

mfh



bm:bwk



Subproject A: **Improving Interpreting in Clinical Communication**

**Hospitals in SP A: (i.a.o.)
Denmark, Finland, France, Ireland, Italy, The Netherlands,
Spain, Sweden, UK**

Training Workshop, Reggio Emilia, September 18-20, 2003

Overview

Interpreting services - State of the art at mfh pilot hospitals

Subproject A - The approach

Optimising existing interpreting services - Possible measures

Planning for new services - Relevant decisions

Models to provide interpreting at hospitals - 2 strategies













Concrete measures - A continuum of interventions

Project aims and indicators - What should be achieved

Project schedule - Overview of steps

Interpreting services - State of the art at mfh pilot hospitals

Degree of implementation: MFQQ Results

	AT	DE	DK	EL	ES	FI	FR	IR	IT	NL	SV	UK	Degree of implementation
Communication - Interpreting services available at the hospital													
<i>Kind of professional interpreting service</i>													
1. Interpreting service implemented at hospital	25			25	25	50	25					100	21
2. Telephone interpreting service			100			25	50			100	25	50	29
3. Co-operation with external interpreting service			100			25	50	50		100	75	75	40
<i>Who can request an interpreter?</i>													
4. Interpreting service available on request of staff	50	25	100		25	100	50	75		100	100	100	60
5. Interpreting service available on request of patients and/or relatives	50	50	100		25	75		75		100		100	48
6. Utilisation of language and cultural competencies of staff members with migrant and/or diverse backgrounds	75	25		25	25		25	50	50	25	25	75	40
7. Cultural mediation services	25				25		25			25		100	25
Degree of implementation per hospital	32	14	66	7	18	45	32	36	7	64	32	85	

[degree of implementation in %]

European cross analysis NA: The six most important problem areas

Language and Communication

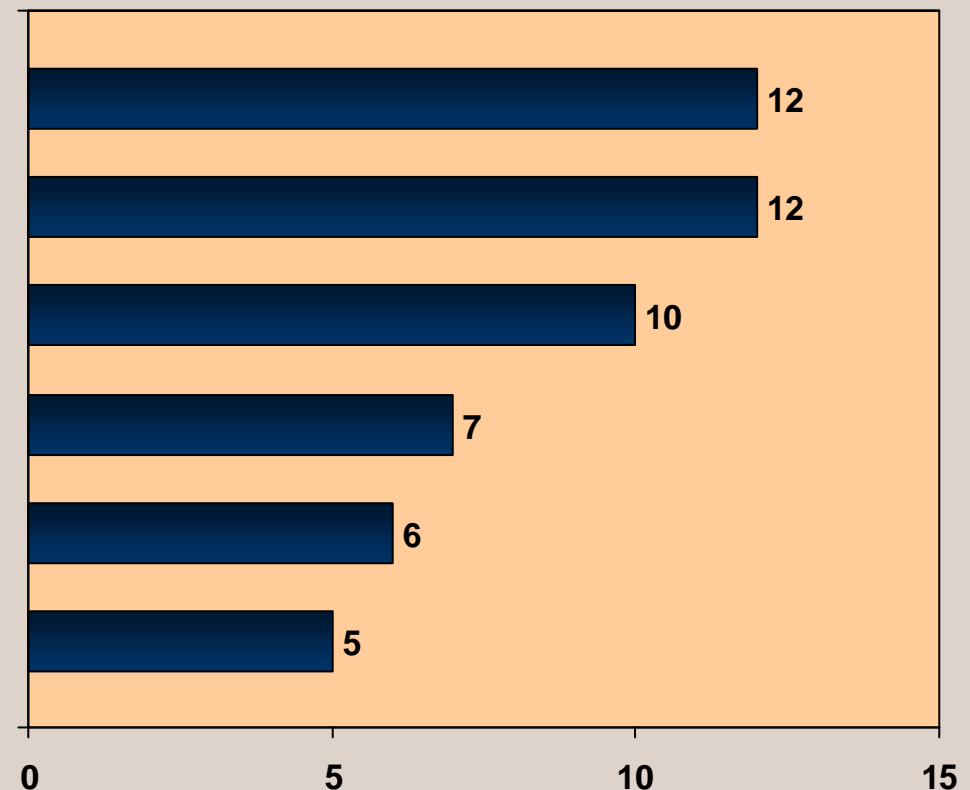
Patient info + educ.(linguistically and culturally adequate)

Cultural barriers/lack of cultural competencies

Family visits

Lack of culturally adequate food

Spirituality and social support



number of hospitals where problem was mentioned
(NA results from 12 pilot hospitals)

Challenges and deficits - What needs to be improved?

- Limited availability
- Lack of timely access
- Ineffective communication when family members or non-qualified staff act as interpreters
- Co-ordination of service needs to be improved
- Insufficient use of available interpreters
- Insufficient knowledge on how to work with interpreters

[Problems with interpreting services mentioned by mfh pilot hospitals in the local needs assessment]

Subproject A - The approach

- ➡ Use of a model department approach:
Start of service provision at 2-3 model departments
- ➡ Establish where you stand:
assessment of language needs and resources
- ➡ Optimise processes in existing interpreting services
- ➡ Invest in improving the interpreting infrastructure:
Planning for a model of service provision

Step-wise approach - Starting with 2-3 model departments

- Establish or improve **central co-ordination** of the interpreting service
- Start providing improved interpreting service at **2-3 model departments** identified through a call for tenders
- Ensure department with **greatest need** for language services are among the selected model departments
- **Pilot** new interpreting services at model departments during the mfh subproject phase as a basis for expanding the model to other departments

Optimising existing interpreting services - Possible measures

Measures to improve timely access:

- Improvements in service co-ordination

Measures to facilitate better service utilisation:

- Increase visibility of the service at the hospital
- Increase awareness of the need for interpreting and its benefits
- Improve staff knowledge and skills on working with interpreters
- Strong managerial support for the use of interpreters

Planning for new services - Relevant decisions

- **Resources** available – both in terms of finances and linguistic abilities among staff
- **Measures** to facilitate interpreting that are already **in place**, and their perceived effectiveness
- **Demand** for interpreting services, both in terms of the number of migrants among the patient population and the number of languages that need to be covered

Models to provide interpreting at hospitals - 2 strategies

Strategy 1: Professional interpreters

- employment of interpreters
- contracting interpreters through an outside agency

Strategy 2: In-house employee language banks

*Migrant-Friendliness Quality Questionnaire: Instrument for overall project evaluation

Concrete measures - A continuum of interventions

Investment

e.g offering a training course to increase visibility and staff knowledge

e.g improving co-ordination with an outside agency

e.g. appointing an interpreting co-ordinator

e.g establishing an employee language bank

e.g hiring a number of full time medical interpreters

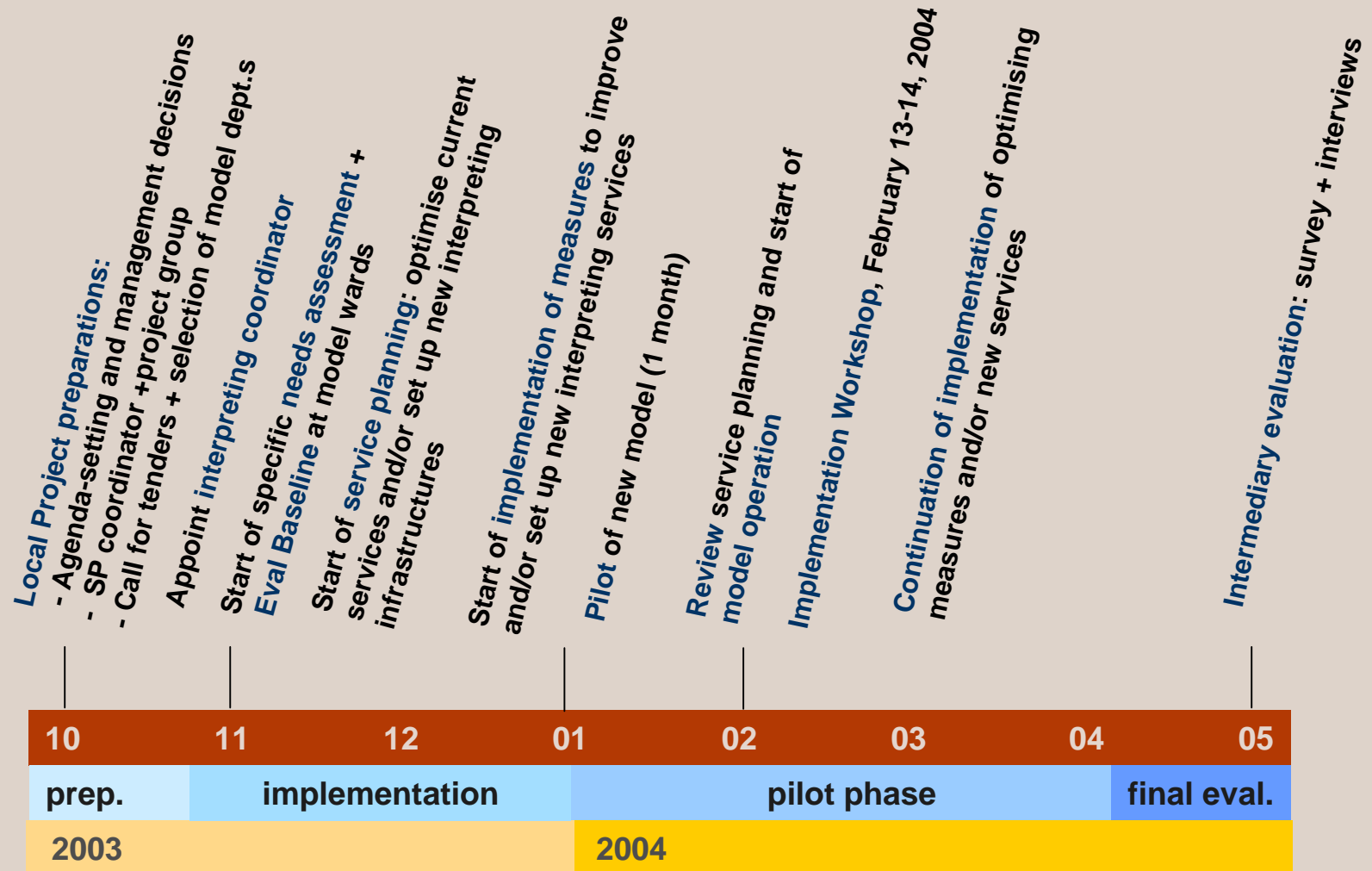
Project aims - What should be achieved

- An assessment of foreign language patients' language needs routinely takes place at admission to the hospital
- Qualified interpreters are routinely scheduled for encounters with limited local language proficient patients when critical clinical decisions are made
- Provisions are made to facilitate interpreter support in emergencies and/or unforeseen consultations

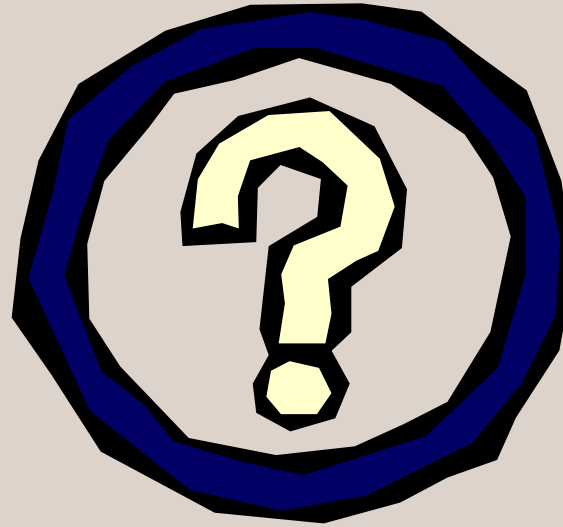
Indicators for project success - How would achievements show?

- An **increase** in the number of encounters done with the aid of a **qualified medical interpreter**
- A **decrease** in the use of **ad hoc interpreters** (family members, friends, other patients, non-qualified staff)
- An **improvement** in the **timely delivery of interpreting services** due to an increase in the number of qualified medical interpreters, better access to services, improvement to the current services offered, or better co-ordination with outside agencies

Subproject schedule - Overview of steps



MFH – Questions



Subproject info and forum at:

www.mfh-eu.net/eu

Subproject schedule - General overview

