
 <p>HAWAII HEALTH SYSTEMS CORPORATION "Quality Healthcare for All"</p>	<p>Quality Through Compliance</p>	<p>Policy No.:</p> <p style="text-align: center;">CMP 0023A</p>
		<p>Revision No.:</p>
<p>POLICY</p>	<p>Issued by: Chief Compliance and Privacy Officer</p>	<p>Effective Date: June 20, 2013</p>
<p>Subject:</p> <p style="text-align: center;">Grievance Process for Alleged Discrimination for Language Access</p>	<p>Approved by:</p>  HHSC Board of Directors By: Carol A. VanCamp Its: Secretary/Treasurer	<p>Supersedes Policy:</p> <p style="text-align: center;">N/A</p>
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Reviewed April 19, 2013; Next Review April 19, 2016

- I. **PURPOSE:** This policy requires the establishment of a grievance process in each HHSC facility for patients of limited English proficiency who feel they have been discriminated against because of their language capabilities or have been denied appropriate language access.

- II. **DEFINITIONS:**

Limited English Proficiency (LEP): Term used to describe someone for whom English is not their primary language and who identifies as having limited abilities in English language. LEP patients typically ask for language translation services.

- III. **POLICY:**
 - A. HHSC will adopt and implement a grievance process to address concerns raised by persons of LEP who feel they have been denied access to appropriate language services or received inappropriate language access services.

 - B. Any person who believes she or he has been subjected to discrimination, denied appropriate language services, or received inappropriate language access services on the basis of LEP may file a grievance.

 - C. It is against the law for HHSC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

- IV. **APPLICABILITY:** This policy shall apply to all HHSC facilities, employees, volunteers, medical staff members, and contracted services that provide direct services to patients.

- V. **AUTHORITIES:** Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations parts 80, 84, and 91. Act 290, Session Laws of Hawaii, 2006 (Chapter 321C, Hawaii Revised Statutes).
- VI. **ATTACHMENTS:** Procedures in CMP 0023B