

Annual Training

Interpreter Services

Interpreter Services: WHAT, WHO, WHY?

- **WHAT** it is: Provision of a mechanism to interpret the caregiver's language (English) into understandable language of our non-English speaking (or deaf) patients and/or patient's decision makers.
- **WHO** it is for: Patients and surrogate decision-makers who are **Limited English Proficient ("LEP")**.
- **WHY** it is used: To ensure patients understand their health conditions and treatment options.

NO CHARGE SERVICE

- Joint Commission and CMS both state this is to be provided at no cost to the patient as part of patient rights.
- As of October 2016 it is now the LAW under Sect 1557 of the Affordable Care Act.
- Because our organization highly values patient rights and the provision of safe care; interpretation supports both.

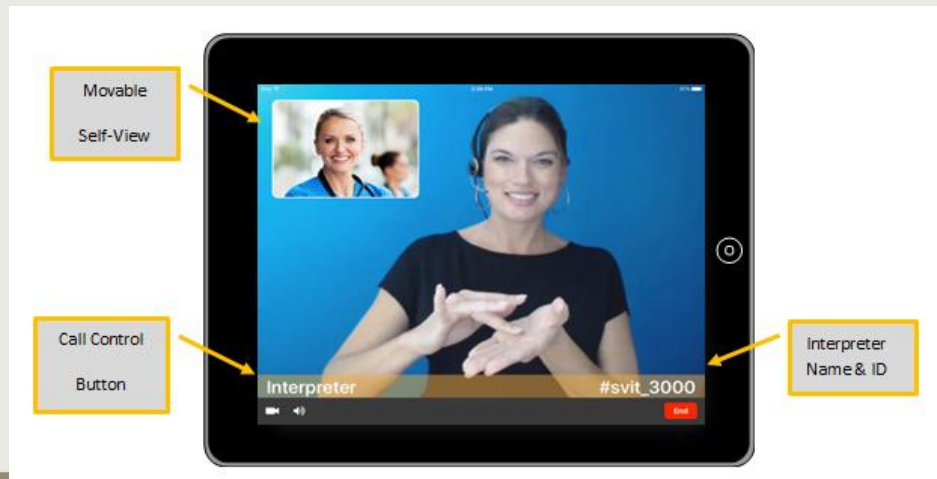
HOW to Access Interpreter Services

- VIDEO REMOTE (similar to FaceTime)
 - Video adds a visual dimension for the patient and the interpreter.
 - Languages are more limited with VRI than phone but many of the most common languages are available.
- PHONE
 - Any hospital phone or Ascom can be connected to CyraCom, our phone interpretation vendor.
 - Throughout the hospital also are “special” blue phones with dual handsets.
 - Some areas may also have wireless VOIP phones when analog lines are not available, which can also be borrowed from Performance Improvement or the DCO upon request.



Video Remote Interpretation (VRI)

- 40+ languages available by video, will roll to audio through iPad if video interpreter is unavailable
- Video interpreter will attempt to call back if disconnected
- Can request a different gender and interpreter will transfer the video call
- Can turn off the video/mute microphone so patient still sees/hears interpreter but interpreter doesn't see/hear the patient
- Interpreter name and ID display on the screen for staff to record in EMR and on consent forms
- Can request interpreter to bring up digital whiteboard to type/clarify instructions given to the patient
- Can schedule calls in advance (especially for the rarer languages)



Phone Interpretation

ASCOM phones used by clinical staff are programmed with a "hot key." When you hold the "4" key down for two seconds it will automatically dial the interpreter services phone line and you can then use your ASCOM as a speaker phone to facilitate on demand interpretation.

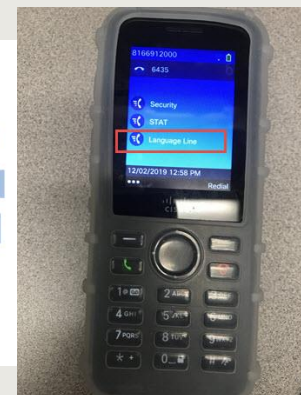
This process will change when the hospital switches to CareAware devices.



Think "I" for Interpreter – "I" is the #4 key

You may also use the blue dual handset or Cisco wireless phones depending on the availability in your department. See the Interpreter/Low Vision Services page on the intranet for more detailed instructions.

You will need a PIN number to access the service, which is the cost center for your department (see list on intranet under Interpreter/Low Vision Services). Then simply **say the language** you need, **or** push 1 for Spanish, or 2 for Vietnamese.



Face-to-Face Interpreters

In certain, infrequent situations there may be a need for a face-to-face interpreter.

ALL face-to-face sessions **MUST BE** scheduled through Performance Improvement or the DCO Office.

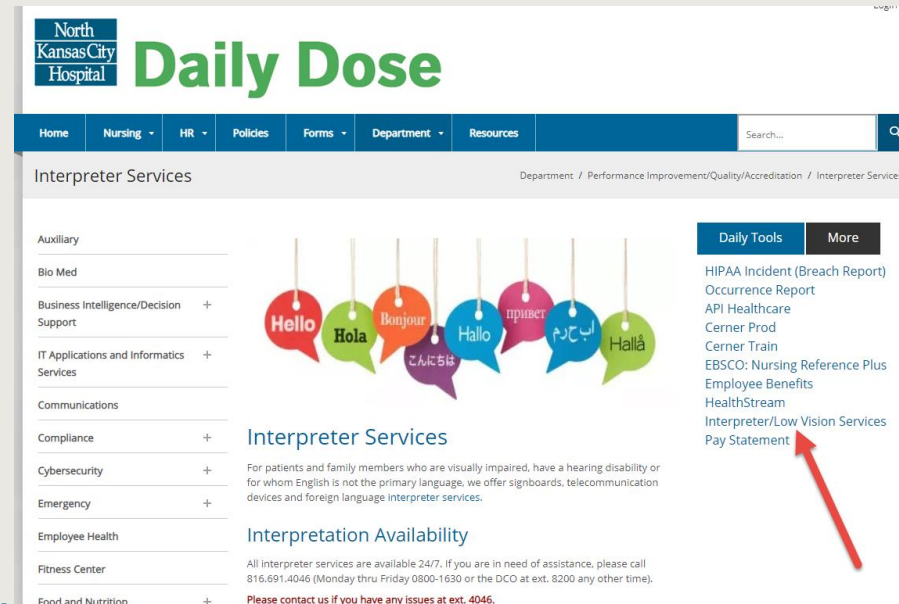


Did You Call
First ?



ASSISTANCE with Obtaining Interpreter Services

1. NKCH Intranet (click "Interpreter/Low Vision Services")
2. NKCH Performance Improvement
 - Interpreter Services help line **816.691.4046**
 - Interpreter Services email interpreterservices@nkch.org
3. Director of Clinical Operations or IT Help Desk (after hours/weekends)



North Kansas City Hospital **Daily Dose**

Home Nursing HR Policies Forms Department Resources Search...

Interpreter Services Department / Performance Improvement/Quality/Accreditation / Interpreter Services

Auxiliary
Bio Med
Business Intelligence/Decision Support +
IT Applications and Informatics Services +
Communications
Compliance +
Cybersecurity +
Emergency +
Employee Health
Fitness Center
Food and Nutrition +

Interpreter Services

For patients and family members who are visually impaired, have a hearing disability or for whom English is not the primary language, we offer signboards, telecommunication devices and foreign language interpreter services.

Interpretation Availability

All interpreter services are available 24/7. If you are in need of assistance, please call 816.691.4046 (Monday thru Friday 0800-1630 or the DCO at ext. 8200 any other time).
Please contact us if you have any issues at ext. 4046.

Daily Tools More

- HIPAA Incident (Breach Report)
- Occurrence Report
- API Healthcare
- Cerner Train
- EBSCO: Nursing Reference Plus
- Employee Benefits
- HealthStream
- Interpreter/Low Vision Services
- Pay Statement

Step 1 – How to Identify the Need?

Identify LEP Persons and their Language

- A. **All NKCH personnel**, particularly at points of entry into NKCH shall be attentive and sensitive to patients who are having difficulty communicating in English.
- B. Some NKCH personnel have special responsibilities to determine and **document** the patient's preferred language.

Examples:

- **Admitting** and **Emergency Department** personnel should complete fields in the registration system to **document** the patient's preferred language and whether an Interpreter is needed.

If necessary, NKCH personnel shall utilize a "Language Identification" ("I Speak") flashcard to identify the preferred language of the LEP patient. **"I Speak" flashcards** and other communication resources should be available in each department or may be accessed on the Interpreter/Low Vision Services page of the Intranet.

Step 1 (Cont.)

Nursing personnel should complete fields in nursing assessments to **document** the patient's **language** and whether a **language barrier exists**, and the **offer** of an Interpreter. When an interpreter is accepted, **document the interpreter ID number** given during the session when using phone or VRI services.

TESTNKC, MAGNET

Female 48 Years Fin#:602386450 Loc:Do Not Use: 0374
 DOB:07/15/1971 MRN:01263-909 Inpatient [8/15/2019 1

Allergies: Alpha Gal, codeine

Menu

SBAR

Orders + Add

Form Browser

Reports and Documents

Results Review

Chart Search

Interactive View / I&O

MAR Summary

MAR

Interactive View / I&O

Adult Quick View

- Shift Handoff
- VTE Scores
- Personal Belongings
- Procedure Site Verification
- Interpreter Services**
- Direct Observation

Adult System Assessment

Newborn Quick View

Newborn Systems Assessment

Last 24 Hours

Find Item Critical High Low Abnormal Unauth Flag

Result	Comments	Flag	Date	Performed By
			10:00 - 10:59 CDT	
			09:00 - 09:59 CDT	
			08:00 - 08:59 CDT	
			07:00 - 07:59 CDT	
			06:00 - 06:59 CDT	

Interpreter Services

Interpreter Services Offered

Step 2 – Providing Services

When Interpreting Services Should Be Provided:

1. NKCH personnel involved in a LEP patient's care shall offer an interpreter at **NO COST** to the patient.
2. Interpreting services shall be available to a LEP patient during "**Critical points**" of the patient's hospital visit.
3. **Family should NOT be asked to provide** this service. Family is to be used **ONLY** at the patient's request and is to be documented as such.

What are “Critical Points”?

“**Critical points**” are points during which **critical medical information** is communicated. This includes, but is not limited to:

- ✓ Admission
- ✓ Accepting/Refusing Medical treatment (informed consent)
- ✓ Formulating Advanced Directive
- ✓ Emergency Services
- ✓ Obtaining a patient’s medical history
- ✓ Explaining any diagnosis and plan for medical treatment
- ✓ Explaining medical procedures to be performed during treatment or surgery, including recovery room care
- ✓ Informing the patient of drug or treatment regimens
- ✓ Discussing end-of life decisions
- ✓ Providing discharge instructions

SUMMARY

- We are mandated to provide Interpreter Services for Limited English Proficient & deaf patients at no charge.
- Many video remote interpreters (VRI) are available 24/7, including those for American Sign Language.
- Our Cyracom phone line for interpretation is accessible 24/7.
- Family should never be asked first to interpret for critical points.