

Language Services:
The Why and the How
January 2015

Objectives

When this course is complete, you should be able to:

- Recognize the importance of providing culturally and linguistically appropriate services
- Explain the role of the patient and companion in determining what services are required for effective communication
- Identify the laws governing language services
- Explain how to access spoken language interpreter services at Inova
- Explain how to arrange for sign language interpreters and/or auxiliary aids at Inova





- **PLEASE NOTE:** Use of related **Epic work flows will be taught separately** at each OU or other entity and to the appropriate staff under Epic training.
- **Documentation of language services is imperative.**
- Ensure you are familiar with your unit's protocol for documenting communication needs.

Vision:

- A community where all residents have access to resources that promote and sustain health and well being.

Mission:

- To create a community where
 - systemic and avoidable health disparities are steadily reduced, so that the gap between the best and worst off is narrowed;
 - all residents have equitable access to a full range of high-quality healthcare and support;
 - all have equal opportunities for optimal health and well being

Selected Office of Health Equity Programs and Services

- **Language Services**
 - Spoken language interpretation
 - Sign language interpretation and the provision of other services for the deaf or hard of hearing
 - Translation of vital documents
- **Training and Education**
 - Diversity, Cultural Competence and Health Equity Education
 - 21st Century Leadership Development Program
 - Now We're Talking! Bi-lingual staff interpreter training

Effective communication supports patient centered, safe, high quality care



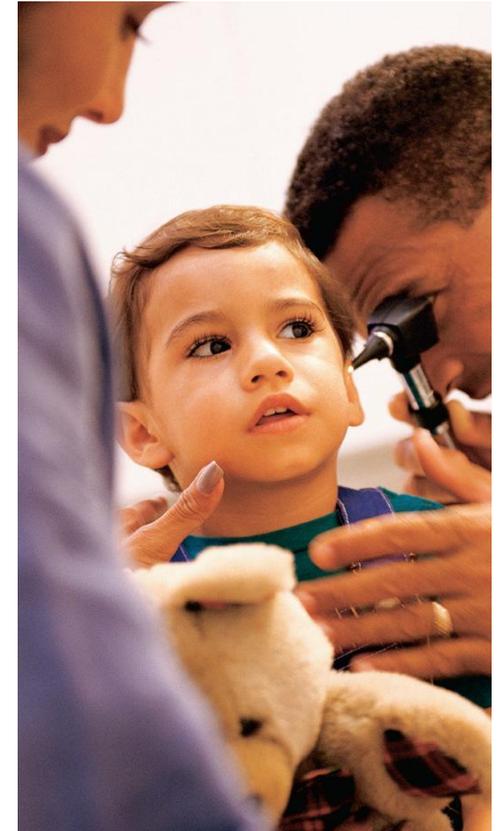
- Effective communication requires that information is **understood by all parties** involved in care

AND

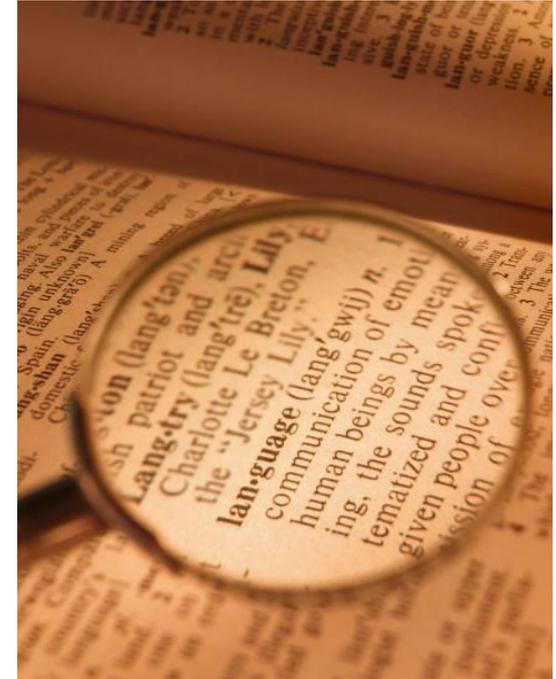
- Understood thoroughly enough that the **parties can use or act on information exchanged**

- ***Who determines what constitutes effective communication?***
- The **patient and companion** determine this.
- We are not in a position to tell them what they need for effective communication.--**They must tell us.**

- **Patient centered care** is by definition **culturally and linguistically appropriate**
- It is deeply **respectful of patient and family values, beliefs and traditions**
- This is true **for all patients** regardless of race, ethnicity, age, gender, education, religion, socio-economic status, language spoken, etc.



- Any patient and/or companion who is limited English proficient or deaf or hard of hearing **must** be offered interpreter services or auxiliary aids **free of charge**
- Interpreter services must be provided by **trained, qualified** interpreters
- **Friends and family** may not be used as interpreters unless specifically requested by the patient and charted accordingly
- **Minor children** should **never** be used as interpreters
- In an **extreme emergency**, provide any necessary and appropriate medical treatment and use your best efforts to provide the most effective communication possible until the interpreter arrives
- Complete Policies (9-17-1 for Spoken Languages and 9-18-1 for Sign Language) can be found on InovaNet.



Spoken Language: Your Responsibilities

Title VI of the Civil Rights Act of 1964

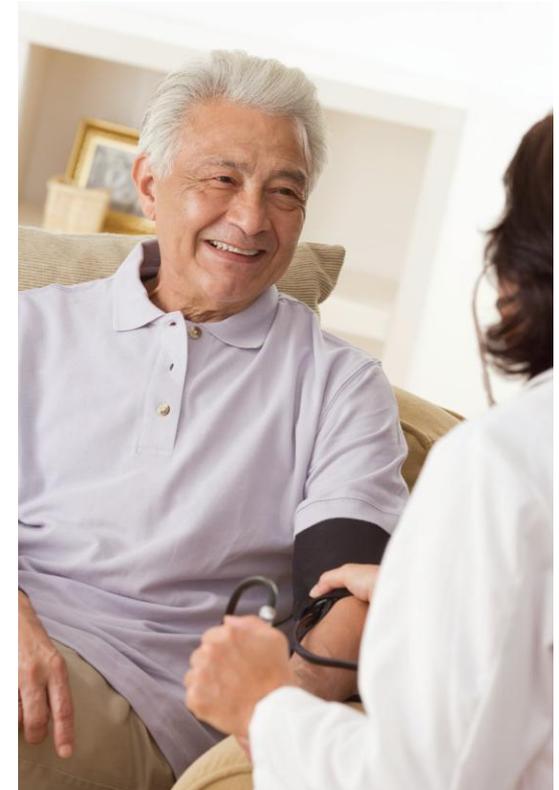
No person in the United States shall, on the ground of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

- **Language is considered a proxy for national origin.**
- We must provide the **same quality care** regardless of language spoken
- Patient's language cannot be a barrier to equal access to Inova services and programs.

- **Trained medical interpreters** must be provided to our Limited English proficient patients **at no cost to the patient**
- **Vital documents** must be translated and communicated in the patient's language, including:
 - application and enrollment forms
 - letters or notices regarding eligibility or changes in benefits
 - Information and education materials regarding patient's medical condition and services available
 - anything requiring a response
 - patient consent forms
 - documents of a legal or financial nature

All Patients must be asked their language preference

- **The question to ask is:** “In what language do you prefer to talk with your doctors or nurses?”
- **Rely** on what the patient or companion tells you regarding his or her English language skills in deciding whether an interpreter is needed
- **Document the patient’s language preference in Epic under Demographics**, including
 - Refusal of service despite language needs, and
 - Emergency situations that require the start of care before a trained interpreter arrives



If a patient or companion indicates a Spanish language preference

Spanish Staff Interpreters

- Inova staff interpreters in Spanish are available on **all Inova hospital campuses**
- **A complete list** with hours of coverage and phone numbers can be found **on InovaNet**:
<http://inovanet.net.inova.org/?id=1615&sid=1>
- **Call the appropriate extension** to obtain a staff interpreter at your location



If patient or companion prefers a language other than English

Services are available at **ALL** Inova facilities in multiple languages:

- **Volunteer Interpreters** who have completed 40-hour medical interpreter training.
 - Search “Language Bank” on InovaNet
 - Over 600 volunteer interpreters in 45 languages
- **Telephonic Interpretation (Interpreter phones)**
 - Available 24/7 in 170 languages
 - For description of telephonic services, see

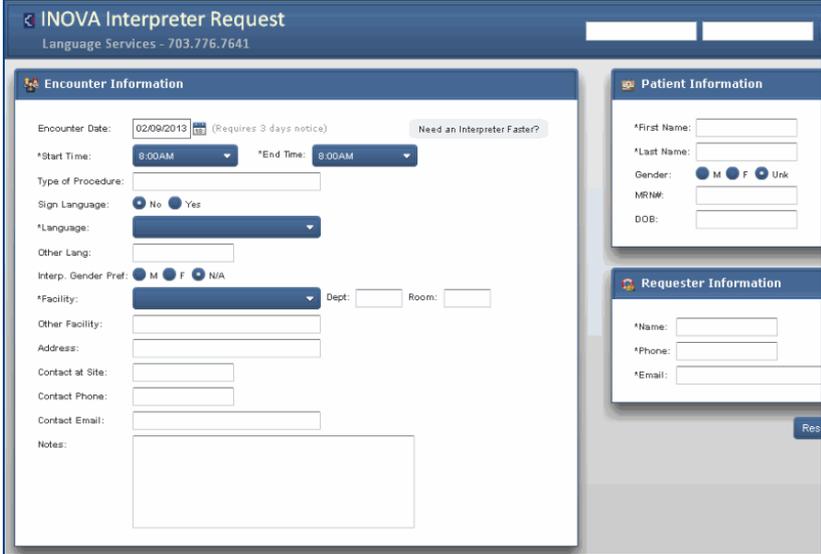
<http://inovanet.net.inova.org/upload/docs/IHS%20Departments/OHE/2014%20Interpreter%20Phone%20Deployment.pdf>



If patient or companion prefers a language other than English

Pre-scheduled on-site interpreter services are available at ALL Inova hospitals and in multiple languages on a limited basis.

- **To pre-schedule** an on-site interpreter, access the “Inova Interpreter Request” on InovaNet
- If the request requires an immediate response, use the Language Bank, the interpreter phones or call the Scheduler at 703-776-7641 (Option 2)



The screenshot shows the "INOVA Interpreter Request" web form. The form is divided into three main sections: "Encounter Information", "Patient Information", and "Requester Information".

- Encounter Information:** Includes fields for "Encounter Date" (02/09/2013), "Start Time" (8:00AM), "End Time" (8:00AM), "Type of Procedure", "Sign Language" (No/Yes), "Language", "Other Lang", "Interp. Gender Pref" (M/F/N/A), "Facility", "Dept.", "Room", "Other Facility", "Address", "Contact at Site", "Contact Phone", "Contact Email", and "Notes".
- Patient Information:** Includes fields for "First Name", "Last Name", "Gender" (M/F/Unk), "MRN#", and "DOB".
- Requester Information:** Includes fields for "Name", "Phone", and "Email".

A "Need an Interpreter Faster?" button is visible in the top right of the Encounter Information section.

Inova Interpreter Request

<https://wlcapps.net.inova.org/langreq/LangRequest/LangRequest.html>

In-person Vendor Criteria

<http://inovanet.net.inova.org/upload/docs/IHS%20Departments/OHE/Criteria%20-%202014-02-25.pdf>

**Services for
Deaf
or Hard of Hearing:
Your Responsibilities**

Title III of the Americans with Disabilities Act (ADA)

No individual may be discriminated against in the full and equal enjoyment of goods, services, facilities, privileges and accommodations in privately operated commercial facilities that are open to the public.

- ADA ensures **equal access** to goods and services for persons who are deaf or hard of hearing
- ADA requires we provide **effective communication** and **appropriate auxiliary aids and services** (including qualified interpreters) when necessary to ensure effective communication for patients with disabilities
- **We must identify and assist 100% of our patients and companions who are deaf or hard of hearing**

Working with the Deaf or Hard of Hearing

- Requests for service are guided by **the patient or companion preferences**
- **Never try to dissuade** a patient or companion from requesting a specific service or aid



Deaf/HoH Patient and/or Companion Identifier

- Any patient or companion who is deaf or hard of hearing must **be offered a visual identifier.**
- Use **orange wrist bands** for this purpose.
- Patient or companion is deaf: Use the band with the symbol indicating deafness.



- Patient or companion is hard of hearing: Use the band that has “HOH.”



In a public area:

- If you are approached by an individual who is deaf or hard of hearing in a public area, help the patient or companion locate appropriate staff to assist in obtaining services.
- Examples of how you may help include:
 - Accompany the patient or companion to an appropriate unit in the hospital (for example, the assigned unit or registration)
 - Locate clinical or registration staff, etc., who may be able to assist
 - Locate a Video Remote Interpreting device (called InDemand) to help communicate
 - Exchange written notes , if appropriate, to answer immediate questions (for example, to provide directions)

Video Remote Interpreting or VRI

- VRI, marketed as InDemand, may be used to provide Sign Language interpreting either:
 - For the entire visit when acceptable to the patient or companion, or
 - Until a requested on-site interpreter arrives
- InDemand devices have been distributed to areas of greatest need for American Sign Language (ASL).
- They are located at all Inova hospital EDs, L&D units, and most main registration points, and are available through the Nurse Administrator to float
- They are also located at all HealthPlexes, ECCs, and UCCs
- See InovaNet for specific locations and key contacts
<http://inovanet.net.inova.org/upload/docs/IHS%20Departments/OHE/InDemand%20Contact%20List.100914.pdf>
- Please note: While spoken language interpreting is available on InDemand, use of these devices should be prioritized for the deaf and hard of hearing

Within 15 minutes of a patient or companion request for an on-site interpreter:

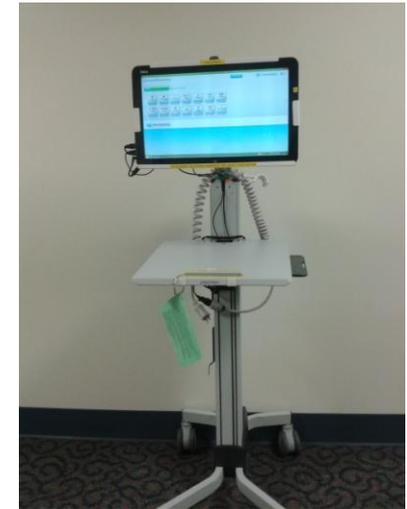
- **Call 703-776-7641 to obtain a Sign Language Interpreter**
 - System-wide phone number
 - Answered 24/7/365
 - Use for scheduled and emergent needs
- Use VRI (InDemand) until the requested on-site interpreter arrives



Requests for aids or VRI should be addressed immediately:

These devices are available free of charge

- Video Remote Interpreters (InDemand)
- TTY's
- Pocketalkers and Poseys (sound amplifiers best used for moderately hearing impaired people)
- Written Materials
- Telephone Handset Amplifiers
- Telephones compatible with hearing aids
- Virginia Relay Service -711



InDemand



Pocketalker

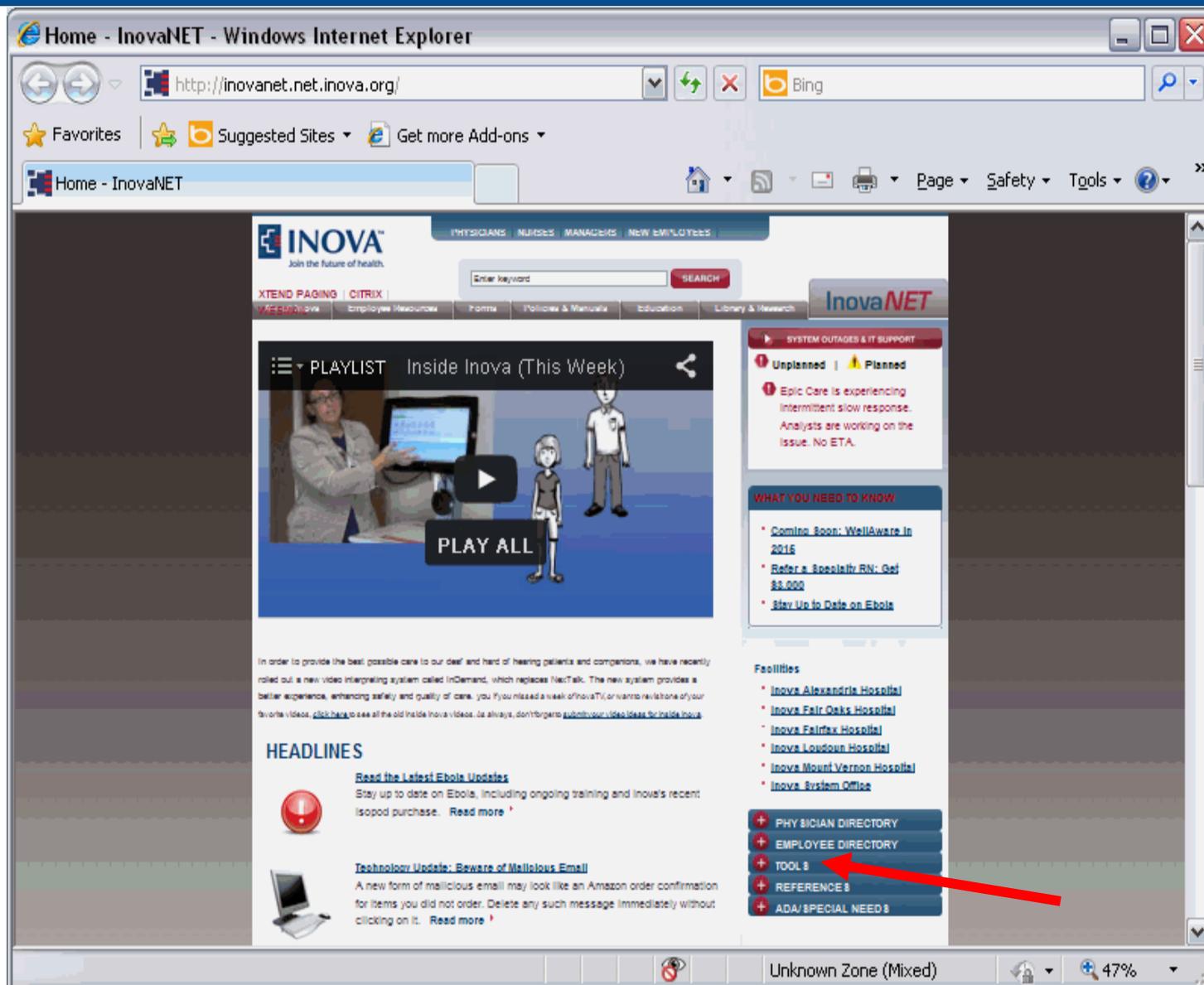


TTY

- **Use InDemand (Video Remote Interpreting) where available**
 - In EDs, L&Ds and for check-out from Nurse Administrator
 - At Healthplexes, ECCs and UCCs
- **Communicate by writing notes**
 - Use multiple means of communicating
 - Chart all notes exchanged
- **Do not rely on lip reading**
 - Unless the patient insists it is his/her preferred method of communication
- **Document what you do!**

- **Document in Epic:**
 - All patient or companion requests for or refusals of service
 - Your response to such requests for or refusals of service
 - Any notes exchanged
 - Types of services or auxiliary aids used
 - Any unusual circumstances

If it isn't documented, it didn't happen.



The screenshot shows a Windows Internet Explorer browser window displaying the InovaNET website. The address bar shows the URL <http://inovanet.net.inova.org/>. The browser's address bar includes navigation buttons (back, forward, refresh, stop) and a search icon. Below the address bar are links for Favorites, Suggested Sites, and Get more Add-ons. The website header features the Inova logo and navigation tabs for PHYSICIANS, NURSES, MANAGERS, and NEW EMPLOYEES. A search bar is present with the text "Enter keyword" and a "SEARCH" button. Below the header are navigation links for XTEND PAGING, CITRIX, and various site sections like Applications, Employee Resources, Forms, Policies & Manuals, Education, and Library & Research. The main content area is divided into several sections: a "PLAYLIST Inside Inova (This Week)" with a video player and a "PLAY ALL" button; a "SYSTEM OUTAGES & IT SUPPORT" section with "Unplanned" and "Planned" categories, including a notice about Epic Care; a "WHAT YOU NEED TO KNOW" section with links for "Coming Soon: WellAware in 2016", "Refer a Specialty RN: Get \$3,000", and "Stay Up to Date on Ebola"; a "Facilities" section listing various hospitals and the system office; and a "HEADLINES" section with articles on "Read the Latest Ebola Updates" and "Technology Update: Beware of Malicious Email". A red arrow points to the "TOOLS" button in the right-hand navigation menu. The browser's status bar at the bottom shows "Unknown Zone (Mixed)" and a zoom level of 47%.