

A Qualified Health Care Interpreter =

- Bilingual proficiency in medical terminology,
AND
- a complex set of interpreting skills,
AND
- the skilled use of ethical principles

Four Goals of HCIN Training

1. Learn & practice standards for healthcare interpretation
 - ✓ The different roles of a healthcare interpreter
 - ✓ The standard interpreting protocols
 - ✓ The ethical principles of healthcare interpretation
2. Build medical terminology and phrases
3. Learn concepts and skills to interpret effectively in mental health sessions
4. Building and celebrating our team of bilingual staff members who are also interpreters

Expectations for Training

We all commit to:

- Be here on time and ready (8:00)
- Be active listeners and participants
- Ask questions
- Respect each other and what is shared
- Do our homework

Consecutive mode:

- ✓ **No Adding**
- ✓ **No Omitting**
- ✓ **No Changing**

Four Modes of Interpretation

1. Consecutive
2. Simultaneous
3. Summarization
4. Sight Translation

Interpreters Manage the Session

- **Use the First Person “I”**
- **Correct Positioning**
- **Consecutive Interpretation**
- **Close the Session**

Pre-Session—SPEC + 1

What the patient/provider need to know for a good interpreting session

- **Speak directly to the patient/provider**
- **Pause between statements**
- **Everything will be interpreted**
- **Confidential—everything will remain confidential**
- **1st Person—Use provider and patient voices**

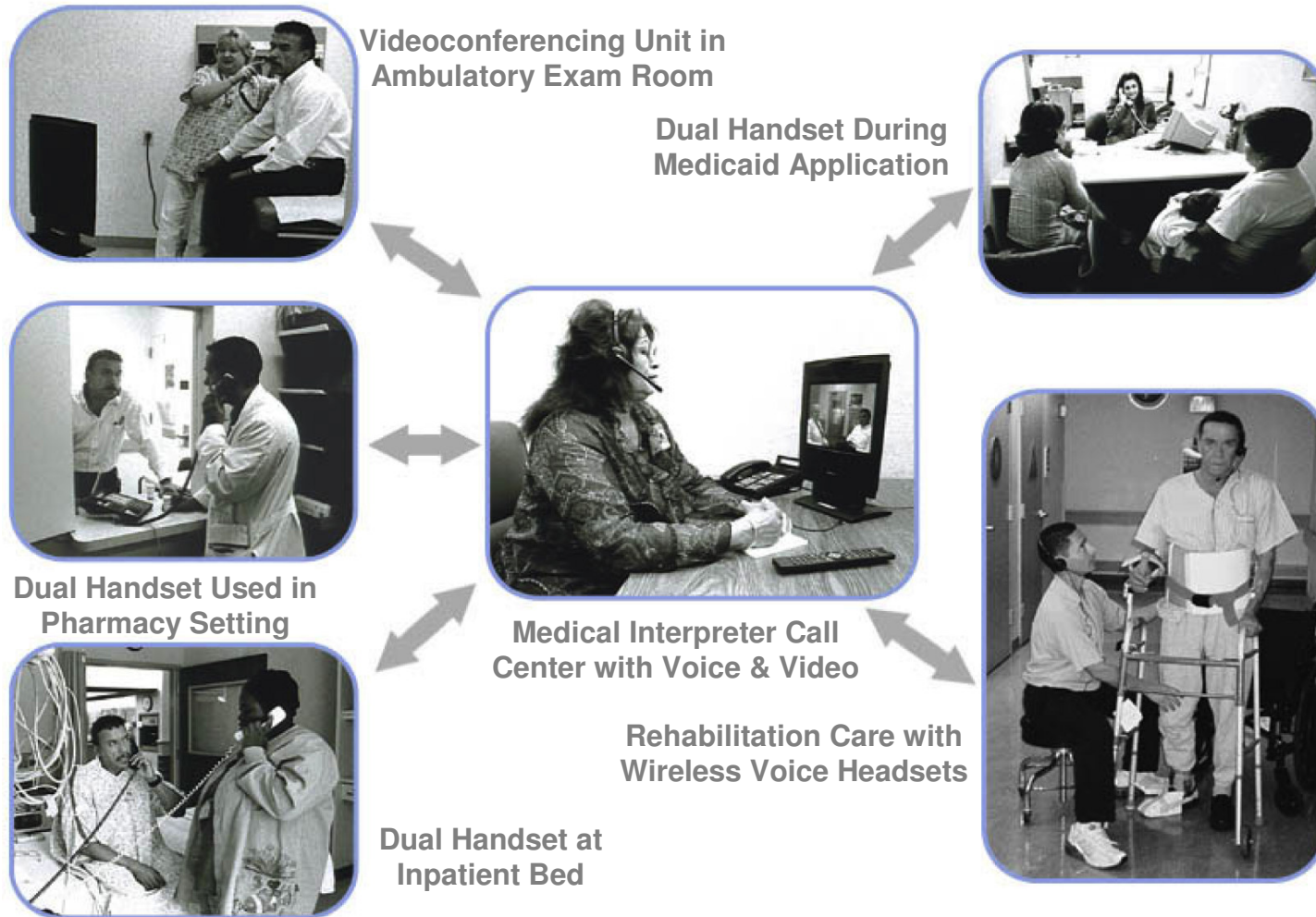
Pre-Session to Provider

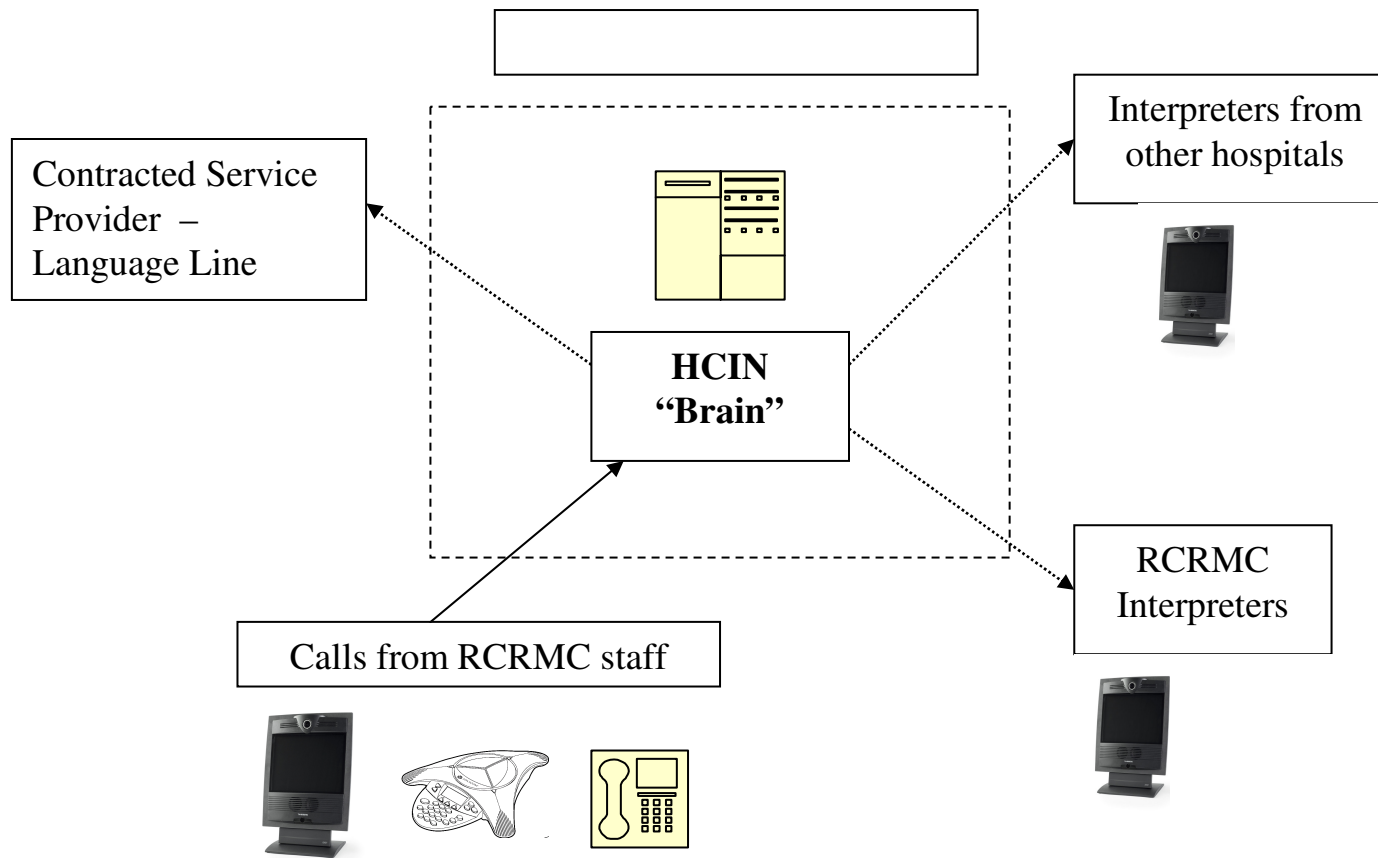
- Hello, Dr. _____, my name is _____. I am your _____(*language*) interpreter today.
- Please **speak** directly to the patient.
- Please speak in short sentences to allow me time to interpret. If I put my hand up, please **pause**.
- I will interpret **everything** that is said, exactly the way it is said. If there is something that you don't want me to interpret, please do not say it.
- I will be using the **first** person voice to interpret—I'll say exactly what you say. If I need clarification, I will switch to the third person by saying "the interpreter would like to ask a question."
- Are there any questions, doctor?

Pre-Session to Patient

- Hello, my name is _____. I am your interpreter today.
- Please **speak directly** to Dr. _____.
- Please speak in short, simple sentences allowing me time to interpret. If I put my hand up, please **pause**.
- I will interpret **everything** that is said, exactly the way it is said. If there is something that you don't want me to interpret, please do not say it.
- Anything that is said in this visit will be kept **confidential**.
- I'll say exactly what you and the doctor say to each other, using your own and the doctor's words. (**1st person**)
- Do you have any questions about how I will interpret?

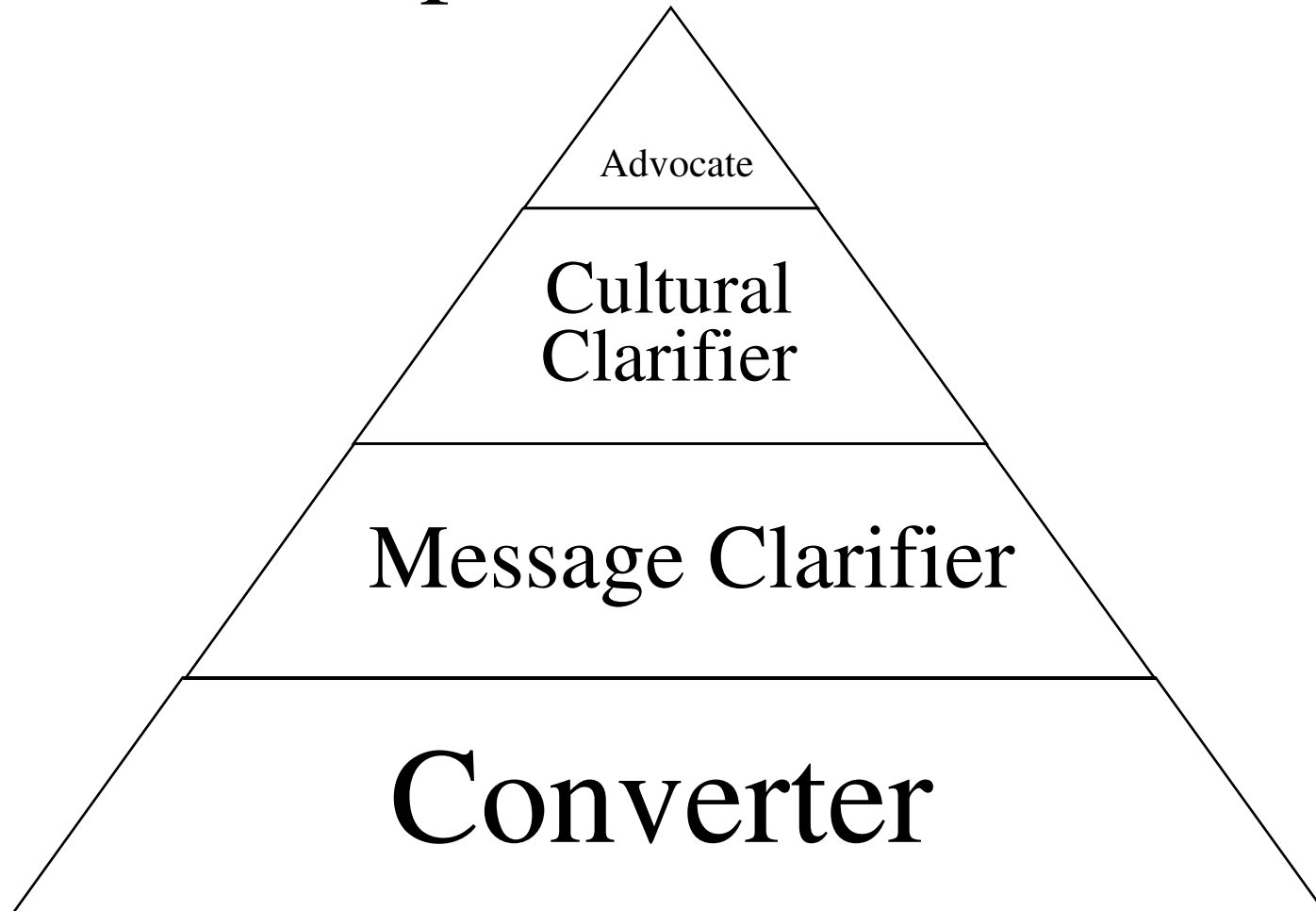
Uses of Remote Video/Voice Medical Interpretation





Health Care Interpreter Network System

An Interpreter's Four Roles



Interpreter as Converter

- Interpret **everything** that is said: add nothing, omit nothing, change nothing, and convey the spirit and meaning of the message.
- Stay in converter role unless you see a clear potential for misunderstanding.

Remember—YOU manage the flow

- **Switch to 3rd Person when Intervening**
- **Interpret *ALL* messages to *ALL* parties**

Stepping Out of the Converter Role

1. Switch from 1st to 3rd person
2. Share ALL messages with ALL parties
3. Step Back

Interpreter as Message Clarifier

- Take this role when you believe it is necessary to facilitate understanding
- Interpret what is said faithfully but in such a way that the listener can understand
- Be aware of cues suggesting that the patient or provider does not understand

Common Interventions

- Check if listeners need more information or simpler explanations (don't assume)
- Ask for explanations of unfamiliar terms or concepts
- Clarify ambiguous messages
- Find another way to explain a term with no linguistic equivalent

Ethical Principles for Interpreters

- Confidentiality
- Impartiality
- Respect for Individuals and their communities
- Professionalism and Integrity
- Accuracy and Completeness
- Cultural Responsiveness

Ethical Principle: Accuracy & Completeness

Interpreters transmit the content, *spirit* and cultural context of the original message into the target language, making it possible for patient and provider to communicate effectively.

Correcting Interpreting Mistakes

(make a mistake..... me??)

1. Tell the provider that you realize you misinterpreted a word
2. Tell the provider that you will explain this to the patient
3. Tell the patient of the error
4. Check with both the patient and provider to see if either of them has a question

Interpreter as Cultural Clarifier

- Take this role when cultural differences are leading to a misunderstanding on the part of either provider or patient.
- In this role, the interpreter:
 - Watches for possible miscommunication or misunderstanding between patients
 - provides a necessary cultural framework for understanding the interpreted message

Ethical Principle: Cultural Responsiveness

Interpreters play a critical role in identifying cultural issues and considering how and when to move to a cultural clarifier role.

Interpreters seek to understand how diversity and cultural similarities and differences have a fundamental impact on the healthcare encounter.

Interpreter as Advocate

- **Advocacy** is any action an interpreter takes on behalf of the patient outside the bounds of an interpreted interview. The advocate is concerned with quality of care (not just the quality of communication)
- You **MAY** choose to take this role when the needs of the patient are not being met due to a systemic barrier such as the complexity of the health care system or racism.

Dual Roles

Provider

Interpreter

Ethical Principle: Impartiality

Interpreters are aware of the need to identify any potential or actual conflicts of interest, as well as any personal judgments, values, beliefs or opinions that may lead to preferential behavior or bias affecting the quality and accuracy of the interpreting performance.

Ethical Principle: Respect for Individuals and their Communities

- Treat all parties equally and with dignity and respect
- Recognize the concept of patient autonomy
- Alert provider of potential communication barriers
- Respond to disrespectful remarks

Ethical Principle: Confidentiality

Interpreters treat all information learned during the interpreting as confidential.

What would you say if someone
said to you:

“Isn’t it more culturally responsive to use a family member to interpret instead of using an interpreter who is a stranger? A patient will be much more comfortable with a family member and the family member will understand them better...”

Ethical Principle: Professional Integrity

Interpreters conduct themselves in a manner consistent with the professional standards and ethical principles of the healthcare interpreting profession.