



Accreditation of Medi-Cal, Healthy Kids
and Healthy Families Program.

L.A. Care's lessons learned in working with health care linguistics

Nai Kasick, MPH, CHES

Director, Health Education, Cultural, and
Linguistic Services Department

March 11, 2010



L.A. Care
HEALTH PLAN®

What is L.A. Care Health Plan?



- Not-for-profit health plan in Los Angeles County
- Membership demographics: 800,000 members
 - Linguistically diverse
 - English 48%
 - Spanish 45%
 - Armenian 2%
 - Chinese 1%
 - Farsi, Cambodian, Korean, Russian, Tagalog, Vietnamese 4%
- State requirements for translation of member informing documents

Is translation outsourced or completed in-house?



- Translation is outsourced
 - 1.5 millions words were translated in 2009
 - Nearly 750 documents were translated in nine languages
- Translation and translation review are completed in-house
 - Flyers/parts of a member letter in Spanish
 - Review of Cambodian (Khmer) document, as needed

Agencies verses freelancers? What has worked for L.A. Care.



- Pre-2008 verses present
- Management of vendors
 - Contract/agreement execution
 - Bidding and invoicing
 - Pricing
- Quality of translation
 - Request of same linguistic for all projects
- Communication

What do agencies offer that has worked?



- Capacity for high volume requests
- Quality Assurance
 - Two or three step process
 - Linguistic assessment & training
 - Use of evaluate based tools
- Translation management system
 - Translation memory
- Expertise
 - Style guide

How to best work with your clients and vendors?



- Clients
 - Communicate through “team room” and verbal or through a “kick off” meeting
 - Have a shared expectation document or an agreement
 - Involve clients in appropriate decision making throughout the process

How to best work with your clients and vendors?



- Vendors
 - Have it in writing
 - Review expectations clearly including what to do when issues arise
 - Provide and update a style guide
 - Share or develop translation memory

I wish I knew on DAY ONE...



- Respect linguistics
- Communicate! Communicate! Communicate!
- Be clear about expectations from clients and vendors
- Be flexible
- It take more than a few minutes to translate
- Educate! Educate! Educate!



Questions?

For a Healthy Life

PRESENTATION TITLE HERE-access this text box via: View/Master/Slide Master