Language Challenges for Healthcare Providers

**Organizational Impact**
- Grow revenue
- Reduce expense
- Improve productivity/efficiency
- Ensure safety/manage risk
- Enhance image/branding
- Adhere to reforms and regulations

**Regulatory Environment**
- Title VI of Civil Rights Act, Executive Order 13166, 1557/First Rule
- Americans with Disabilities Act (ADA)
- Health Insurance Portability/Accountability Act (HIPAA)
- Affordable Care Act (ACA)
- Centers for Medicare/Medicaid (CMS)
- Fraud, Waste and Abuse (FWA)
- The Joint Commission

**Healthcare Reform**
- HCAHPS: Patients’ Perspectives of Care Survey
- CMS Readmissions Reduction Program
- Hospital Value Based-Purchasing (VBP)

**LEP Population Increasing**
- Delays in admitting and treatment
- Improper assessments
- Defensive medicine costs
- Longer hospital stays
- Higher readmission rates
- Poor patient satisfaction

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