



Shared health
Soins communs
Manitoba

Language Access Interpreter Services

Boot Camp for New Managers

Presented by: Allana Carlyle, Manager
Shared Health Language Access

Evidence demonstrates that language barriers lead to poor health outcomes

Language barriers:

- Decrease patient safety
- Decrease access to care/preventive services
- Lead to misdiagnosis/medical errors
- Increase number of tests/visits
- Negatively impact health and health outcomes due to misunderstandings
- Result in critical incidents
- Decrease patient and provider satisfaction
- Increase healthcare costs



If you can't communicate with your patient, your patient is not safe!

Trained, Professional Interpreter Services Support Service Excellence

Client-Centered Care

- Enable providers to build relationships with patients/clients
- Help protect confidentiality & privacy
- Increasing understanding & satisfaction of all parties
- Support accessible communication, access to care

Quality and Safety

- Help ensure informed consent
- Assist providers in meeting professional and legal obligations (e.g. informed consent)
- Enhance patient safety
- Improve quality of care
- Support equity
- Support accessibility

Sustainability

- Enhance appropriate utilization of services
- Support provider, patient/client and family engagement
- Reduce health care costs associated with language barriers

Shared Health Language Access Service Excellence Model

Centralized contact **24/7** for all
language constituencies

(Including Immigrant/Refugee
languages; Indigenous languages;
Official languages; ASL)

204-788-8585

Professionally Trained
Interpreters

Language Access
Code of Ethics & Standards of
Practice for Interpreters

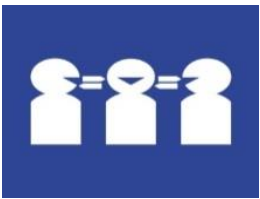
Interpreter Services Policy

Services available in all
Manitoba health regions,
government departments (e.g.
MB Justice, MB Families) and
external organizations

Language Access Team



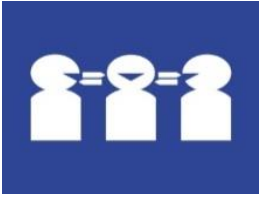
- 90+ Language Access Interpreters (casual employees)
- 34 languages (subject to change)
 - *Amharic, Arabic, Blin, Bosnian, Burmese, Cantonese, Croatian, Dari, Farsi (Persian), French, German (High), Hindi, Karen, Kinyarwanda, Kirundi, Korean, Kurdish-Kurmanji, Low German, Mandarin, Nepali, Oromo, Polish, Punjabi, Portuguese, Russian, Serbian, Somali, Spanish, Swahili, Tagalog, Tigrinya, Ukrainian, Urdu, Vietnamese*



Face-to-Face Interpretation



Message Relay, Reminder Call



Conference Call



Video Conference



Sight Translation

Quality Indicator: Interpreter Recruitment & Training

1. Paper Screen & Telephone Screen
2. Language/Skills Testing (ILSAT/CILISAT)
3. Personal Interview
4. Interpreter Training
 - 72-hrs, intense, skill-based
 - Intro to medical terminology
 - Final written & audio evaluation
5. Ongoing Professional Development & Performance Monitoring

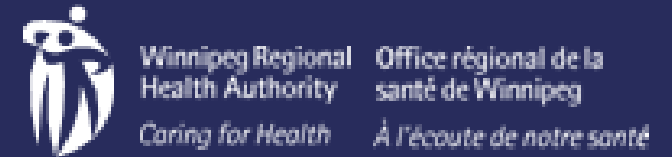
I help people
communicate.
What's your
super power?

Over-the-Phone Interpreter Services

In addition to the services provided by Language Access staff interpreters, Language Access contracts with external provider, *MCIS Language Solutions*, for the provision of on-demand, **over-the-phone interpretation in 200 languages.**



Provincial Scope of Interpreter Services



Face-to-Face Interpretation



Remote Interpretation

- Conference Call
- Video Conference
- Over-the-Phone (external vendor)

Language Access Code of Ethics & Standards of Practice for Interpreters

1. Accuracy and Fidelity
2. Confidentiality
3. Impartiality
4. Respect
5. Cultural Responsiveness
6. Role Boundaries
7. Accountability
8. Professionalism
9. Professional Development

Professionally Trained Interpreters Follow Evidence-Based Best Practice

Accuracy & Fidelity

- Interpret all messages without additions/omissions/changes
- Do not add cultural information or explanations

Impartiality

- Do not advocate or advise either party
- Do not give their opinion
- Do not engage in side-conversations

Confidentiality & Role Boundaries

- Keep all information seen/heard confidential
- Do not provide written translations
- Do not fill out forms, escort, etc.

Interpreter Services Policies

Each health service delivery organization in Manitoba has an Interpreter Services policy for their region.

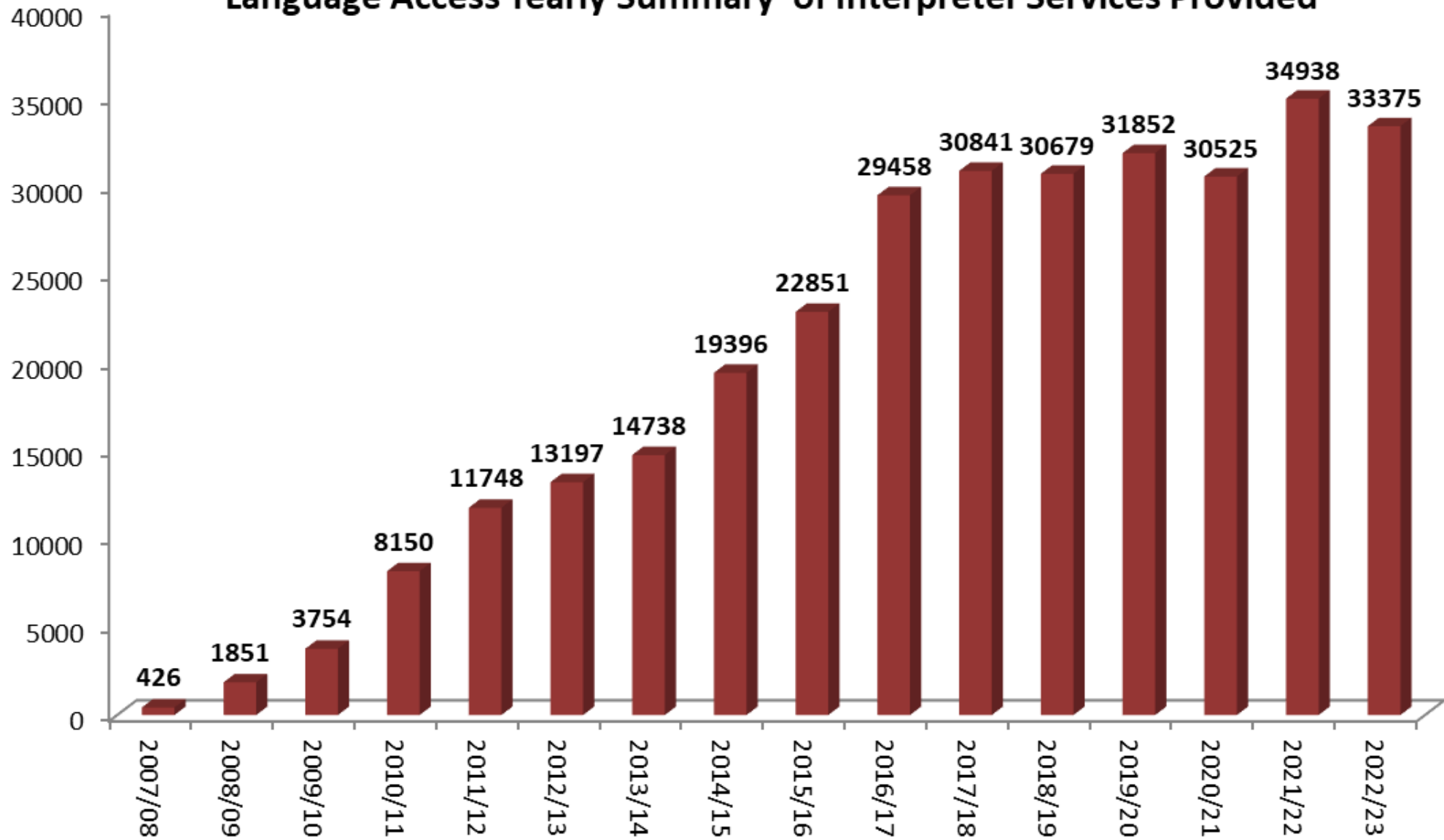
➤ When To Request Interpreter

- History taking, examination, assessment, intake
- Diagnosis, prognosis, treatment plan, care plan
- Patient/family conference / education
- Mental health issues and concerns
- Treatment, procedure, or investigation
- Informed consent
- Medication instructions; potential side effects
- Discharge plan
- Use of seclusion, restraints
- End-of-life issues / decisions

- Ad Hoc Interpreters shall not be asked to interpret for situations described in previous item except when Shared Health Interpreter not available within reasonable time frame either in person, over the phone or via Telehealth.



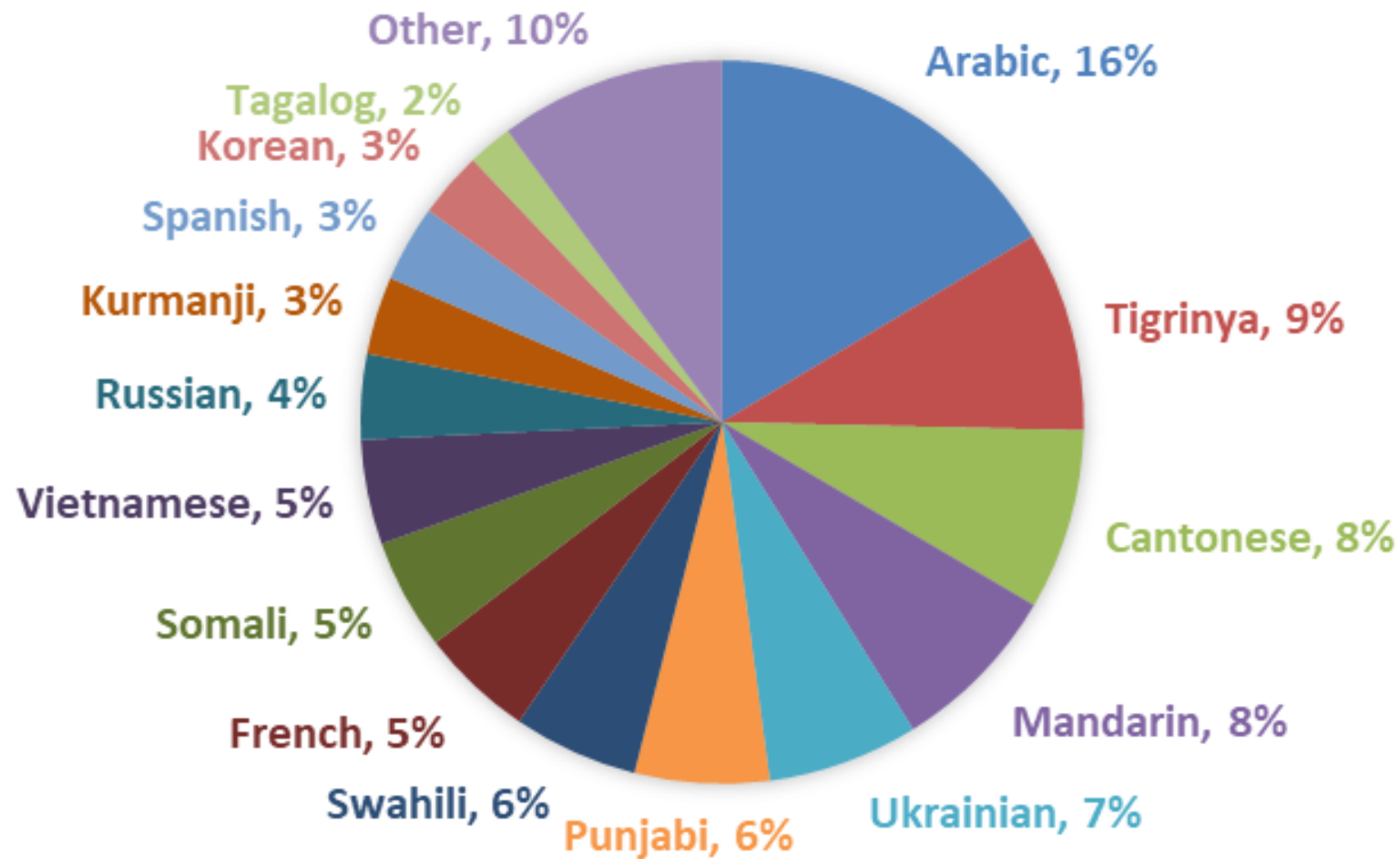
Language Access Yearly Summary of Interpreter Services Provided



INTERPRETER SERVICES BY LANGUAGE

FACE-TO-FACE AND REMOTE INTERPRETATION

APRIL 1, 2022 - MARCH 31, 2023



Tips for Working Effectively with Professional Interpreters

- Introduce yourself and allow interpreter time to perform their introduction
- Speak directly to the Limited/Non-English Speaking Person, make eye contact
- Avoid directing questions to interpreter
- Speak clearly/slowly
- Use 1-2 short sentences; pause frequently to allow for 1st person, consecutive interpretation
- Allow interpreter to intervene for clarification as required
- Be aware interpreters will take notes to aid their memory
- Remember everything said will be interpreted, including side conversations
- Avoid:
 - technical terms/jargon when possible
 - slang/idiomatic expressions
 - jokes



How do I Request a Language Access Interpreter?

Phone 204-788-8585 (24/7/365)

or

Fax Interpreter Request Form to 204-940-8650
(Mon-Fri, 0800-1600)

Interpreter Request Form available online at

<https://sharedhealthmb.ca/patient-care/language-access/>

For more information:

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<https://sharedhealthmb.ca/patient-care/language-access/>

