Equal Access to Healthcare through Effective Communication at KP:
Deaf & Hard of Hearing Members

Agenda

Deaf and Hard of Hearing Effective Communication Video

EID Language Services Overview

Department Resources

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What is Effective Communication?

Individuals who are deaf or hard of hearing may need auxiliary aids or other services to communicate effectively about their healthcare and medical needs.

If a person does not self-identify as deaf or hard of hearing during your initial interaction, check for a note in the patient/member chart to see if they have a hearing disability and/or require an auxiliary aid or service.

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Barriers to Effective Communication

Always pay attention for signs that a patient/member or companion is having difficulty understanding you such as:

- If the person stares at your lips as you speak and/or they may lean in a lot.
- If the person asks you to speak up and/or you find you need to repeat yourself often.
- If the person nods in agreement to everything you say or ask and seems confused.

If you become aware that a patient/member or companion may be deaf or hard of hearing you should ASK if they need auxiliary aids or services for more effective communication.

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Auxiliary Aids for the Deaf of Hard of Hearing

Auxiliary aids and services include the following:

| Sign Language Interpreters	Video Remote Interpreting (VRI)	Computer-Aided Real-Time Transcription (CART)	Assistive Devices, such as Pocketalker, written materials, and closed captioning	Tactile signing
				Individuals who are deaf and blind may put their hands over a signer's hands to feel the shape, movement, location, of the signing or fingerspelling,

Sign Language Interpreter Services: (face-to-face or video remote) - Use the approved contracted vendors and follow the language assistance processes on how to request.

VRI: a video telecommunication service that uses web cameras on a workstation on wheels or iPads to provide sign language or spoken language interpreting services.

## Always allow the individual to identify their preferred method of communication

Kaiser Permanente provides auxiliary aids and services to members, patients, and their companions with disabilities **free of charge**.

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How An Interpreter is Requested | Workflow
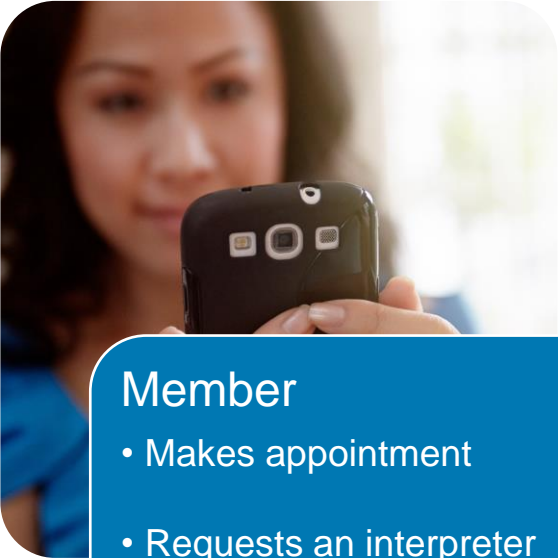
Member
- Makes appointment
- Requests an interpreter
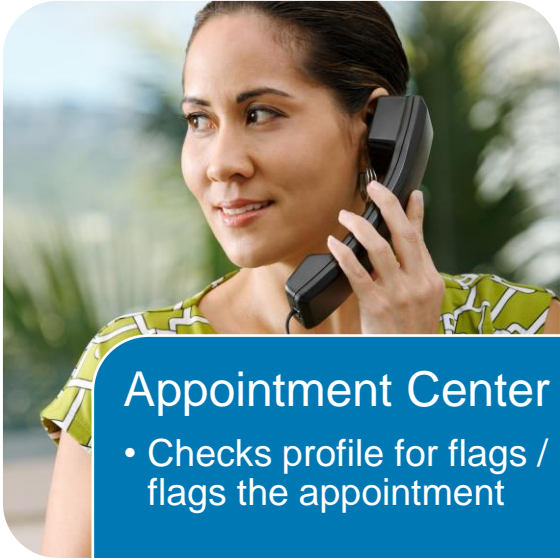
Appointment Center
- Checks profile for flags / flags the appointment
- Secures interpreter for member

Clinic
- Ensures interpreter timely joins the appointment
- Documents use of an interpreter
- Documents if an interpreter is refused, is not effective, or if VRI equipment is not working

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Qualified Professional Interpreter Services

If your department books in-person interpreters directly, you must provide the following to the vendor for billing and confirmation:

- 16-digit Cost Center (GL String), Business Unit (Region/Entity), Location, and Department Code
- Interpreter Expense Code
- FDA Approver's Name and NUID
- Patient's appointment information (Name, Dept, Location, Date, Time, Duration, Preference, etc.)
- Working phone number for a vendor to call back with confirmation

See below for a list of vendors:

- Network Interpreting Services (800) 284-1043 (ASL only)
- Interpreters Unlimited: (844) 855-0249

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Video Remote Interpreting

VRI is a video telecommunication service that uses devices such as web cameras on a workstation on wheels or iPads to provide sign language or spoken language interpreting services.

How to Use

1. Press **LOGIN** (user ID & Password auto-populated)

2. Select the language needed for video.

   • NOTE: Some languages are available 24/7/365.

3. Or select the languages via audio option.

   • NOTE: Audio interpreters are available 24/7/365. If outside the available video hours, video calls will roll over to an audio interpreter.

4. Provide badge # (NUID) to the interpreter.

5. Document in the medical record the type of interpreter used (video) and the interpreter ID (will appear on bottom of the video screen)

6. When finished using the device: sign out, wipe with approved sanitary wipe, return to storage space, and plug in.

If you need assistance locating or using the VRI equipment, reach out to your area's Local Diversity team Riv-EID@kp.org

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CERTIFIED DEAF INTERPRETER (CDI)

- A CDI knows both American Sign Language (ASL) and how to communicate using signs that a deaf person who does not know ASL may use.

- CDIs are available through the iPad as well as through the virtual visit platform.

- An ASL interpreter may transfer you to a CDI if they realize that the patient is not signing in ASL.

- A CDI is always partnered with an ASL interpreter because the CDI is deaf or hard of hearing.

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AMERICAN SIGN LANGUAGE

When It Is Appropriate to Use a Video Interpreter

For both office visits and virtual appointments, we often use video interpreters to provide on-demand American Sign Language (ASL) services, unless it would not provide effective communication, such as in the below situations:

1. The member has specifically requested an in-person interpreter
2. The appointment is lengthy or sensitive
3. The member:
   • Has a visual impairment
   • Has an injury or condition that impedes their ability to view the screen
   • Is in and out of consciousness
   • Is in the process of childbirth
4. Group class

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Documentation Requirements; Interpreter Flag | Creating a Hard Stop

Locating Interpreter Required Flag.

1. Locate a member's preferred language under their name.

2. Ensure the member's Interpreter Required Flag is turned on. The Interpreter Flag is located in the appointment tab. Click Demographics and locate "Additional Demographics'. Please select **Yes**. *Note* that this will create a **HARD STOP** in the chart.
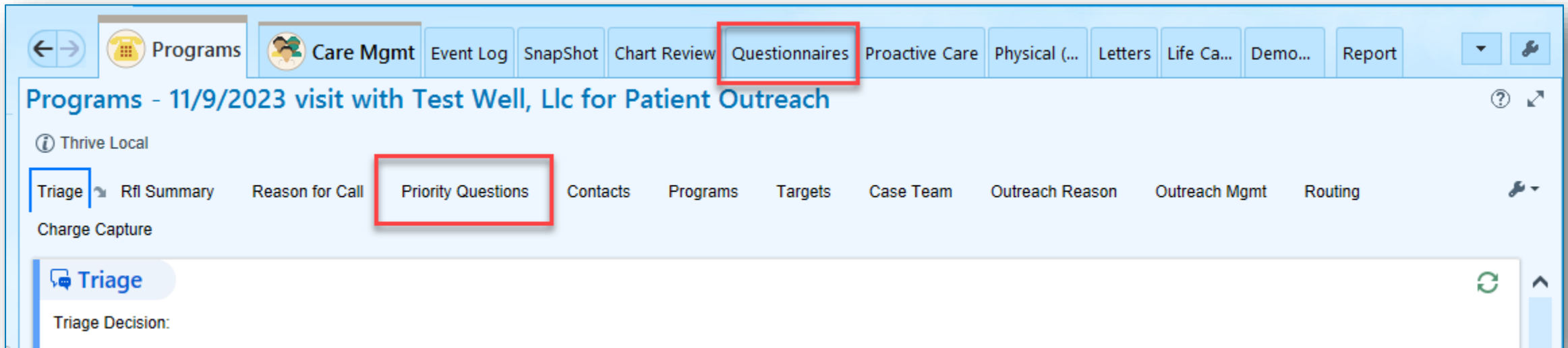
Documentation Requirements; Locating the Questionnaire

You must document when an ASL interpreter is used.

1. To document ASL services, locate the Language Assistance Services questionnaire. This will be titled "Priority Questions", or it can be found in the "Questionnaires" Tab. This is the only acceptable method for capturing the use of interpreting services.

Documentation Requirements; Documenting Contracted Interpreters

You must document when an ASL interpreter is used.

2. All our ASL interpreters are contracted by an outside vendor. Please select the appropriate resource and document the interpreter's name and ID number. If a Relative/Friend is used, please use the number 6.

Documentation Requirements; When a Member Refuses an Interpreter

You must document when it is refused.

3. If a patient refuses interpreting services AFTER it has been offered, you must document their refusal in the chart. Please use number 5 to document.

Documentation Requirements; Flagging a Special Request

Flagging an ASL-Speaking member's interpreting request:

Members can make special requests for interpreting services. For example, a member might prefer a specific gender or type of interpreting service. You can capture those requests in the Permanent Comments under Additional Demographics.

Open the member's appointment tab.
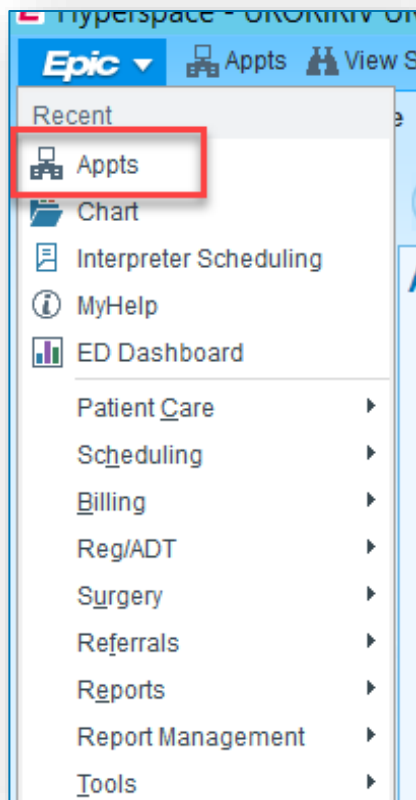
Click on the Demographics

Document request

Thank you!!

Special thanks to all department staff and all your hard work to improve the quality of care. Your commitment to better serving our deaf and hard-of-hearing members is greatly appreciated.

Contact Information

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Department Resources

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Important Resources

- National Association of the Deaf
  - Phone number: (301) 587-1788
- Greater Los Angeles Agency of Deafness, Inc.
  - Phone number: (323) 478-8000
- Center On Deafness- Inland Empire
  - Phone number: (951) 275-5000
- Helen Keller National Center
  - Phone number: (516) 944-8900 x1299

Local Medical Center Equity, Inclusion and Diversity Consultants

Riv-EID@kp.org

EID SharePoint Resources

- Language Assistance Vendor Contact List
- Job Aids for How to Document the Use/Refusal of Language Assistance Services
- Instructions for How to Order and Provide CART Services
- What to Do When You Need An Interpreter to Join A Virtual Class

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Local Medical Center Equity, Inclusion and Diversity Consultants

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Communication Policies

Equal Access to Healthcare through Effective Communication

Nondiscrimination notice

Discrimination is against the law. Kaiser Permanente follows State and Federal civil rights laws.

Kaiser Permanente does not unlawfully discriminate, exclude people, or treat them differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

Kaiser Permanente provides the following services:

- No-cost aids and services to people with disabilities to help them communicate better with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (braille, large print, audio, accessible electronic formats, and other formats)

- No-cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, call our Member Service Contact Center at 1-800-464-4000 (TTY 711), 24 hours a day, 7 days a week (except closed holidays). If you cannot hear or speak well, please call 711.

Upon request, this document can be made available to you in braille, large print, audiocassette, or electronic form. To obtain a copy in one of these alternative formats, or another format, call our Member Service Contact Center and ask for the format you need.

https://healthy.kaiserpermanente.org/southern-california/language-assistance/nondiscrimination-notice

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Manager Resources

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Resources for Managers

Tools and templates:

- [Printable Attestation Form](#)
  - **Attestation Due on December 31, 2023**
- [Printable Attendance Sheet](#)
- [How to Track Attendance for Virtual Meetings](#)

Local Medical Center Equity, Inclusion and Diversity Consultants

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