

<b>Policy/Procedure Number</b>	PR-1004
<b>Policy/Procedure Name</b>	Access to Interpreter Services
<b>Type of Policy/Procedure</b>	Patient Rights and Services
<b>Date Approved</b>	06/16
<b>Date Due for Review</b>	06/17 (Annual)
<b>Policy/Procedure Description</b>	Outlines the role of Interpreters and bilingual employees at Children's Hospital and the means for obtaining interpreter services.
<b>Supersedes</b>	PR-1004, Patient Rights and Services, Interpreting HR-1078, Human Resources, Bilingual Employees 1.3117, Policy: Patient & Family, Interpreting

### **Purpose Statement**

Reflecting the philosophy of Valley Children's Hospital, all employees will understand and participate in the practice of providing language assistance to all Limited English Proficient (LEP) individuals in a non-discriminatory manner. This is to ensure meaningful communication with LEP patients/families and their representatives regarding their medical condition and treatment. It also provides for communication of information contained in vital documents. All interpreters, translators and other aids shall be provided without cost to the patient/family being served and patients/families will be informed of the availability of such assistance free of charge.

Patients/families will not be denied language intervention assistance due to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Patients/Families will be provided with any means of communication necessary at any time during their care when communication is considered imperative. Some LEP patients/families may prefer or request to use a family member or friend as an interpreter. Family members (especially children) or friends will not be used as interpreters unless requested after the LEP patient/family understands that interpreter services are available from the Hospital free of charge. Extra caution must be taken when the LEP patient/family chooses to use a minor as the interpreter. While the LEP patient's/family's decision should be respected, there may be additional issues of competency, confidentiality, or conflict of interest when the choice involves using minor children as interpreters. In emergency situations, the temporary use of family members or friends may be necessary. An interpreter provided by the hospital may still be present during the intervention as determined by the care provider to assist or monitor the exchange of information.

### **Policy**

Valley Children's Hospital, honors racial, ethnic, cultural and socio-economic diversity of families. Valley Children's Hospital accepts and complies with language assistance regulatory requirements. The purpose of this document is to provide guidelines to staff in the provision of language assistance to LEP patients/families and the use of interpreters and translators.

Interpreting is done via verbal mode and translating via written mode. An interpreter or translator is the individual providing the service. The Interpreter Services Department coordinates the interpretation and translation services rendered at Valley Children's Hospital. Professional Medical Interpreters are available 24 hours, 7 days a week through the Interpreting Service Department. Language intervention assistance may be provided either as a face to face, video or telephone intervention.

Valley Children's Hospital will annually review the policy for providing language assistance to patients/families with language or communication barriers. Modifications may be made following the assessment of changes in demographics, services offered, patient/family feedback and requests from community organizations.

Valley Children's Hospital  
Madera, California

A bilingual employee may communicate in the necessary second language, if they are able to accurately speak and meet expectations of the customer service session and when it is appropriate for their role and competency level. Bilingual employees, volunteers and providers remain accountable to the management of their department related to their work assignments, responsibilities and for supervision.

### **Qualified/Applicable Personnel**

Professional Medical/Healthcare Interpreters meet critical behaviors to qualify in this role. Competency check is completed and kept in the employee's department file by the supervisor.

### **Definitions**

#### **Limited English Proficient (LEP) Person**

Individuals who do not speak English as their primary language and who have a limited ability to read, write, or understand English

#### **Languages of Lesser Diffusion**

Languages that are rarely encountered are languages of lesser diffusion.

#### **Interpreter**

A person who is fluent in English and in the necessary second language and who mediates spoken or signed communication between people speaking different languages without adding, omitting, or distorting meaning or editorializing. An interpreter acts as an intermediary between people with language needs. The interpreter does not provide direct service in a second language.

#### **Medical or Healthcare Interpreter**

A specially trained professional who is fluent in both English and another language, who is trained and proficient in healthcare interpreting; adheres to the professional code of ethics and protocols of healthcare interpreters; is knowledgeable about medical terminology; and can accurately and completely render communication from one language to another. Communication typically takes place between a patient/family and a healthcare provider (doctor, nurse, therapist, etc.).

#### **Interpreting**

The process of understanding and analyzing a spoken or signed communication; then re-expressing the message faithfully, accurately and objectively in another language; taking the cultural and social context into account. The purpose is to enable communication between two or more individuals who do not speak each other's languages.

#### **Bilingual**

Bilingual is a term describing a person who is proficient in two languages and communicates fluently with people in either language. Fluency in both languages, the most basic of the qualification of an interpreter, by itself does not insure the ability to interpret.

#### **Translation**

The conversion of a written text into a written text in a second language corresponding to and equivalent in meaning to the text in the first language

### **Procedure**

#### **Process**

1. The Interpreter Services Department (35250) dispatches medical interpreters Monday through Friday 8:00 a.m. to 4:45 p.m. to meet face to face interpreting needs for inpatient and ambulatory areas. A contract service will provide face to face interpreting for languages of lesser diffusion. Medical interpreters are dispatched through the hospital operators during evenings, weekends and holidays. The Interpreter Services Department may contract with other agencies to meet the specific language requirements of patients and families when in-house resources are unavailable. This information and contact numbers are available through the Interpreter Services Department

during business hours and can be accessed through the hospital operator during evenings, weekends and holidays

2. Medical interpreters provide over the phone language assistance to care providers by dialing #990.
3. InDemand provides telephonic interpreting by dialing #990 for rare language needs. American Sign Language is available by video or by submitting a Special Request form located on the George Page to obtain a face to face interpreter through Deaf and Hard of Hearing Service Center
4. After hours and weekend when an intervention is expected to be 60 minutes or longer or any time for rare languages, a special request form, which is located on the George page should be submitted.

After hours, weekends and holidays, the hospital operator will be responsible assign in-house interpreter and/or additional resources available.

5. Deaf and hard of hearing patients and families will be provided a video remote interpreting unit TTY Relay Operator can be contacted by dialing 9, then 711.

### **Bilingual Employees**

1. An employee who has a license or certification to function in a patient care environment may provide direct patient care using the necessary second language and medical terminology within their scope of practice, if they are able to accurately communicate in the required language. An employee who is not licensed or certified may provide direct patient care within their scope of practice using the necessary second language, if they are able to accurately communicate in the required language. Customer service interpreting intervention does not include the use of medical terminology outside of the employee's scope of practice.
2. The bilingual employee's ability to communicate in a second language and interpret basic customer service interventions will be documented on the employee's Department Orientation and Competency Checklist during initial orientation. This competency will be documented by department management if competent and bilingual in the same language or by a designee who is competent and bilingual in the same language.
  - A. The orientation process of a new employee will generate information for Human Resources to maintain a data base of languages spoken by employees.
  - B. Department management has access to a department specific report of all competent bilingual employees.
3. In rare instances, an advanced level bilingual employee may be certified as competent for a defined scope of interpretive duties. This advanced level bilingual employee will be known as a dual role medical interpreter once approved and certified.
  - A. Situations defined as low risk i.e., single specialty and highly repetitive involving standard intervention used for multiple patients may be met by a certified dual role medical interpreter. In this rare instance, the dual role medical interpreter requires approval by the Department Director, the Medical Director, Chief Medical Officer and the Executive Leader of the division.
  - B. During the competency certification of the individual by Interpreter Services and in collaboration with the employee's department the scope of their allowed interventions and activities are defined and documented.

## Documentation

Care providers document the use of an interpreter or document that medical interpreter services were offered at no charge to the patient/family and were declined. Medical interpreters document their language intervention service in the medical record.

<b>References/Regulations</b>	<p>2011 Accreditation Manual for Hospitals, Joint Commission on the Accreditation of Healthcare Organizations RI.01.01.01 &amp; RI.01.01.03</p> <p>California Hospital Association Consent Manual, 2011</p> <p>California Code of Health and Safety, Section 1259&amp; 1376.04</p> <p>Health and Human Services, Title VI of the Civil Rights Act of 1964</p> <p>The Office For Civil Rights/Americans with Disability Act (ADA).</p> <p>Office of Minority Health - Cultural and Linguistic Appropriate Services (CLAS) Standards</p> <p>The California Association of Public Hospitals, in conjunction with the Safety Net Institute, developed "<i>Straight Talk: Model Hospital Policies and Procedures on Language Access</i>," available at <a href="http://www.safetynetinstitute.org/publications/index.html">http://www.safetynetinstitute.org/publications/index.html</a>.</p> <p>National Standards on Culturally and Linguistically Appropriate Services</p>
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<b>Other Related Policies/ Procedures</b>	
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<b>Policy Lead</b>	Director, Social Work and Interpreter Services
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<b>Content Expert(s) Review</b>	<b>Date(s)</b>
Manager, Accreditation and Regulatory Compliance	09/11, NA
Director, Social Work and Interpreter Services	09/12, 06/14, 06/16
Director, Workforce Planning	06/14, 06/16
PCD Leadership	11/12, NA
CLAS A	08/14, 08/15, 06/16
FCCSC	09/15, 06/16

<b>Approved by</b>	<b>Date(s)</b>
EC	09/11, 11/12, 08/14, NA
ENC	09/15, 06/16
CEO/COO/CNO	01/01/86, 01/25/91, 06/18/91, 09/30/99, 11/01/00, 09/02, 04/06, 04/08, 06/09, 06/10, 09/11, 11/12, 09/14*, 11/15*, 06/16*
CEO/BOT	09/11, 11/12, 09/14, 11/15, 06/16

\*CNO only

### Attachment A – Levels of Bilingual Employee Interpreting

<b>Bilingual Employee - Customer Service Interpreting</b>	<b>Medical Interpreting or Dual Role Medical Interpreting</b>
<b>Possible Activities</b>	<b>Possible Activities</b>
1. Simple updates not requiring complex medical terminology	1. Medical diagnosis
2. Clarifications to Admission Data Sheet	2. Informed Consent (translated forms utilized when available)
3. Simple requests i.e., water, juice	3. Plan of Care
4. Room orientation	4. Technical teachings, i.e., broviac, medport
5. Simple waiting room questions	5. Pre-surgery consults
6. Patient registration	6. Post surgery updates
7. Scope of practice	7. Anesthesiologist orientation/consults
	8. Medical history
	9. Assessment
	10. Discharge instructions

