

The Building Blocks for Cultural Competence

A Comprehensive Approach to Language Access



THE
**Provincial
Language Service**

 **Provincial Health
Services Authority**
Province-wide solutions.
Better health.

Goals for the Session

- Explore the meaning of and elements that support cultural competence
- To review PHSA Language Access Policy
- To define the role of the health care interpreter and provide tip and techniques for effectively working with interpreters

What is Cultural Competence?

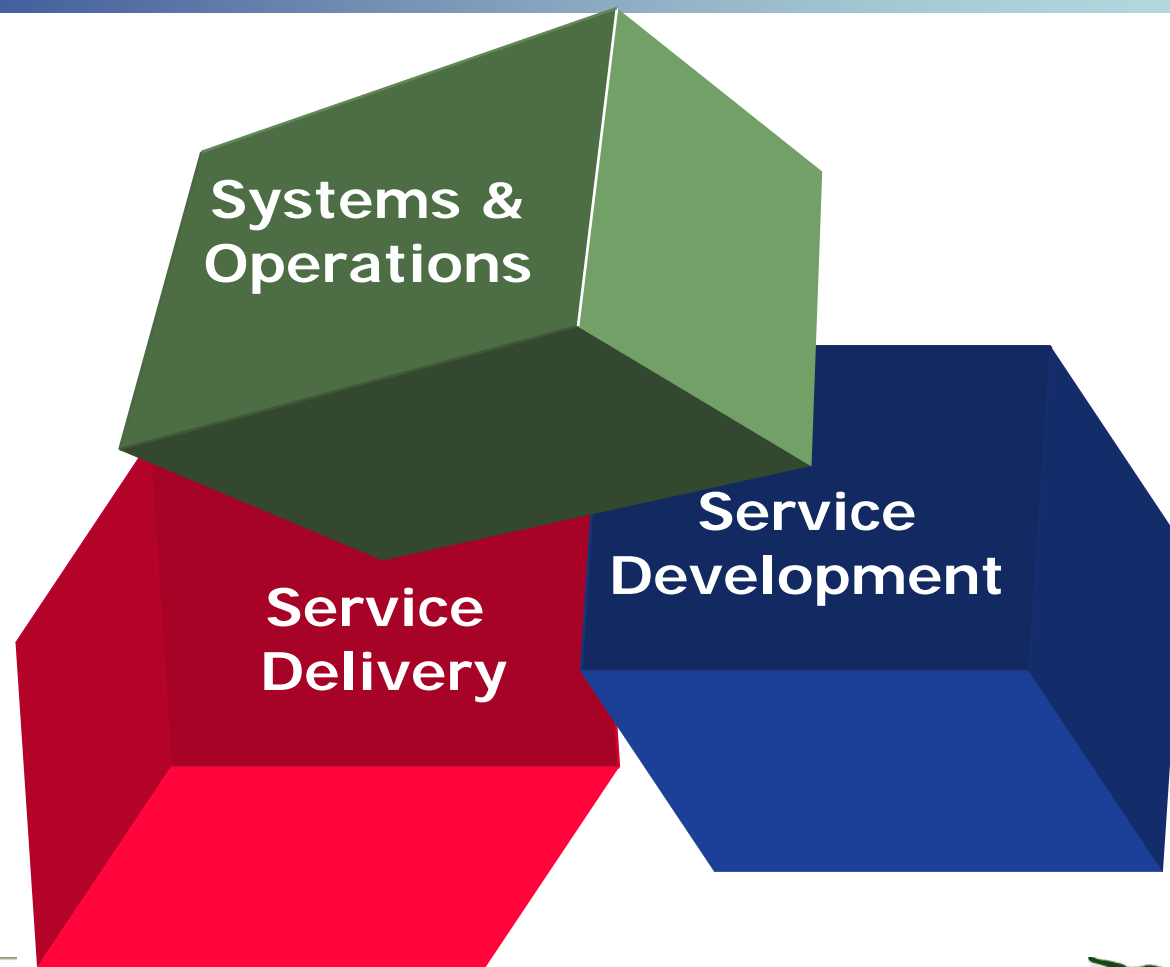
Cultural competence is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals that enables effective work in cross-cultural situations.

'Culture' refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups.

'Competence' implies having the capacity to function effectively as an individual and an organization within the context of the cultural beliefs, behaviors, and needs presented by consumers and their communities.

(Adapted from T. Cross, 1989).

The Building Blocks for Cultural Competence



What Belongs in the Systems & Operations Box?



Systems & Operations Box

- Policies
 - Language Access, Diversity and Inclusion policies all act to lend strength and support to ongoing initiatives aimed at improving access and engagement. Policies, once developed, need to be communicated and given tools for action
- Financial and Human Resources
 - Access and inclusion will require additional dollars or the reallocation of money. Interpreters, translations, and other practices do cost. But in the long run, studies have demonstrated that, ultimately these initial expenses help to save costs in the future

What Belongs in the Service Development Box?



Service Development Box

- Community Engagement
 - Involving community, in meaningful ways, in the design and development of programs and services ensures that programs will be responsive to the diversity of ways in which people access and utilize services.
- Diverse Workforce
 - A workforce that is reflective of the population it services creates a connection to community, as well as incorporating diverse philosophies and ways of doing into the daily activities of the workplace
- Community Partnerships
 - Establishing trusting and respectful relationships with community groups that represent the diverse population brings new perspectives into services as well as creating helpful resources bases
- Staff Development
 - Periodic cultural competency training
- Statistics and Data
 - Understanding the demographic trends of the population helps with program planning

What Belongs in the Service Delivery Box?



Service Delivery Box

- Interpreter Services:
 - Trained, language-assessed, skilled interpreters
 - *Not family members, friends or ad-hoc staff resources*
- Bilingual Staff:
 - Staff that are recognized and acknowledged for their language skills, and that have been tested for fluency
- Translated Resources:
 - Professionally translated materials that have been community tested or vetted through an assessment process
- Staff Training
 - On principles and practices for cultural competency
- Bicultural Supports
 - Linkages with community groups, support groups or in-house expertise

What does this practically look like in your workplace?

Cultural Competence – A Comprehensive Approach to Language Access



PHSA Language Access Policy – Description

Purpose

- PHSA expects staff and medical personnel to reduce risks when a language barrier to communication exists by utilizing appropriate language resources (i.e. interpreters and translators)

Policy statement

- Mitigate risks associated with delivering health services to limited/non-English speaking (LES) clients BC wide
- Seek out and use language professionals when clients & health care professionals don't share a common language
- Employ a multi-pronged approach to achieve effective health services that are accessible by LES clients (interpreters, translators, systemic changes)

Risks due to language barriers – the evidence

- Higher bounce back rates
- Costs are often absorbed through other budgets (which is essentially more expensive) e.g. 1991 Edmonton Board of Health Study
- Incorrect courses of treatment and follow-up
- Canadian research indicates that both lower and higher levels of health service utilization by non-English speakers are associated with language barriers.

Professional Interpreters/Translators Mitigate Risk

By ensuring....

- FOIPPA compliance
- *Consent for Procedures* are informed
- Interpreting and translation standards are maintained – e.g. confidentiality, neutrality, accuracy

Policy Application and Implementation – One easy step

PHSA staff call one number:

(604)675-4099 or toll-free

1-877- BC TALKS (228-2557) for all language needs:

- Interpreting Services
 - In-person
 - On-demand Telephone

- Translation Services

What is the role of a health care interpreter?

The Interpreter

- A language assistant
- Fluent in two or more languages
- Understand his/her limitations
- Does not advocate for either party in a session
- Does not let personal opinions enter into his/her work
- Maintains a current knowledge of vocabulary and terminology
- S/he is not a “friend” to the patient
- Does not offer counselling and advice

Key intersects of communication in health care

- Key medical information
- Highly emotional content
- Legal content
- Stigmatized content

How to Work Interpreters

- Acknowledge to yourself that using an interpreter is demanding for you and your patient.
- It takes experience to feel skilled at working with an interpreter.
- Interpreter assisted appointments will take longer than appointments not requiring interpreters.

The HCP in an Interpreter Assisted Appointment

- Consider what your role would be if your patient were an English-speaking patient.
- Don't delegate any tasks you normally do to the interpreter
- Always maintains control of the session
- Cultivate a relationship with the patient, not the interpreter
- Don't ask the interpreter to step outside their role
- Don't ask the interpreter to summarize or give explanations

Pre-Interview

Meet the interpreter a few minutes ahead of time to:

1. Briefly identify who you are and what your role with the patient/client.
2. Give a brief overview of the nature of the unit/area and the types of terminology that might be used.
3. Provide general information about the nature of the session.
4. Review your expectations of the process.
5. Identify the positioning (seating arrangement) you would like for the session

During the Interview

- Have all parties introduce themselves.
- Explain the role of the interpreter to the client. Position yourself to maintain eye contact with and talk directly to the client.
- Use the first person ‘I’ and ‘you’ rather than ‘him/her.’
- Avoid jargon, technical terms and idioms.
- Keep statements short.
- Keep control of the conversation.
- Do not ask the interpreter to speak as a cultural liaison.
- If you and the interpreter need a conversation to explain terms or for clarification, ask the interpreter to explain to the patient the nature of the exchange

Post Interview

- Thank the interpreter
- Review the process with the interpreter, especially when you are new at using interpreters.
- Offer alternative suggestions to the interpreter.

Health Care Interpreter Responsibilities

- Accurately interpret the meaning and intent of the words spoken
- Clarifies message as required
- Respects the integrity and right to confidentiality of all parties
- Does not impose own values and opinions
- Maintains clear role boundaries
- Maintains professional conduct at all times

Health Care Interpreter Ethical Principles

Accuracy and Fidelity

- Interpreters strive to render all messages in their entirety accurately, as faithfully as possible and to the best of their ability without addition, distortion, omission or embellishment of the meaning

Confidentiality

- Interpreters will not disclose and will treat as confidential all information learned, either uttered or written in the performance of their professional duties, while adhering to relevant requirements regarding disclosure.

Impartiality

- Interpreters strive to maintain impartiality by showing no preference or bias to any party involved in the interpreted encounter.

Maintenance of Role Boundaries

- Interpreters strive to perform their professional duties within their prescribed role and refrain from personal involvement.

Accountability

- Interpreters are responsible for the quality of interpretation provided and accountable to all parties and the organizations engaging the interpreter's service.

Professionalism

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

Continued Competence

- Interpreters commit themselves to life long learning in recognition that languages, individuals, and services evolve and change over time and a competent interpreter strives to maintain the delivery of quality interpretation.

Presenter

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