

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

**NUMBER: 35
VERSION: 4**

SUBJECT/TITLE: BILINGUAL BONUS PLAN

POLICY: In accordance with Los Angeles County Code (Title 6, Section 6.10.140) and DHS Policy 731, Olive View – UCLA Medical Center (OVMC) administers a Bilingual Bonus Plan that evaluates Bilingual Bonus requests from OVMC employees and identifies positions requiring regular and continuous use of a second language. Any employee who works in a clinical or related support area (e.g., patient financial services, social work) in which he/she comes into regular contact with patients and/or visitors who require interpretation services may request bilingual bonus pay.

To be eligible for the Bilingual Bonus, employees must first demonstrate that they utilize their second language skills on a continuous and frequent basis, meaning that they interact with patients and/or visitors requiring language interpretation for the majority of their work time. Approval of the bonus will depend on multiple factors, including the language needs of the facility, number of bilingual bonus recipients in the respective unit, and operational needs of the unit. OVMC Administration may determine, on a case-by-case basis, that it is more efficient to retain an employee's bonuses even when they are not using their second language on a continuous and frequent basis.

Employees must use discretion in providing interpretation services in that the usage of their skills is consistent with their knowledge level and that they do not violate any patient rights, confidentiality rules, guidelines governing informed consent. If an employee is unsure or incapable of providing clear and quality interpretation services to a patient or visitor, it is incumbent upon the staff to provide professional interpreter services.

PURPOSE: To establish procedures for the administration of bilingual bonuses and to ensure OVMC complies with all applicable State and federal laws with respect to interpreter services for its clients. OVMC is committed to providing public service in a responsive, efficient, cost effective, and culturally sensitive manner. All employees who have the ability to communicate in a second language are encouraged to use this skill in the service of the public whom they serve regardless of their Bilingual Bonus pay status.

DEPARTMENTS: All

DEFINITIONS: **American Sign Language**, for the purposes of this plan, is considered a valid second language.

SUBJECT/TITLE: BILINGUAL BONUS PLAN

Policy Number: 35

Page Number: 2

PROCEDURE: I. Review of Patient Language Report and Bilingual Bonus Distribution Report

The OVMC On-site Human Resources Division (HR) will, on an annual basis, update the OVMC Patient Language Report to determine the top 5-10 preferred languages used by patients as reflected by the patient intake data in ORCHID. This report will be used to gauge the organization's language needs and to determine the distribution of bilingual bonuses based on languages. This report is available on the Human Resources page within the OVMC intranet website.

OVMC HR and Hospital Administration will, on an annual basis, review the OVMC Bilingual Bonus Distribution Report to evaluate the patient needs by hospital department to ensure adequate language assistance coverage.

II. Bilingual Bonus Request Process

- A. If an employee's work assignment meets the provisions for bilingual compensation, the employee's immediate supervisor will prepare the DHS "Bilingual Pay Request - Certification and Authorization" form and submit it to the department manager or Assistant Hospital Administrator (AHA) for review. The supervisor and department manager or AHA will use the OVMC Bilingual Bonus Request Decision Algorithm (Attachment II) to evaluate the request.
- B. Once the supervisor or AHA has approved the form, he/she will submit it to OVMC HR, who will forward to the OVMC Bilingual Bonus Committee for final approval. The Bilingual Bonus Committee is comprised of Hospital Administrators, Nursing Leadership, and the Human Resources Manager. After review and approval, the committee will submit the request to the OVMC HR for processing with the DHS HR Bonus Unit.
- C. For requests to reinstate a Bilingual Bonus, a valid and current County Language Proficiency Certificate certifying the employee's second language and proficiency level must be attached with the form. Incomplete forms will be denied and returned to the requestor. New requests do not require a certificate.
- D. For new Bilingual Bonus requests, and in those instances in which an employee does not possess a language proficiency certificate, DHS HR will schedule and administer a language proficiency examination. The

SUBJECT/TITLE: BILINGUAL BONUS PLAN

Policy Number: 35

Page Number: 3

examination may consist of speaking, writing, and/or reading. Employees take the examination on County time.

- E. Upon the employee's successful completion of the proficiency examination, DHS HR will issue a Language Proficiency Certificate. DHS HR will place a copy of this certificate in the employee's personnel file and forward a copy to the employee's immediate supervisor.
- F. The effective date for bilingual compensation will be the first day of the pay period in which the employee passes the proficiency examination and is assigned to a qualifying position. DHS HR will notify Payroll of all approved bilingual compensations.
- G. Bilingual pay will remain in effect as long as all of the following apply:
 - 1. The need upon which the bonus is based continues to exist;
 - 2. The employee remains in the assignment/position for which he/she was approved for the bonus; and
 - 3. The employee receives an annual performance evaluation rating of "competent" or higher.
- H. Bilingual compensation will cease upon promotion, demotion, transfer, change of classification, extended leave, or change of assignment of an employee receiving a bilingual bonus. Under these circumstances, the employee will have to reapply for the bilingual bonus based on the new assignment and the assigned unit needs.
- I. Full-time employees approved to receive the bilingual bonus shall receive additional compensation at the rate of \$50.00 per pay period (\$100.00 per month). Hourly based employees are compensated at the rate of \$0.57 an hour.
- J. Suspension of the bilingual bonus will occur for any employee who is absent from work for 60 calendar days or more. DHS HR Operations will review and identify those employees affected, and will notify DHS Payroll to stop the bilingual bonus.
- K. OVMC HR will provide a Bilingual Bonus Distribution Report to management staff, every six (6) months, listing all their employees receiving a bilingual bonus in accordance with the provisions of the Los Angeles County Code and State and federal law. Managers shall return the report back to OVMC HR within two (2) weeks of receipt

SUBJECT/TITLE: BILINGUAL BONUS PLAN

Policy Number: 35

Page Number: 4

and inform OVMC HR of those employees who should no longer be receiving the bonus.

ATTACHMENTS: OVMC Bilingual Bonus Needs Decision Algorithm

References: California Health and Safety Code Section 1259 California Government Code Section 7290 - 7299 Los Angeles County Code Title 6, Section 6.10.140 DHS Policy No. 731, "Bilingual Bonus Plan"	
Approved by: Needs 2017 Jun VEC	Date: 04/30/2019
Review Date: 04/30/2022 , 3/99, 03/05	Revision Date: 3/99, 01/02, 3/08, 8/08, 2/09
Distribution: Olive View Hospital-Wide Policies	
Original Date: 12/21/76	