

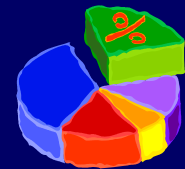
DUAL LANGUAGE CARDS AT THE VANCOUVER CANCER CENTRE



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Statistics

- 71% of interpreter requests made are for Cantonese speaking patients (2001)
- 7 out of 80 RTs in VCC can speak Cantonese (2004)
- ~20% of patient in VCC speak Cantonese
- More Cantonese speaking patients than available RTs who can speak Cantonese in 2004



Problems with Language Barrier in RT

- Inability to communicate freely
- Limited provision of timely and appropriate advice
- Message lost when passed from one RT to another
- Delayed referrals
- Reduced comfort and assurance for pt and family
- Increased anxiety and fear

Why the Need for a Communications Tool in RT?

- Interpreters cannot be booked daily for treatment
 - Booked weekly Dr.'s appointment
- Booking interpreters on short notice is usually unavailable or long wait for arrival
- Immediate response required to address patient's issue
- Many English speaking RTs, but only a small number of Cantonese speaking RTs

History of Dual Language Card

- Created as a result of difficulties communicating with Cantonese speaking patients diagnosed with Nasopharynx cancer treated by non-Cantonese speaking RTs
 - Stephanie's experience

Creation of Dual Language Cards

- Therapists recorded commonly asked questions and frequently encountered issues experienced by patients
- Generated a comprehensive list of major symptoms, complaints, and issues
- Each concern or symptom re-written as a simple phrase or statement then translated into Cantonese equivalent

Creation of Dual Language Cards

- Involvement of volunteers:
 - One volunteer translated all English questions and statements from the layman's perspective
 - Three Cantonese speaking patients on treatment reviewed statements translated
 - Family member of one patient is an interpreter which resulted in a 4th reviewer who could speak to the suitability of the card

Creation of Dual Language Cards

- Total of 31 cards generated
 - Each card contained English and Cantonese-equivalent statements and common responses
- Divided into three categories

Dual Language Cards cont...

- First category: common questions and complaints *
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- Second category: questions therapists would normally ask patients to clarify, concerns the patient has, followed by a set of responses the pt can choose a reply from *
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- Third category: instructions or statements the therapist would use to provide information to the patient (self care measures or operational changes) *
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Category One: Common Complaints

How are you today? Please point to the phrases that best describe how you feel.

今天你好嗎？下面哪些句子是表達你今天的感覺狀況。

我很好。 I am fine.

我今天比昨日更痛。 My pain is worse today.

吞食很困難。 Swallowing is very difficult.

我進食困難。 Eating is difficult.

口中的味覺很壞。 There is a bad taste in my mouth.

不想進食。 I don't feel like eating.

口/喉乾涸。 My mouth/throat is dry.

我飲不下。 I can't drink.

我經常咳嗽。 I cough a lot.

我覺得想嘔。 I feel nauseous.

我覺得頭暈。 I feel dizzy.

皮膚覺得很不舒服。 My skin feels uncomfortable.

我覺得有腫脹。 I have some swelling.

我需要翻譯員。 I need an interpreter.

Category Two: Assessment

Are you taking pain medication?
你有用止痛藥嗎？

有 Yes 沒有 No

How often are you taking pain medication?
你用止痛藥的次數有多少？

需要時才用 . When I need to, not regularly.

每日一至兩次 . 1-2 times/day

每日三至四次 . 3-4 times/day

每日五至六次 . 5-6 times/day



Category Two: Assessment

What types of foods are you able to eat?
你現可進食哪種食物？

任何食物 Anything I want

軟質食物 Soft foods

流質食物 Liquids

- 水 water

- 粥 congee

- 營養奶 Boost[®]/Ensure[®]

Category Three: Operational Changes

Your appointment time has changed.
你的預約時間有所更改



Category Three: Self Care Measures

I will point to the areas where you should stop using lotion on your skin. The doctor will prescribe an ointment to use instead.

我會指出那些地方的皮膚不適宜用潤膚劑，醫生會開出處方讓你用一種軟膏來代替

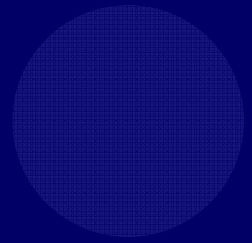
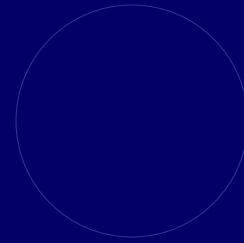
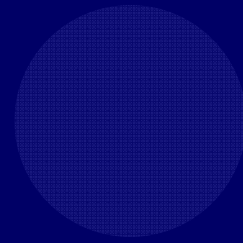
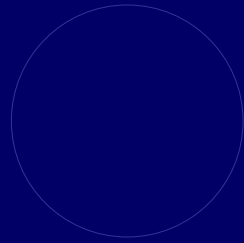
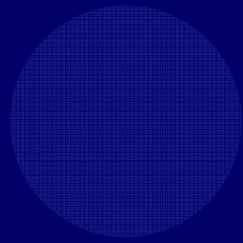


- Are the cards still being used?

- Yes and no

- No because more Cantonese speaking therapists are employed at VCC now

- Yes because there are still some instances where two non-Cantonese speaking therapists will be treating a non-English speaking patient



THANK YOU