Nursing Grand Rounds: CONNECTing Through Interpreters
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Disclosures

• We do not have any conflict of interest, nor will we be discussing any off-label product use.
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  – Interpreter Services

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Learning Objectives

- Explain the role of interpreters in a healthcare encounter.
- Summarize the goals of a pre-session with an interpreter.
- Discuss best practice for working with professional medical interpreters.
- Discuss how to work with an interpreter who is engaged in summarization, side-conversations, editorializing or giving advice.
- Integrate effective communication techniques when working with a remote interpreter.
The Role of the Interpreter

What is the role of the medical interpreter?

The medical interpreter’s role is to facilitate **understanding in communication** between people speaking different languages.
Interpretation Modalities
2018 at Seattle Children’s

In-person outpatient interpreter encounters: 46,750
Inpatients receiving interpreter services one or more times: 1,297
Phone interpretation: 72,500 + calls
Family Line: 14,200 + calls
Video interpretation: 17,300 + calls

- Telephonic interpretation available in over 200 languages
- Video-interpreting 35 languages
  ★ ASL in person available 24/7 at SCH!
Interpretation vs Translation

Two different skills

Interpretation
Facilitation of spoken or sign language communication between users of different languages

Translation
The process of converting the written word from one language into another

Sight Translation is the oral rendition of a written text
Language Validation is REQUIRED

• Certification test to use non-English language skills for medical communication
  • Telephone-based, free to you.
  • ~ 40 minutes
  • Available any time
  • You get a special badge!

• Contact the CDHE at languagetesting@seattlechildrens.org to set up testing
Video 1: Poor practices with interpreter
Poor connecting to patient and family

https://youtu.be/GkVYJdF3fkA

As you watch, keep track of what goes well and what doesn’t
What didn’t go well?

- No pre-session
- Interpreter present with patient before session
- Provider not focused
- Provider and patient speak to interpreter
- Omission, addition, and changing meaning
- Side conversations
- Excessively long sentences
- Technical terms and acronyms
- Positioning
- Cutting off the interpreter
- Interpreter answering for patient
- Tasks outside her scope of practice
ACT with Humanity

- Awareness: CONNECT to the Moment
- Compassion: CONNECT to the Patient and Family, CONNECT to Their Concerns
- Trust: CONNECT the Dots
Video 2: Better practices with interpreter
Connecting to the moment

https://youtu.be/4Q6MaFGYz-0

As you watch, keep track of what goes well and what doesn’t
What went well?

- Pre-session with interpreter
- Provider prepares for how to communicate with family
- Provider is focused and “connects to the moment”
Video 3: Better practices with interpreter
Connecting to the patient and concerns

https://youtu.be/elOi4b9iRqc

As you watch, keep track of what goes well and what doesn’t
What went well?

- Focus on patient/family: “connects to the patient and family, and connects to their concerns”
- Provider recognizes own linguistic limitations
- Maintains control of the session
- Introduces interpreter and explains how they will work together
- Positioning
- Provider assures that everything is interpreted
- Side conversation stopped
- Excellent use of a visual aid
- Explains tests in easy to understand terms
Video 4: Better practices with interpreter
Connecting the dots

https://youtu.be/0FpkS-FLnOg

As you watch, keep track of what goes well and what doesn’t
What went well?

- Review of plan step-by-step (“connect the dots”)
- Plan to ensure the family can access the information on the printed material
- Checks for understanding by asking for a teach-back
- Avoids using slang
- Asks “What questions do you have?”
- The provider thanks the interpreter
Adapting to Remote Interpreting

• How would use of audio or video interpretation services change the good practices you just identified?
  
  ▪ Pre-session
  ▪ Positioning
  ▪ Ending the call
Interpretation Modalities

Troubleshoot Just-In-Time!!

In person interpreters:
- Briefly interrupt the session to redirect the interpreter.

Phone:
- Briefly interrupt the session to redirect the interpreter.
- If technical issues, hang up and dial again.
- Call Interpreter Services to get alternate lines.

Video:
- Briefly interrupt the session to redirect the interpreter.
- If technical issues, call the toll-free service number on the device.
Role-Play and Simulation

- Demonstration
- Pair up and take turns as provider
- Practice conducting a brief “Pre-Session” with interpreter. Think about:
  - Introducing self and interpreter
  - Positioning the interpreter in room
  - Addressing any interpreter behavior that is needed
Questions?

CONNECT Commitment

What skill you can commit to practicing?