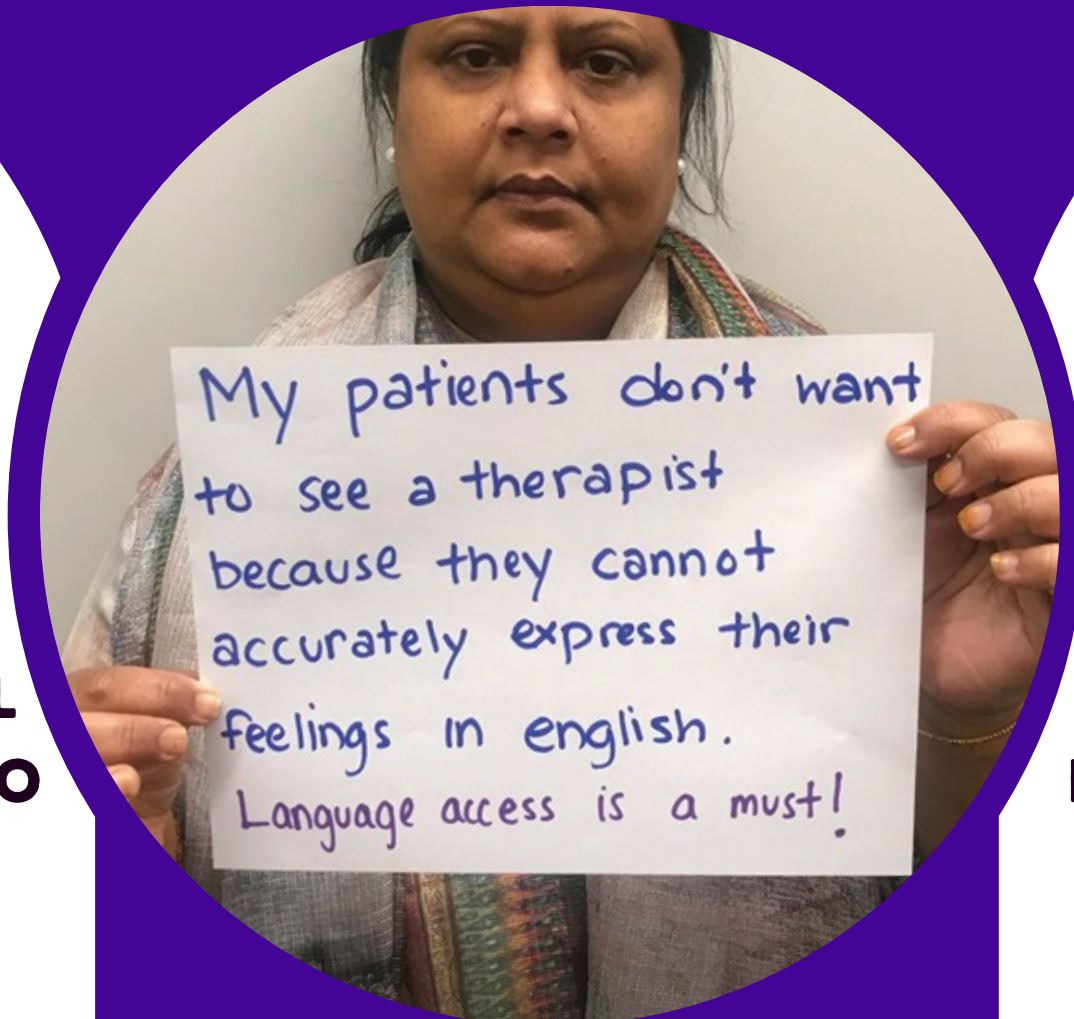
52%

OF ADVERSE EVENTS THAT OCCURRED TO LEP PATIENTS WERE LIKELY THE RESULT OF COMMUNICATION ERRORS²



26%

OF SURVEY RESPONDENTS REPORTED THEY DID NOT FEEL THEY HAD REGULAR ACCESS TO TIMELY, ACCURATE INFORMATION DURING THE PANDEMIC IN THEIR LANGUAGE³



33%

OF SURVEY RESPONDENTS EXPRESSED THAT LANGUAGE BARRIERS WERE A CHALLENGE FOR THEM OR A FAMILY MEMBER DURING THE PANDEMIC³

1. New York City Health and Hospitals. "Request for Proposals For MEDICAL OVER-THE-PHONE INTERPRETATION (OPI) SERVICES." *The City Record Online*, New York City Health and Hospitals Corporation, 2018, <https://a856-cityrecord.nyc.gov>.

2. Dobson, Roger. "US Hospital Patients with Poor English Have More Serious Adverse Events than Proficient Speakers." *The BMJ*, British Medical Journal Publishing Group, 2007, <https://www.bmj.com/content/334/7589/335.4>.

3. New York University Center for the Study of Asian American Health. Pending Publication. 2021.

KEY BARRIERS



TRANSLATED MATERIALS Essential information is not available in many languages, and signage often contains misspellings and inaccuracies.



REMOTE SERVICES LEP folks experience long wait times to connect to remote interpreters, who tend to not have medical language training.



DIGITAL LITERACY DIVIDE Many patients encounter difficulties utilizing technology to access telehealth services and remote interpretation.



DISABILITY ACCESS The LEP population includes those living with disabilities, who may face issues hearing and communicating with interpreters.

RECOMMENDATIONS

ENSURE ACCOUNTABILITY OF LANGUAGE SERVICES

1. Demand institutions collect more data on translation and interpretation services and service utilization
2. Publish a centralized database that lists providers in NYC and the languages that they can speak (with full medical competence and vocabulary) and an easy-to-understand filtering mechanism for language and accepted insurance

IMPROVE QUALITY OF LANGUAGE SERVICES

1. Increase the number of languages for translated signage and forms, and ensure accuracy of translations by engaging community partners in a language review
2. Improve language accessibility in telehealth appointments by including clear instructions to utilize technology in patients' preferred language and ensure that remote interpreters are readily available

CREATE PIPELINE FOR MULTILINGUAL PROVIDERS

1. Spearhead a program partnering with community-based organizations to increase the availability of liaisons/navigators who can interpret for patients and help them navigate the healthcare system
2. Create more opportunities to increase the number of practitioners who speak the languages of the communities they serve



Arab-American Family Support Center