

Capability Statement:

La Clínica del Pueblo

Language Services



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Core Competencies

- A community-based language access provider for over 20 years, serving Limited English Proficient (LEP) residents in the national capital region.
- Staff-based provider specializing in health, mental health, and supportive services and offering both one-on-one and group interpretation, in person and by telephone, as well as translation services.
- Licensed trainer of health interpreters, including for bilingual service provider staff.
- Interpretation paired with navigation to help clients prepare for office visits, complete intake forms, attend appointments, receive treatment instructions, and arrange follow-up visits.
- Local expertise and experience with the health care systems in the District of Columbia and suburban MD.
- Professional medical interpretation that supports the national “triple aim” of improving patient experience (including satisfaction and quality), improving the health of populations, and reducing per capita costs,¹ and can reduce medical errors for LEP patients by 50%.²

- ❖ **Serve more than 8,000 clients and provide more than 18,000 interpreter encounters annually.**
- ❖ **Trained over 100 bilingual staff interpreters.**

Past Performance

- DC’s only non-profit provider of health-related language services to government agencies & health care organizations, among them the DC Department of Health Care Finance (DHCF), Department of Health (DOH), National Institutes of Health (NIH), and federally qualified health centers (FQHCs) in DC and Maryland.
- Recipient of grant funding from multiple sources, such as the federal Office of Minority Health (OMH), Consumer Health Foundation (CHF), and Kaiser Permanente of the Mid-Atlantic Region.
Ref: Ria Pugada, CHF, ria@consumerhealthfdn.org, (202)939-3384
- Developer of language access policies and procedures for five FQHCs in the District, with funding from Kaiser Permanente.
Ref: Mindy Rubin, Kaiser, mindy.r.rubin@kp.org, (301)980-5286
- Only entity to receive funding through the DCDOH to provide language services for people living with HIV.

DUNS: 169085818
Tax-ID: 52-194-2551
NAICS: 62498
CAGE Code: 4DJM6
Commodity Services ID Codes related to Interpreter Services:
9614641, 9614600, 9614677, 9617542, 9617545, 9617552

Differentiators

- Since 2000, a provider of interpretation services for all three Managed Care Organizations (MCOs) serving the District’s Medicaid population.
- Mission-based language access program informed and developed by – and operating under the umbrella of – a FQHC with a longstanding reputation for culturally competent, patient-centered primary care.
- Continuing focus on serving immigrants & refugees.
- Staff-based rather than contractor-based services, providing consistency, quality, & continuity.
- Medical interpretation operation complemented by a centralized coordination and access center.
- Interpretation services provided in all required languages included in DC’s Language Access Act.
- A model that combines personalized attention, community knowledge and linkages with a professional language services operation, including a streamlined, efficient claims-based billing system.
- Interpreters that have undergone rigorous screening, selection, and training, including certification through the Certification Commission of Healthcare Interpreter.

¹ Institute for Healthcare Improvement. IHI Triple Aim Initiative; 2017. <http://www.ihl.org/Engage/Initiatives/TripleAim/Pages/default.aspx>

² Connie Hughes, wolterskluwer.com; October 15, 2015. <http://wolterskluwer.com/company/newsroom/news/2015/10/trained-medical-interpreters-can-reduce-errors-in-care-for-patients-with-limited-english-proficiency.html>