



# CONNECTING THROUGH INTERPRETERS

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# TODAY'S DISCUSSION

## TOPIC OUTLINE

- 01.** Introduction to LEP
- 02.** Types of Interpreters
- 03.** The role of the interpreter
- 04.** Establishing Trust
- 05.** Navaro's Story
- 06.** Prenatal Care
- 07.** Accessibility & Safety
- 08.** Discussion



# LEP

## LIMITED ENGLISH PROFICIENCY

### Population

Nearly 25 million people in the United States (8.6%) are defined as LEP and therefore at risk for adverse events because of language barriers and culture.

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### Current growth

Minority groups are the Nation's fastest growing demographic, accounting for one-third of the U.S. population.



# TYPES OF INTERPRETERS

## IN-PERSON

- Licensed in industry-specific terminology
- Trained in confidentiality
- Patient advocate

## PHONE

- Fast access
- Specific gender support

## VIDEO

- Support for sign language
- Fast access
- Specific gender support

## PEOPLE WHO SHOULD NOT INTERPRET

- Family
- Friends
- By-standers
- **Children**
- Staff whose language skills have not been assessed





**ADVOCATE**

**CULTURE BROKER**

**CLARIFIER**

**CONDUIT**





# ESTABLISHING TRUST

## **BODY POSITIONING**

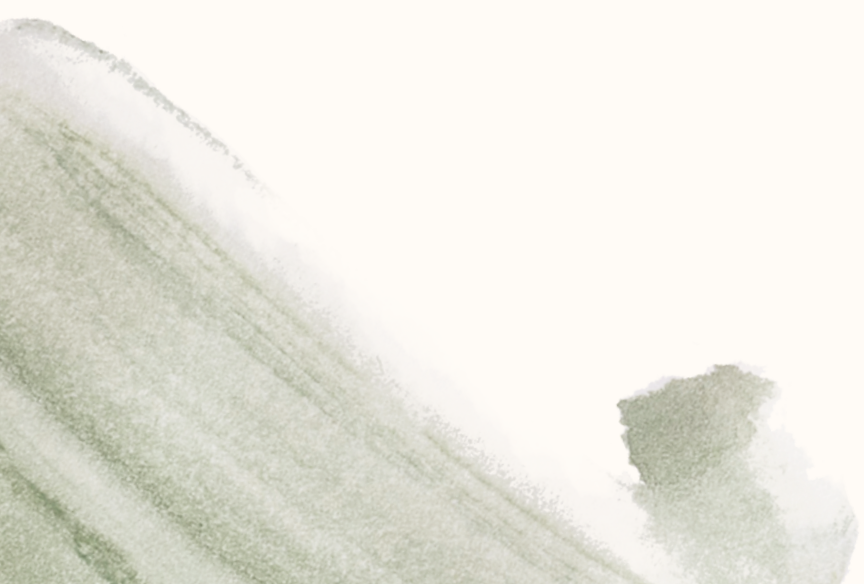
Using open body language while working with interpreters is essential to convey respect and attentiveness.

## **PATIENT AUTONOMY**

Enable patients to make their own decisions. Unbiased language communication. Reinforce informed consent.

## **CONFIDENT UNDERSTANDING**

Having access to screened, trained and qualified interpreters can ensure that the patient fully understands the medical procedures and options available to her.



NAVARO'S STORY

“

“MY INTERPRETER ALWAYS MADE SURE I UNDERSTOOD THINGS, THAT I WOULDN'T BE SCARED AND THAT EVERYTHING WOULD BE SIMPLE FOR ME,”

—BEATRIZ NAVARRO

”

“

“I CALL IT ‘INTERPRETER MODE,’” SHE SAID. “WHEN I INTERPRET, I’M NOT LIZ. I AM THE PATIENT’S VOICE.”.”

— LIZ LUBELSKI

”

# PRENATAL CARE

## Reduce Stress & Improve childbirth experiences

- **Level of pain** - Personal expression of pain
- **Cultural differences** - how patients interact with doctors and nurses
- **Conveying emotions** - free emotional expression throughout pregnancy
- **Informed consent** - who is present for these conversations?
- **Option counseling** - educating patient







# RECOMMENDATIONS FOR SAFE INTERPRETATION

- Do Not over estimate your language skills
- Do Not stereotype patients
- Advocate for professionally trained interpreters
- Educate providers about safe interpretation
- Educate patients about the role of the interpreter and their right to qualified language access services
- Allow interpreters to introduce him/herself
- When possible, brief interpreters prior to communication

# DISCUSSION

Thank you for joining us today!

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## HOW TO EFFECTIVELY COMMUNICATE THROUGH AN INTERPRETER QUICK GUIDE

### **INTERPRETER ROLE AND RESPONSIBILITIES**

- The role of an interpreter is to provide a clear channel of communication between the English speaker and the Limited English Proficient individual.
- Interpreters are required to adhere to an ethical code of conduct during any interpreting session.
- Interpreters shall:
  - o Maintain confidentiality of all assignment-related information.
    - o Select the language and mode of interpretation that most accurately conveys the content and spirit of the messages of their clients (simultaneous/consecutive.)
    - o Refrain from accepting assignments beyond their professional skills, language fluency, or level of training.
  - o Refrain from accepting an assignment when family or close personal relationships affect impartiality.
  - o Not interject personal opinions or counsel either party.
  - o Not engage in interpretations that relate to issues outside the scope of their knowledge, experience, and skills. They must be qualified to do so.
    - o Engage in advocacy and in the intercultural mediation role of explaining cultural differences only when appropriate and necessary for communication purposes, using professional judgment.
    - o Use skillful unobtrusive interventions so as not to interfere with the flow of communication in a triadic setting.
  - o Keep abreast of their evolving languages and specialty terminology.
  - o Participate in continuing education programs as available.
    - o Seek to maintain ties with relevant professional organizations in order to be up to date with the latest professional standards and protocols.
  - o Refrain from using their position to gain favors from clients.
- **'C-I-F-E'**
  - o At the beginning of every interpretation session and after introducing his/herself to each party, interpreters MUST advise all parties of the following -in both languages: "Let me remind you that..." "Le recuerdo que..."
    - **C** : Everything said will be **confidential**  
"Todo lo que se diga será confidencial"
    - **I** : I will speak in **first person**: If the client says: "I need to speak with the police" I will say "I need to speak with the police" **I will not say: "The lady says that she** needs to speak with the police"  
"Hablaré en primera persona: Si el cliente dice "Necesito hablar con la policía" Yo diré "Necesito hablar con la policía" **Yo no diré: "La señora dice que ella** necesita hablar con la policía"
    - **F**: If I need you to stop so I can interpret, I will raise my hand like this:    
"Si necesito que usted haga una pausa para yo poder interpretar, levantaré mi mano así:  
    - **E**: I will interpret **everything** that all parties say. If there is something you do not want the other party to know, please **DO NOT SAY IT**.  
"Voy a **interpretar todo** lo que ustedes digan. Si hay algo que usted no quiere que la otra persona sepa, por favor **NO LO DIGA**".



## HOW TO EFFECTIVELY COMMUNICATE THROUGH AN INTERPRETER QUICK GUIDE

### **ENGLISH SPEAKER ROLE AND RESPONSABILITIES**

To secure effective communication through professional –even ad-hoc- interpreters, English speakers should:

#### • **Before the meeting or interview:**

- o Introduce themselves to the interpreter
- o Brief the interpreter as to the nature of the interpretation session
- o Provide notes or other written material if available
- o Remind the interpreter to maintain confidentiality of all assignment-related information.

#### • **At the beginning of the conference or interview:**

- o Confirm that your LEP client and the interpreter speak the same language
- o Check the seating arrangements
- o Introduce the interpreter to the LEP individual and anyone else at the meeting
- o Welcome the LEP individual and ask children or other individuals to step out of the room
- o Explain your role
- o Point out that anything discussed during the session will be kept strictly confidential.
- o Check that everyone can hear everyone else.

#### • **During the conference or interview:**

- o Speak directly to the LEP individual as if there was not a barrier language
- o Do not direct your comments or instructions to the interpreter
- o Maintain eye contact with the LEP individual, if culturally appropriate
  - o Ask the LEP individual directly if any kind of clarification is needed, including guidance on cultural issues.
- o Speak slowly, clearly, naturally. Avoid jargon, idioms, or slang
- o Summarize the discussion periodically to ensure that the LEP individual understands the information
- o Use short sentences with consecutive interpretation.
- o Avoid discussions that exclude the LEP individual from the conversation
  - o Interpreters should strive for transparency; therefore, do not say anything that you do not want the LEP individual to hear. Do not tell the interpreter “not to say” and “to edit” your statements.

#### • **After the session:**

- o Give the LEP individual an opportunity to summarize and/or clarify any matters.
- o Allow the LEP individual to ask any questions or give feedback.
- o Debrief the interpreter, obtaining feedback regarding any interpreting or personality difficulties experienced during the meeting or interview
- o Examine how the session process could have been improved
- o Give the interpreter the opportunity to explain any issues that may have come up during the session
- o **Document** in the client’s file:
  - the language spoken by the client
  - the provision of interpretation services
  - the identity of the interpreter. \_\_\_\_\_

# References

"TeamSTEPPS Limited English Proficiency (LEP) Hospital Guide." Agency for Healthcare Research and Quality (AHRQ), <https://www.ahrq.gov/teamstepps/lep/hospitalguide/lephospitalguide.html>

"Ultrasounds, Doctors And An English-Language Interpreter: A Prenatal Checklist For New Immigrant Mothers." Colorado Public Radio, 22 July 2019, [www.cpr.org/2019/07/22/ultrasounds-doctors-english-language-interpreter-prenatal-checklist-new-immigrant-mothers/](http://www.cpr.org/2019/07/22/ultrasounds-doctors-english-language-interpreter-prenatal-checklist-new-immigrant-mothers/).