



Special Language Needs Program

C-517A

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Submitted By: CNO/COO

APPROVAL

Medical Executive Committee 5/26/2015
Board of Directors 8/5/2015

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PURPOSE

To ensure patients demonstrating Limited English Proficiency (LEP) are properly assessed and diverted into specialized services if they are unable to interact effectively enough to benefit from the mainstream program.

WHO MAY PERFORM/RESPONSIBLE

Nursing, Social Services

POLICY/PROCEDURE

Nursing will assess patient's English language skills within 24 hours of admission. If a patient is determined to be incapable of communicating with staff regarding treatment due to a language barrier, the patient will be offered an alternative program as follows:

- A. Nursing will indicate on the board with a pink dot that the patient has been identified as needing an individualized Special Language Program. Any patient expressing thoughts of self harm will be placed on Line of Sight by nursing until an assessment is made by a physician.
- B. Upon identification of the patients with the Special Language Program status by Case Management staff, a request for one of the following will be made: an interpreter through the Language Line, or services through a bilingual staff member. Any other staff member may request interpretive services as needed to provide treatment.
- C. With the aid of the interpreter, Case Management Services will provide discharge planning, therapeutic services and any other individualized program needed. Documentation of this special language program will be completed in the Progress Notes of the chart. The case manager will document a Special Language Program entry on the treatment plan and in the progress notes after meeting with the patient daily.
- D. Ongoing assessment of the patient's status through the use of an interpreter will be the responsibility of Case Management and Nursing.

ATTACHMENTS: