

Working with Interpreters in Health Care Setting



Aurora Tudela

Coordinator Seminars & Workshops

Interpreter and Translator

Communication Across Cultural Diversity ... IS Possible

Basic Procedures

- * 1. Procedures to publicize the right to and availability of free interpreter services.
- * 2. Procedures for identifying and assessing the language needs of all patients.
- * “Do you speak a language other than English at home?” [Answer: “yes” or “no”] If the response is “yes”, then “How well do you speak English?” [Answer: “very well”, “well”, “not well”, or “not at all”] People who answer anything other than “very well”
- * 3. Procedures determining the staffing arrangements to be used for oral language assistance.
- * 4. All staff who have direct patient contact have a thorough knowledge of the available interpreter resources for both commonly and rarely encountered languages.
- * 5. Procedures concerning translation of written materials.
- * 6. Procedures to assure proper documentation of the LEP patient encounter.
- * 7. Procedures to assure that staff at all level will receive ongoing educational training in culturally and linguistically appropriate service delivery.

Interpreters?

- * A hospital that receives federal funds “may expose itself to liability under Title VI if it requires, suggests, or encourages an LEP person to use friends, minor children, or family members as interpreters, as this could compromise the effectiveness of the service”.
- * “Use of such persons could result in a breach of confidentiality or reluctance on the part of individuals to reveal personal information critical to their situations.”

Language Assessment

- * Bilingual language skills are vital to professional interpretation and are key criteria in a certification program.
- * Some experts recommend formal language assessment be conducted prior to start training programs.
- * Others experts believe that is acceptable for interested interpreters to be trained.

Working with Trained Interpreters

- * Provide Professional Quality Interpretation to Limited English Proficiency (LEP) population
- * Assures both parts that everything will be interpreted.
Golden rules
- * Will provide a pre-session to the client and provider.
- * Confidentiality.

Roles of the Interpreter Model

* Conduit

- * Clarifier
- * Culture Broker
- * Advocate

Ethical Principles

Interpreters strive to render the message accurately, conveying the content and spirit of the original message, taking to consideration the cultural context.

Interpreters treat as confidential, within the treating team, all information learned in the performance of their professional duties, while observing relevant requirements regarding disclosure.

Interpreters strive to maintain impartiality and refrain from counseling, advising, or projecting personal biases or beliefs.

Interpreters treat all parties with respect.

Interpreters strive to develop awareness of the cultures encountered in the performance of interpreting duties.

The interpreter maintains the boundaries of the professional role, refraining from personal involvement.

Interpreters at all times act in a professional and ethical manner.

Interpreters strive to further their knowledge and skills, through independent study, continuing education, and actual interpreting practice.

When the patient's health, well-being or dignity is at risk, an interpreter may be justified in acting as an advocate.

PRINCIPLES OF PRACTICE

- * Accuracy
- * Confidentiality
- * Impartiality
- * Respect
- * Cultural Awareness
- * Role Boundaries
- * Professionalism
- * Professional Development
- * Advocacy

Cultural Competency

- * Knowledge brings Awareness.
- * Awareness of cultural differences brings Understanding.
- * Understanding bridges the gap in Communication.
- * **COMUNICATION IS OUR GOAL!!!**