

How to View, Add and Update your Language Skills in Talent Profile

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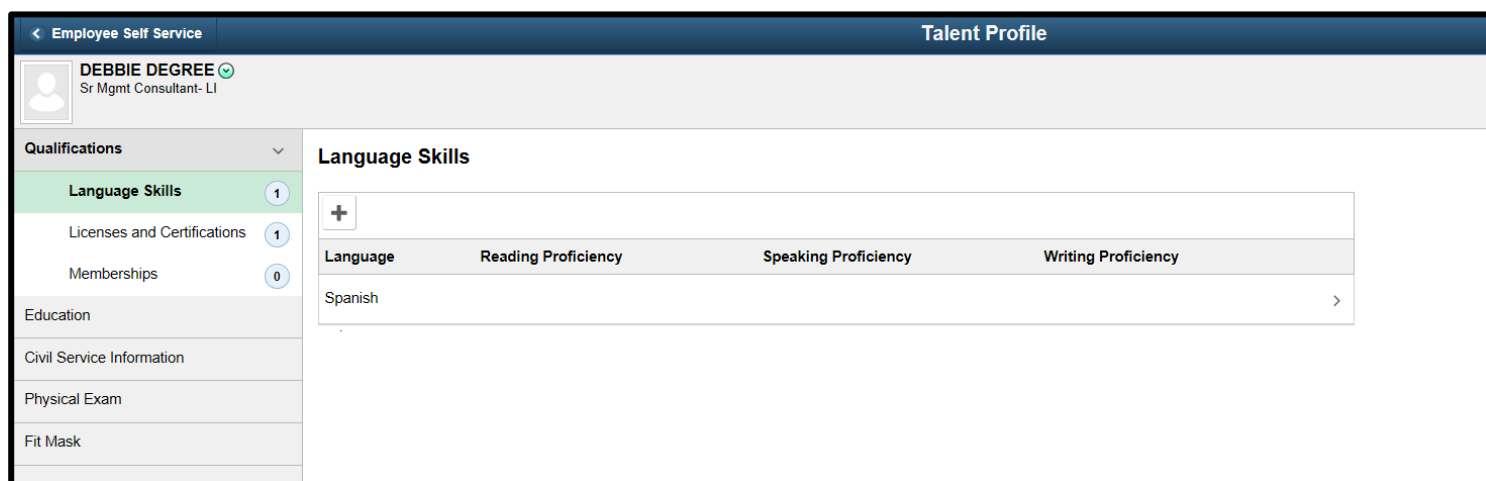
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View your Language Skills

1. Click on the Talent Profile Tile.



2. In the **Talent Profile** tile, you have the ability to view your skills, competencies and accomplishments.



3. Click on the **Language Skills** in the Qualification folder to view the details in the field.

Employee Self Service **Talent Profile**

DEBBIE DEGREE
Sr Mgmt Consultant- LI

Qualifications

- Language Skills** 1
- Licenses and Certifications 1
- Memberships 0
- Education
- Civil Service Information
- Physical Exam
- Fit Mask

Language Skills

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency
Spanish			

4. To view your **language skill**, Click on the language.

Employee Self Service **Talent Profile**

DEBBIE DEGREE
Sr Mgmt Consultant- LI

Qualifications

- Language Skills** 1
- Licenses and Certifications 1
- Memberships 0
- Education
- Civil Service Information
- Physical Exam
- Fit Mask

Language Skills

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency
Spanish			

5. The **Language Skills** pop up window displays. Here you will view the details of your current Language Information.

Cancel

Language Skills

Save

*Effective Date03/04/2017

LanguageSpanish

*StatusActive

Rating ModelLanguage Ratings

Reading Proficiency

Speaking Proficiency

Writing Proficiency

Native LanguageNo

Evaluation Date

Certified in the LanguageNo

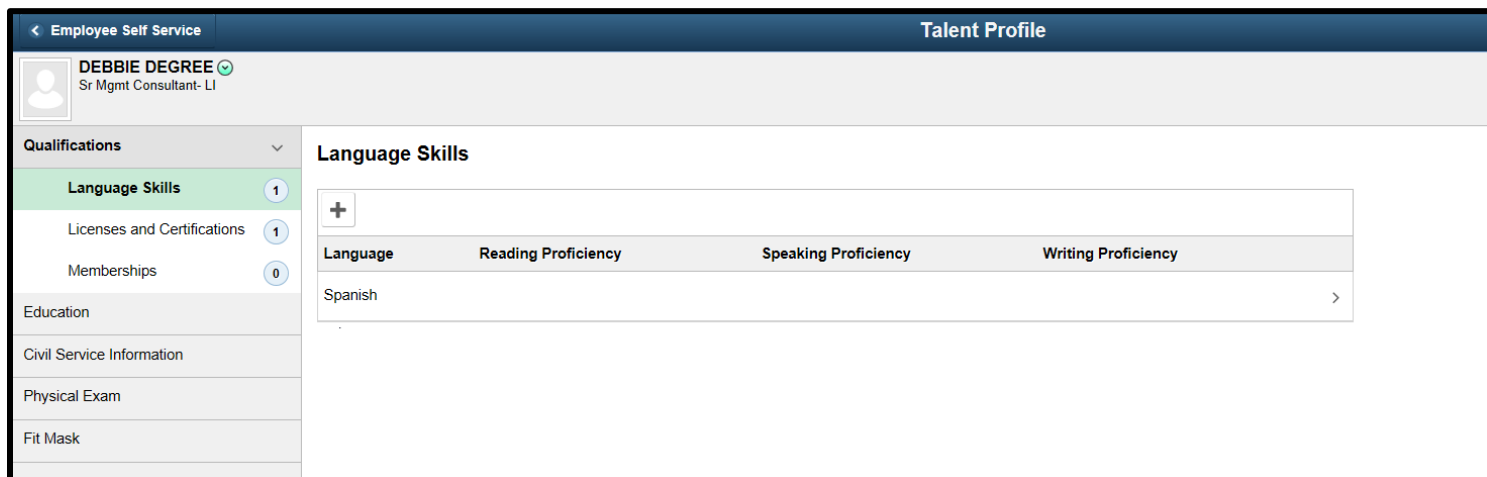
Click on **Cancel** to return to the Talent Profile Page

Adding your Language Skills

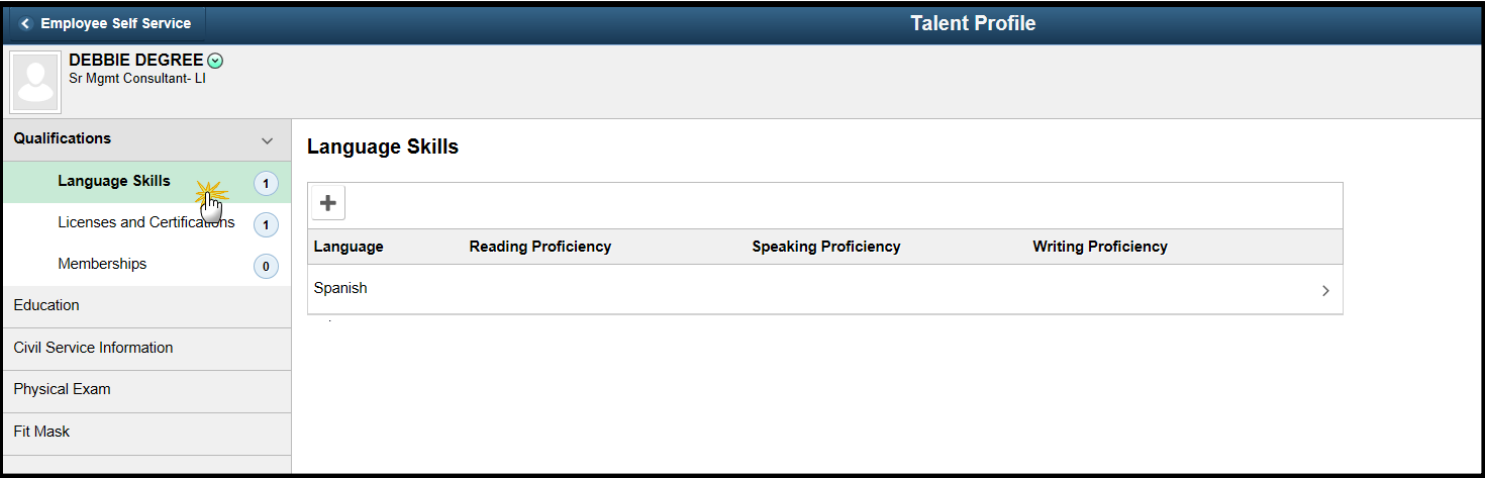
1. Click on the Talent Profile Tile.




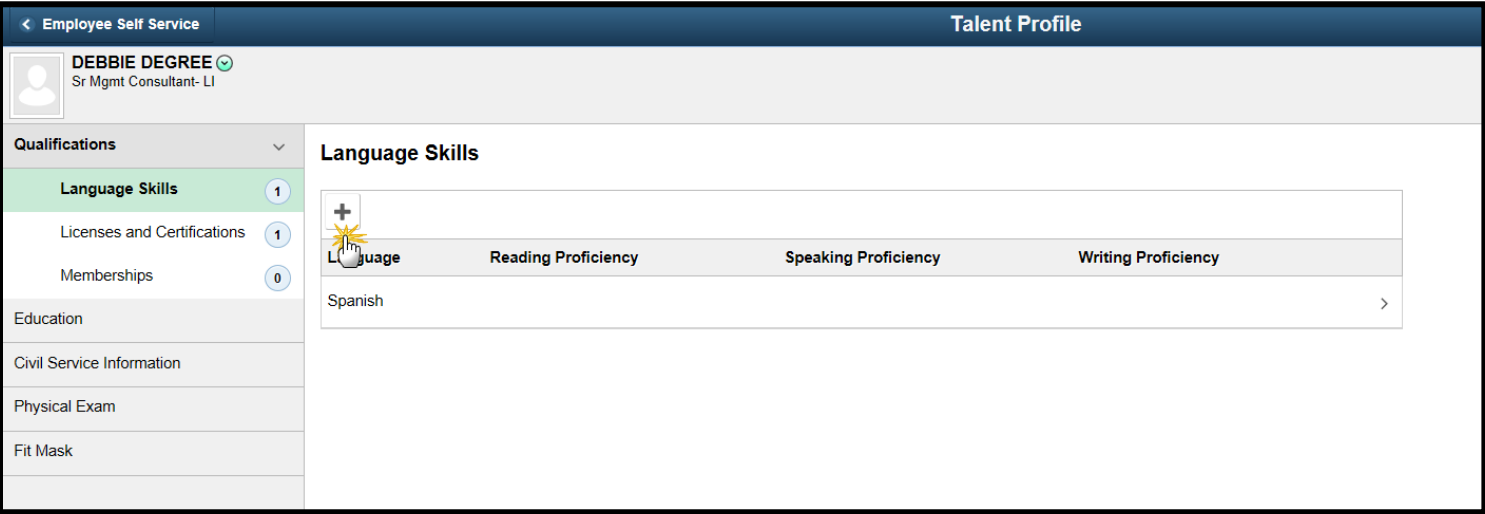
2. In the Talent Profile tile, you have the ability to view your skills, competencies and accomplishments.



3. Click on the **Language Skills** in the Qualification folder to view the details in the field.



4. Click on the  button to enter a new Language Skill.



5. The Language Skills pop up window displays. . Enter the required fields and click **Save** to apply the changes to your profile.

Cancel

Language Skills

Save

*Effective Date03/06/2017

*LanguageCreole (Haitian)

*StatusActive

Rating ModelLanguage Ratings

Reading Proficiency1 - Low

Speaking Proficiency3 - High

Writing Proficiency2 - Moderate

Native LanguageYes

Evaluation Date

Certified in the LanguageNo

For Language Proficiency Definitions, please see page 16

6. Once saved, the following message should appear on your screen indicating the transaction has been saved.

Employee Self Service

Talent Profile

Home

Menu

Refresh

You have successfully added "Creole (Haitian)".

Qualifications

Language Skills2

Licenses and Certifications0

Memberships0

Education

Civil Service Information

Physical Exam

Fit Mask

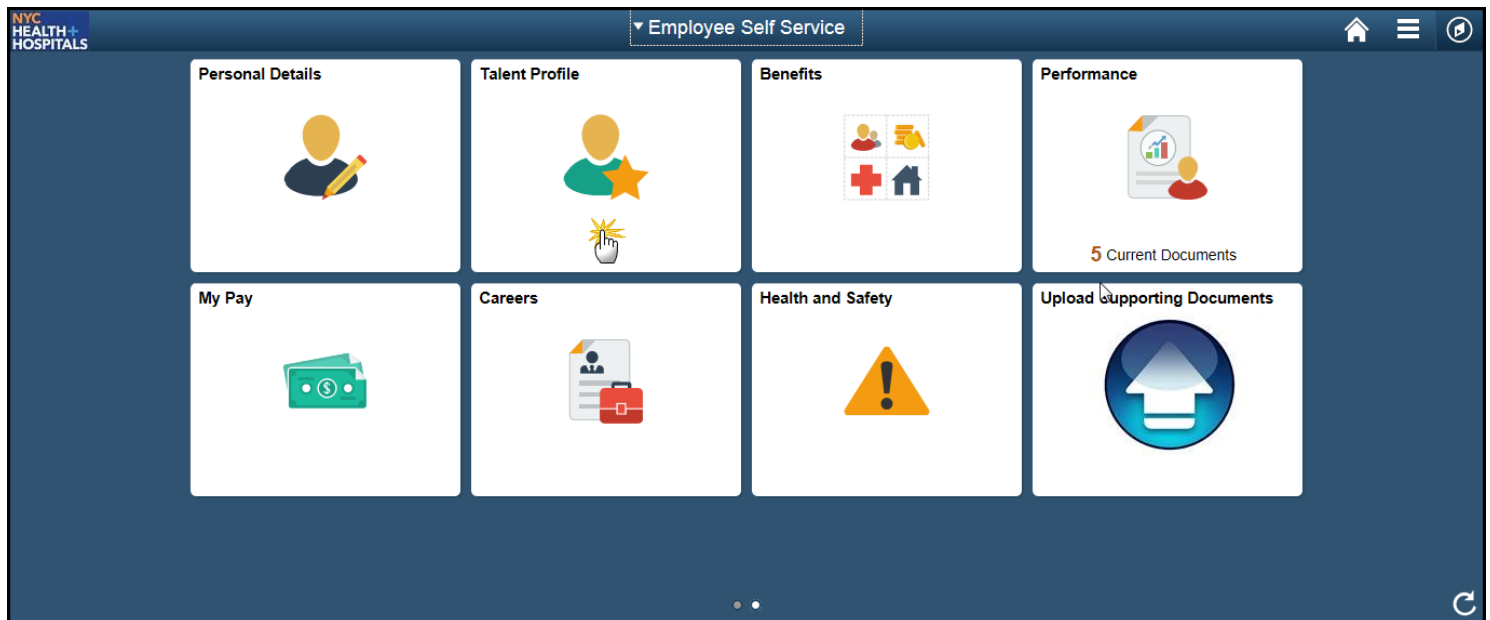
Language Skills

+

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency	
Creole (Haitian)	<div></div>	<div></div>	<div></div>	>
Spanish				>

Updating your Language Skills

1. Click on the Talent Profile Tile.



2. In the Talent Profile tile, you have the ability to view your skills, competencies and accomplishments.

Employee Self Service **Talent Profile**

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Qualifications ▾

- Language Skills** 2
- Licenses and Certifications 0
- Memberships 0
- Education
- Civil Service Information
- Physical Exam
- Fit Mask

Language Skills

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency	
Creole (Haitian)	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	>
Spanish	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	>

3. Click on the **Language Skills** in the Qualification folder to view the details in the field.

Employee Self Service **Talent Profile**

DEBBIE DEGREE
Sr Mgmt Consultant- LI

Qualifications ▼

- Language Skills** 2
- Licenses and Certifications 0
- Memberships 0
- Education
- Civil Service Information
- Physical Exam
- Fit Mask

Language Skills

+

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency	
Creole (Haitian)	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	>
Spanish				>

4. Click on the Language you wish to update.

Employee Self Service **Talent Profile**

DEBBIE DEGREE
Sr Mgmt Consultant- LI

Qualifications ▼

- Language Skills** 2
- Licenses and Certifications 0
- Memberships 0
- Education
- Civil Service Information
- Physical Exam
- Fit Mask

Language Skills

+

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency	
Creole (Haitian)	<div><div></div></div>	<div><div></div></div>	<div><div></div></div>	>
Spanish				>

5. The **Language Skills** page displays, make the desired modification to the record and click **Save**.

Language Skills

*Effective Date: 03/04/2017

Language: Spanish

*Status: Active

Rating Model: Language Ratings

Reading Proficiency: [Dropdown]

Speaking Proficiency: [Dropdown]

Writing Proficiency: [Dropdown]

Native Language: ☐ No

Evaluation Date: [Text Box]

Certified in the Language: ☐ No

Save

Language Skills

*Effective Date: 03/04/2017

Language: Spanish

*Status: Active

Rating Model: Language Ratings

Reading Proficiency: 3 - High

Speaking Proficiency: 3 - High

Writing Proficiency: 2 - Moderate

Native Language: ☒ Yes

Evaluation Date: [Text Box]

Certified in the Language: ☐ No

Save

6. Once saved, the following message should appear on your screen indicating the transaction has been saved.

Employee Self Service
Talent Profile

You have successfully saved your changes to "Spanish".

Qualifications

Language Skills (2)

Licenses and Certifications (0)

Memberships (0)

Education

Civil Service Information

Physical Exam

Fit Mask

Language Skills

Language	Reading Proficiency	Speaking Proficiency	Writing Proficiency
Creole (Haitian)	<div style="width: 50%; background-color: green;"></div>	<div style="width: 50%; background-color: green;"></div>	<div style="width: 50%; background-color: green;"></div>
Spanish	<div style="width: 100%; background-color: green;"></div>	<div style="width: 100%; background-color: green;"></div>	<div style="width: 50%; background-color: green;"></div>

NYC Health + Hospitals has a very linguistically diverse workforce, with staff speaking over 65 languages throughout the system.

To ensure our limited English proficient (LEP) and Deaf or Hard of Hearing patients and/or their representatives receive effective communication in their preferred language, it is important to recognize your level of fluency in a language and to understand the parameters around which you can use your language skills when communicating on the job with patients/their representatives.

To help you understand and assess your language proficiency, please use the below guidelines:

Language Proficiency Definitions*

Proficiency Level	Speaking Definitions	Reading	Writing
1-Low	Meets basic conversational needs. Able to understand and respond to simple questions. Can handle casual conversation about work, school, and family. Has difficulty with vocabulary and grammar.	Limited to simple vocabulary and sentence structure.	Able to write simple sentences. Requires major editing.
2-Moderate	Able to speak the language with sufficient accuracy and vocabulary to have effective formal and informal conversations on most familiar topics related to health care.	Understands conventional topics, non-technical terms and health care terms.	Writes on conventional and simple health care topics with few errors in spelling and structure. Requires minor editing.
3-High	Able to use the language fluently and accurately on all levels related to health care work needs. Can understand and participate in any conversation within the range of his/her experience with a high degree of fluency and precision of vocabulary. Unaffected by rate of speech.	Understands materials that contain idioms and specialized health care terminology; understands a broad range of literature.	Writes on academic, technical, and most health care and medical topics with few errors in structure and spelling.

*Source: Proficiency level scale based on the “Employee Language Skills Self-Assessment Key” found at http://www.iceforhealth.org/library/documents/ICE_C&L_Provider_Toolkit_7.10.pdf, adapted accordingly for NYC Health + Hospitals’ purposes. **Not applicable for American Sign Language.

CAUTION: STAFF WHO SELF-REPORT LANGUAGE PROFICIENCY IN A NON-ENGLISH LANGUAGE MAY COMMUNICATE **ONLY** NON-MEDICAL INFORMATION TO PATIENTS/THEIR REPRESENTATIVES. FURTHER TESTING AND TRAINING ARE REQUIRED IN ORDER FOR A BILINGUAL STAFF MEMBER TO COMMUNICATE MEDICAL INFORMATION OR TO SERVE AS AN INTERPRETER.

For definitions or further guidance on who can serve as a medical interpreter or directly communicate medical information to patients and/or their representatives, please go to page 24 of the [Language Access Policy Guidelines](http://diversity.nychhc.org) found at <http://diversity.nychhc.org>.