
Special Forum

Linguistic Access to Health Care Services for Patients with Limited English Proficiency

September 17, 2002
9:30 - 3:30
Eastmont Wellness Center
Oakland

Sponsored by:



CALIFORNIA ASSOCIATION OF
PUBLIC HOSPITALS AND HEALTH SYSTEMS



CALIFORNIA
HEALTHCARE
ASSOCIATION

California now has a “minority majority” and health care is on the front lines of this demographic switch. Many health care institutions and providers need to develop the resources and systems necessary to ensure linguistically and culturally appropriate access for all populations.

This forum will supply California health care providers with the necessary tools to improve linguistic competence and meet legal, regulatory and accreditation standards. For hospitals in Southern California, this forum will be held in Los Angeles in January 2003. More information will be provided at a later date.

Who Should Attend

Hospital administrative executives, including:

- Chief Operating Officers
- Medical Directors
- Nursing Directors
- Interpretive Services Managers
- Compliance Officers
- Risk Managers



CALIFORNIA
HEALTHCARE
ASSOCIATION

1215 K Street, Suite 800
Sacramento, CA 95814

www.calhealth.org

Sponsored by:

California Healthcare Safety Net Institute
California Association of Public Hospitals and Health Systems
California Healthcare Association
California Healthcare Interpreters Association

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*Linguistic Access to Health Care Services
for Limited English Proficient Patients*

Agenda

9:30 a.m. – Noon

■ Overview of Title VI and Related Guidance on Limited English Proficient Patients (*Ira Pollack*)

■ Ethics, Privacy and Quality in Interpretation Services (*Teresita Bautista*)

Noon – 1 p.m.

Lunch

1:00 p.m. – 3:30 p.m.

■ Financing Linguistic Services (*Ignatius Bau, J.D.*)

■ Best Practices: Videoconferencing Medical Interpretation (*Melinda Paras*)

■ Best Practices: Santa Clara Valley Health and Hospital System's Comprehensive Approach to Language Services (*Susan Murphy and Nancy Pena*)

Speakers

Ignatius Bau, J.D. is the Director of the Health Policy Division at the Asian & Pacific Islander American Health Forum.

Teresita Bautista is Vice President, California Healthcare Interpreters Association and Director of Interpreter-Translation Services, Alameda County Medical Center.

Susan Murphy is Administrator at the Santa Clara Valley Medical Center.

Melinda Paras is the former Executive Director of Health Access.

Speakers

Nancy Pena is the Director of the Mental Health Department at Santa Clara Valley Health and Hospital System.

Ira Pollack is the Regional Manager for the Region IX Office of Civil Rights within the Department of Health and Human Services.

Forum Location

Eastmont Wellness Center
6955 Foothill Boulevard
Oakland, CA 94605
(510) 577-5604

Tuition

\$25 tuition includes continental breakfast, lunch and written materials.

Registration by Mail or Fax

Mail your registration to:

California Healthcare Association
ATTN: Education
1215 K Street, Suite 800
Sacramento, CA 95814

FAX: (916) 552-7506

Faxed registrations are acceptable with VISA, MasterCard or a signed purchase order.

Registration questions: (916) 552-7637

Cancellation Policy/Late Payment

Cancellations must be made in writing five or more business days prior to the scheduled session and faxed to (916) 552-7506. No refunds will be made after this date. Substitutions are encouraged. Payments not received by the seminar date will be subject to a 10% late fee.

Americans with Disabilities Act

If you require special accommodations pursuant to the Americans with Disabilities Act, please call (916) 552-7637.

Registration Form

Please complete this form and return it to CHA.

Linguistic Access to Health Care Services for Patients with Limited English Proficiency September 17, 2002

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____

State/Zip: _____

Telephone: _____

Fax: _____

E-mail: _____

Special meal requirements: _____

\$25 Tuition: Make your check payable to CHA

Registration questions: Call (916) 552-7637

A confirmation will be sent to all registrants who register at least one week in advance. Directions and parking information will be included.

Space is limited—enroll today!