



Breaking Down Walls *Improving ED Care of Patients with Limited English Proficiency*

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Good morning everyone. Thank you for coming

Objectives

1. Discuss **legal requirements and national standards** for language access.
2. **Convince** you that this is important and will **impact your patient care**.
3. Highlight **best practices** and **effective skills** when working with LEP.

Today I'd like to accomplish 3 goals....

Outline

- Didactic overview
 - Epidemiology
 - Definitions
 - History, legal background, national standards
 - BMC stats and policies
 - Significance and implications
 - Modalities
- Videos
- Discuss best practices

Epi of languages spoken

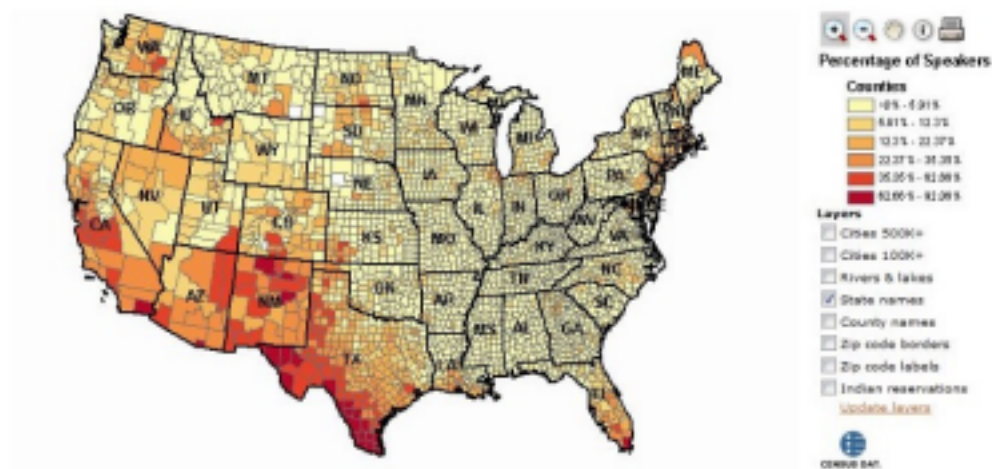
Review some common definitions

Go over some of the history, legal background and national standards of providing care for LEP

Present the most recent BMC stats and policies

Language Distribution in the U.S.

- 381 languages spoken in the U.S.
- Distribution of Spanish (Modern Language Association mla.org)



Language Epi (spanish shown)

Encourage to use this website to play around and explore needs of where you might work someday

USA vs. Massachusetts

■ Languages spoken at home by most people > 5

1. English only: 237.8 million
2. Spanish: 40.5 million
3. Chinese (Mandarin & Cantonese): 3.4 million
4. Tagalog (Filipino): 1.7 million
5. Vietnamese: 1.5 million
6. Arabic: 1.2 million
7. French: 1.2 million
8. Korean: 1.1 million
9. Russian: 0.91 million
10. German: 0.91 million
11. Haitian creole: 0.86 million

Source: American Community Survey 2016

■ Interpreter Services utilization in MA acute care hospitals

1. Spanish
2. Portuguese
3. Russian
4. Chinese
5. Haitian Creole
6. Cape Verdean
7. Vietnamese
8. Arabic
9. American Sign Language
10. Albanian

Source: Office of Public Health Strategy and Communications, Revised October 2010

*update this slide dates

What is Limited English Proficiency (LEP)?

Individuals who **do not speak English as their primary language** and who have a **limited ability to read, write, speak, or understand English** may be Limited English Proficient, or "LEP," entitled to language assistance with respect to a particular type of service, benefit, or encounter.

—U.S. Department of Justice



At bmc 32% LEP

How many people are of Limited English Proficiency (LEP)?

- In the U.S.

- **8%** of population > 5 y.o.
(Migration Policy Institute, 2018)

- **51%** of immigrants > 4 y.o.
(U.S. Census)

- At BMC:

- **32%** of our patients



At bmc 32% LEP

Interpreter vs. Translator



Interpreter

Someone who converts an ORAL or SIGNED message from one language to another.



Translator

Someone who converts a written text into another language, in WRITING.

Bancroft, M.A. (2014). Cultural Competence: A Trainer's Guide. Columbia, MD: Culture & Language Press.

Interp also includes cultural

Language Access

- Under **Title VI of the Civil Rights Act of 1964**:

- Discrimination on the basis of race, color or national origin is prohibited.
- Health care providers, including hospitals, that **receive federal funding**, including Medicare, Medicaid and SCHIP, are required to provide **language access** services for their patients.



Source: www.nwglobal.com/blog/hospitals-required-provide-language-access-services/

What does Title VI say we have to do?

- Any agency, program or service that receives federal financial assistance must take reasonable steps to provide equal access.
- Organizations that provide vital services are typically expected to provide interpreters.
- Agencies should also **advise LEP clients of their rights** (e.g., with multilingual **posters**).
- **If an LEP client brings an interpreter, the agency should still offer an interpreter.**



Bancroft, M.A. (2014). *Cultural Competence: A Trainer's Guide*. Columbia, MD: Culture & Language Press.



What about here at BMC? ELIDA

BMC: a national leader in interpreter services

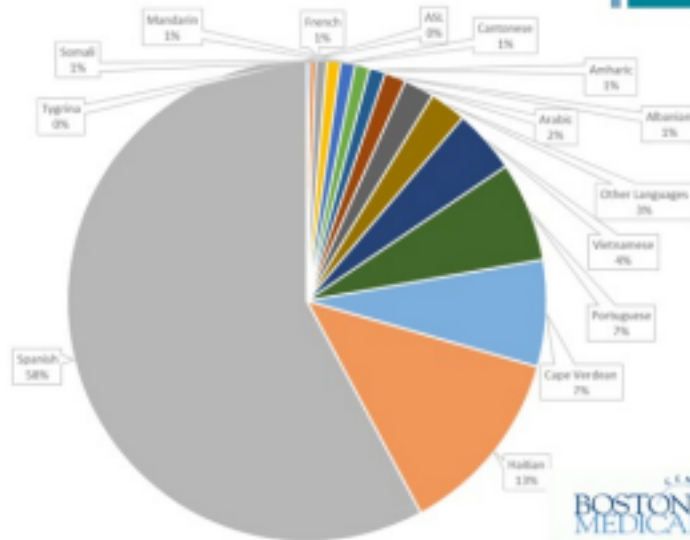
- One of the oldest, most extensive interpreter services programs in the U.S.
- **60** staff and *per diem* professional medical interpreters
- **Face-to-face** interpreting for **13** spoken languages and American Sign Language as well as Certified Deaf Interpreters
- Telephone and video interpreting capabilities in **> 250 languages**
- Operate 24 hours a day, 7 days a week



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BMC FY18 Total Requests by Language

LANGUAGES	TOTAL REQUESTS
Albanian	5,074
Amharic	3,841
Arabic	7,240
ASL	789
Cantonese	3,510
Cape Verdean	25,402
French	2,640
Haitian	45,133
Mandarin	3,519
Portuguese	23,763
Somali	3,230
Spanish	205,634
Tygrina	1,347
Vietnamese	15,315
Other Languages	6,830
TOTAL	355,264



BOSTON MEDICAL
EXCEPTIONAL CARE. WITHOUT EXCEPTION.

Alegna's info

BMC Interpreter Services Dept. Data

ISD's completed call volume (including BMC and CyraCom) has been consistently increasing by 15% in the last 5 years



Even in covid (From Alegna)



Face-to-Face
Average Wait: 20 minutes

M-F, 8:00 - 11:00 a.m.:
Request a live interpreter through ID-QUEUE. Most languages available 8:00 a.m. - 5:00 p.m. Check ID-QUEUE for a language's status.

M-F, 11:00 a.m. - 6:00 a.m.:
*Haitian Creole & French: Page 1288
*Cape Verdean Creole, and Portuguese: Page 1310

On-Call Weekends, Holidays
Fri 11:00 p.m. - Sat 7:00 a.m.
Sat 5:30 p.m. - Sun 12:30 p.m.
24/7 weekend for CVC/Portuguese
*Spanish: Page 1313
*Haitian Creole & French: Page 1288
*Cape Verdean Creole, and Portuguese: Page 1310

Telephone
Average Wait: 5 minutes
Lesser diffused languages may take longer.

M-F, 8:00 - 5:00 p.m.:
Call 617-614-5549
*If no BMC interpreter available after 30 seconds, you have the option to wait or be transferred to the relevant Cyscom language line.

After 5:00 p.m. Weekends, Holidays:
Call 617-614-5549

Telehealth (see tipsheet)
Average Wait: 5 minutes
Lesser diffused languages may take longer.

M-F, 8:00 - 5:00 p.m.:
Cyscom (Audio & Video): 23 languages may be selected from the Visuwell dropdown.

BMC (Audio & Video):
Available for all 13 languages. Use **Invite Attendee** in Visuwell to invite interpreter by e-mail.

BMC Interpreters Available in 13 Languages

- Spanish
- Haitian Creole
- Cape Verdean Creole
- Portuguese
- Vietnamese
- Cantonese
- Mandarin
- Arabic
- Amharic
- Tigrinya
- Somali
- French
- Albanian

Cyscom Interpreters Available in 250 languages.

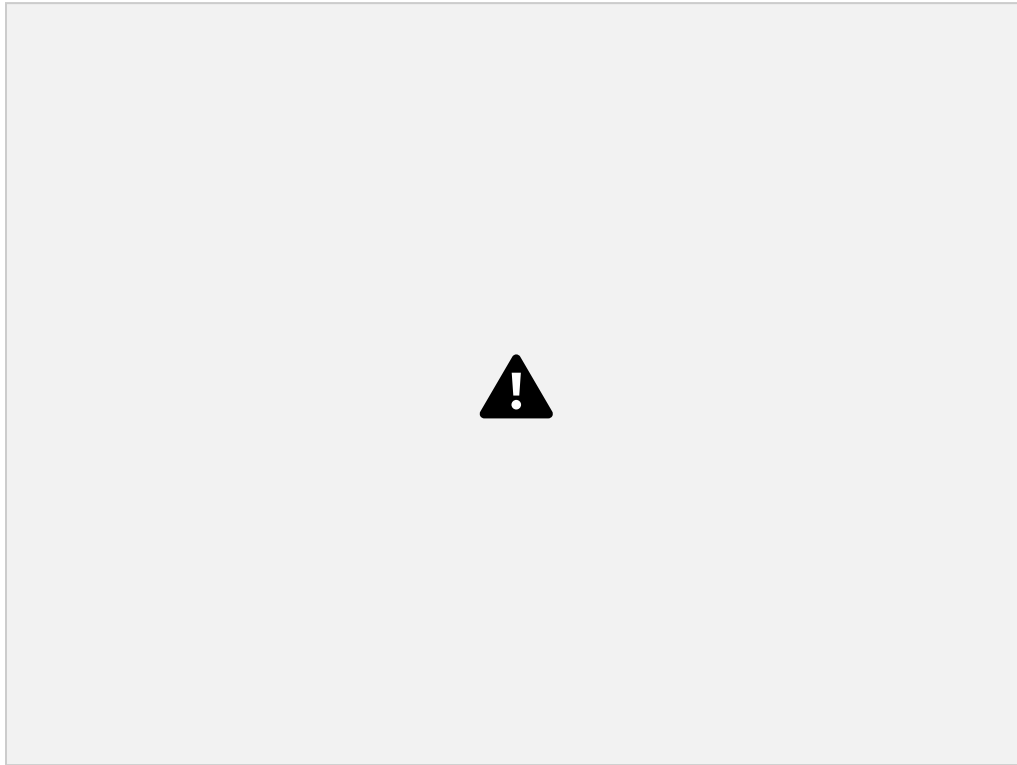
- Languages & Language Codes: See link from Cyscom Language Code List & on ISD website.
- Department Codes: Find department code list here ([provide link](#))

Abbreviations

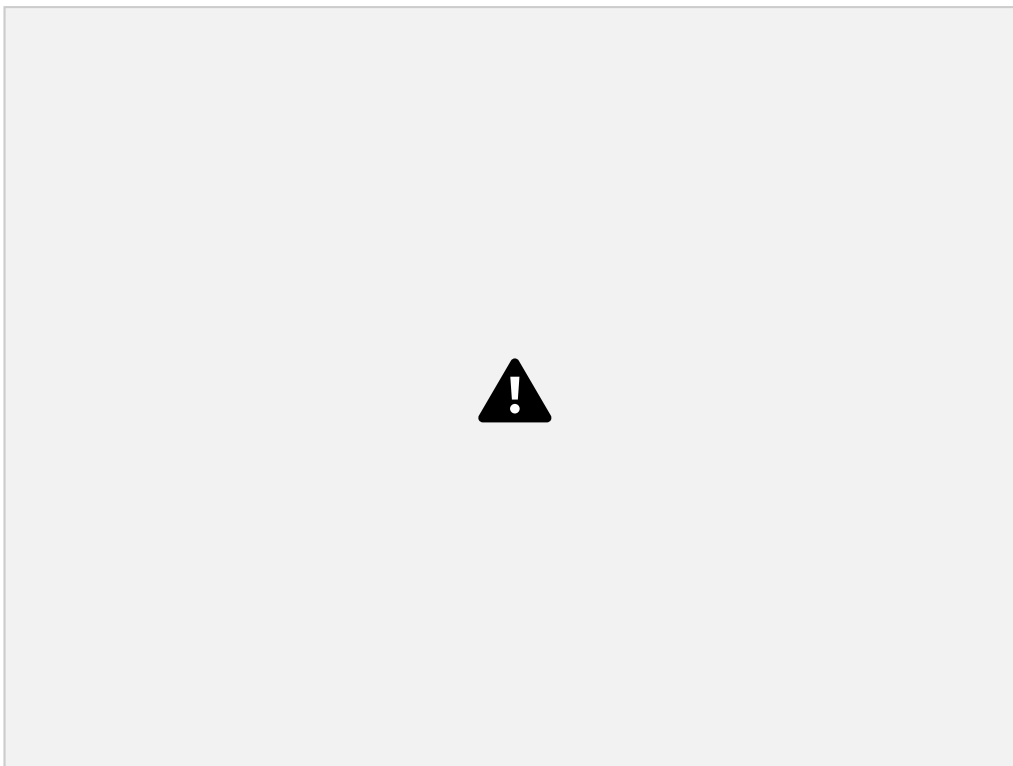
- ASL: American Sign Language
- CDI: Certified Deaf Interpreter
- ISD: Interpreter Services Department
- MCHH: Massachusetts Commission for the Deaf and Hard of Hearing



We will provide our patients with interpreter services



Alegna



Patient

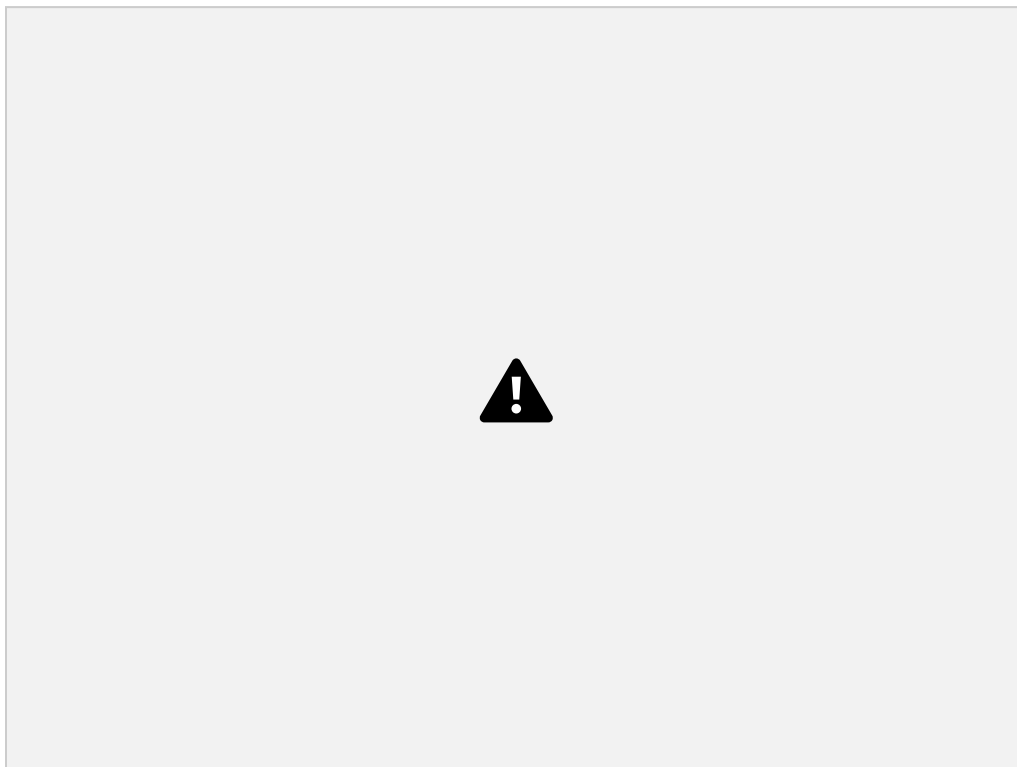
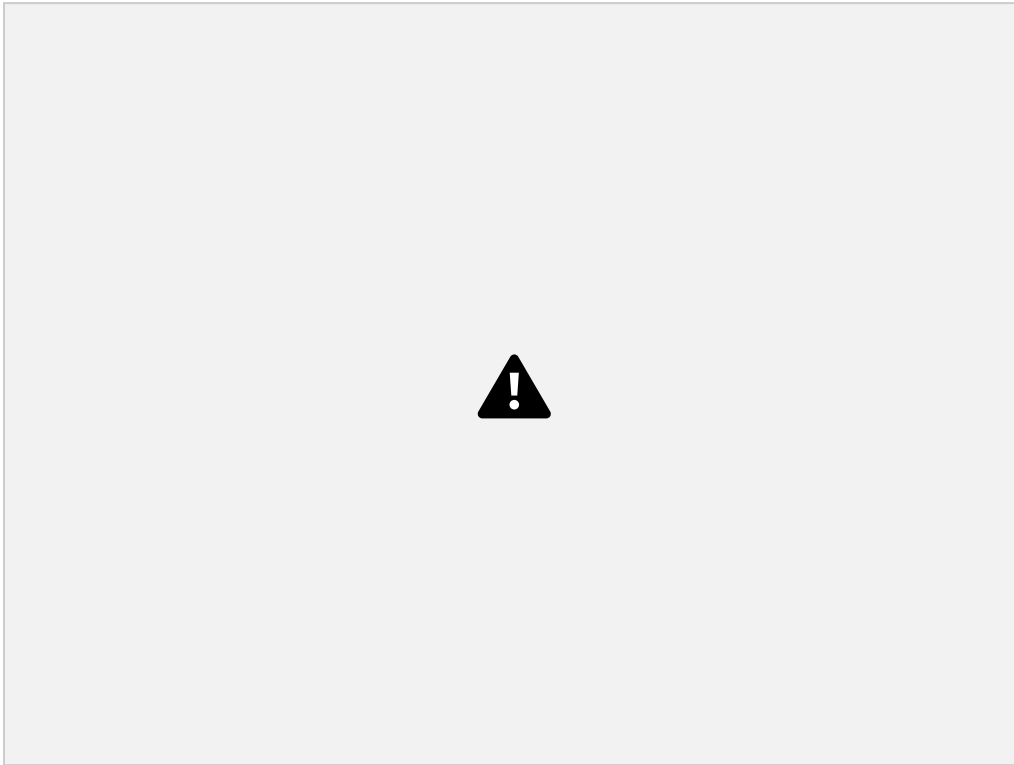
is actually supposed to sign a waiver if they prefer family/friend to interpret



May have received an email
I know some of you have told me you're in the process of doing this—great work!



Can only interpret for YOURSELF



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*Difficult to separate language from other socioeconomic factors.

Weinick RM, Krauss NA: Racial/ethnic differences in children's access to care. Am J Pub Health 90:1771-1774, 2000.

Manson

Gandhi TK, Burstin HR, Cook ED, et al: Drug complications in outpatients. J Gen Intern Med 15:149-154, 2000.





Type of translator??







More likely to get iv placed, admitted, longer LOS, higher charges \$ per visit



Interpreter use for families who preferred a non-English language was 45.4%. Use of interpretation was less likely during busier times of day (odds ratio [OR] 0.85, confidence interval [CI] 0.78–0.93), with a lower triage acuity (OR 0.66, CI 0.62–0.70), and with each increasing year of patient age (OR 0.97, CI 0.96–0.98).



After adjustment for patient and visit-level characteristics,



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Must show that bilingual providers have passed a test



If you're still not convinced...

There have been a few highly publicized incidents of medical interpretation gone wrong, one being the 1980 case of Willie Ramirez, the result of an intracerebellar hemorrhage—to doctors at an area hospital. Initially diagnosed as an intentional drug overdose.

The word *intoxicado* =dizzy or nauseous.

Ramirez became a quadriplegic as the result of the misdiagnosis.



Video Clips:

CCHCP; VTS_02_0.IFO

What's Going wrong 05:15-08:30; Discuss; then answers are 8:30-10:50 What's going well 10:50-13:00 (then gets into cultural interp); then answers 19:25-20:18



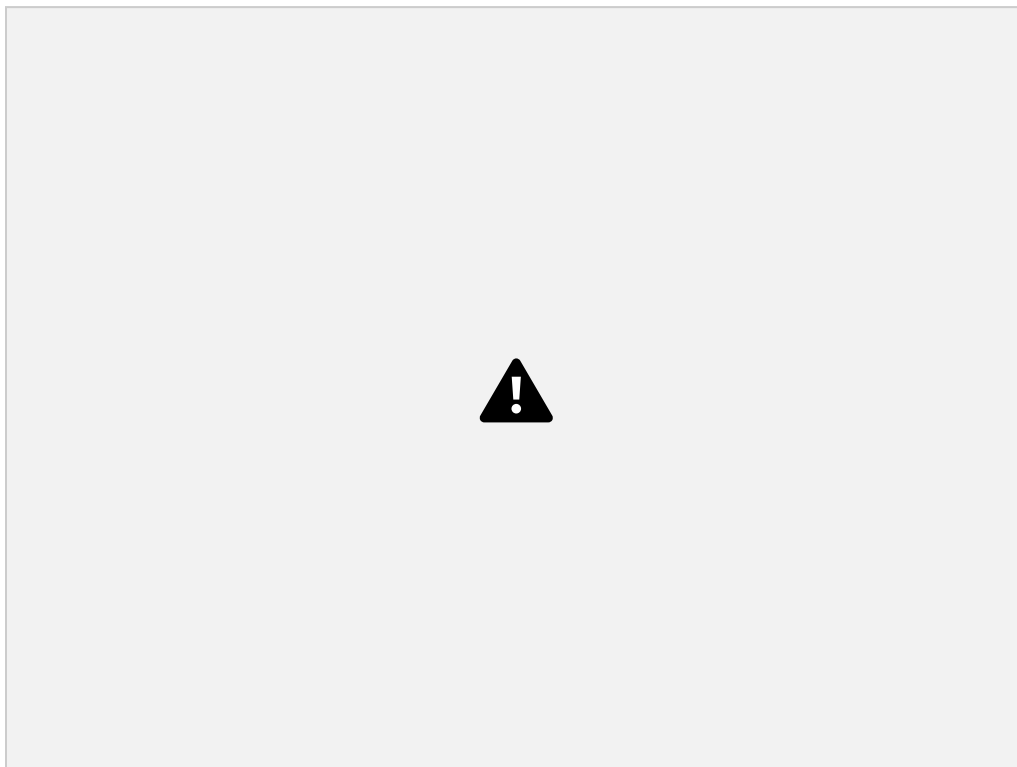
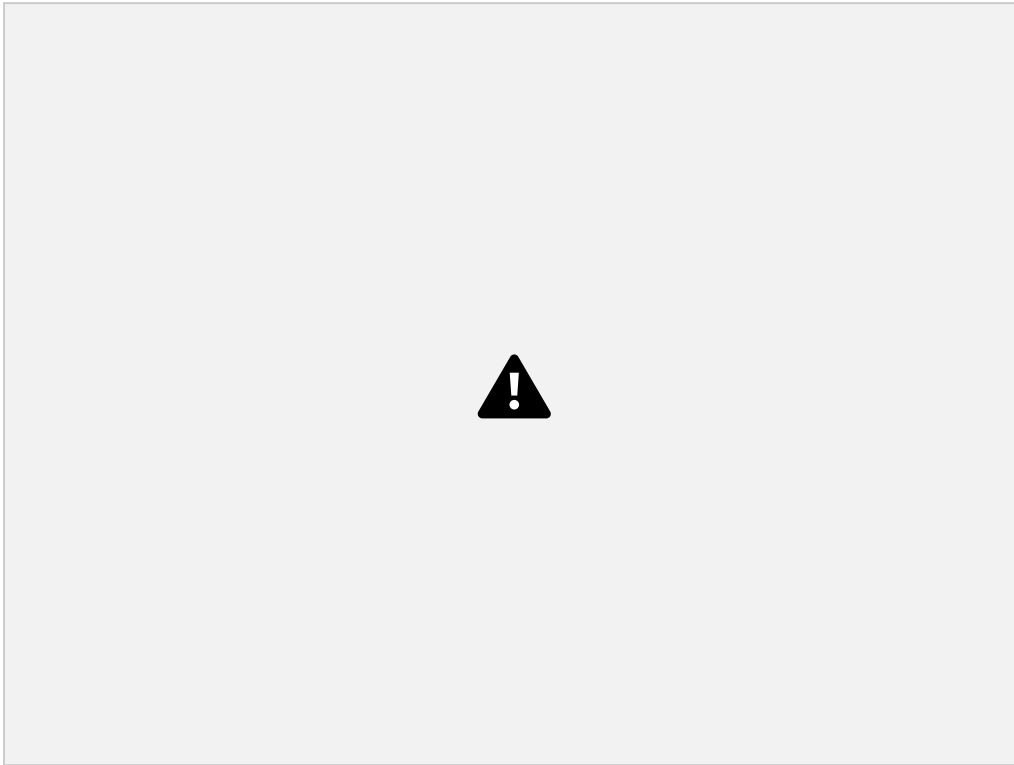


Video Clips:

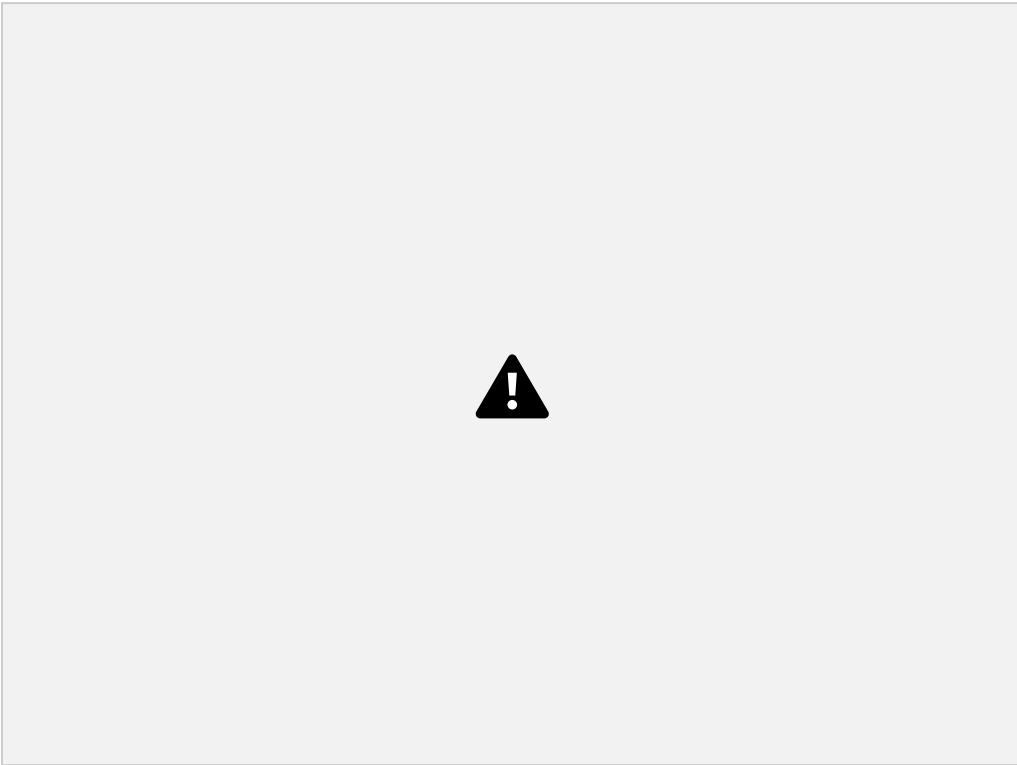
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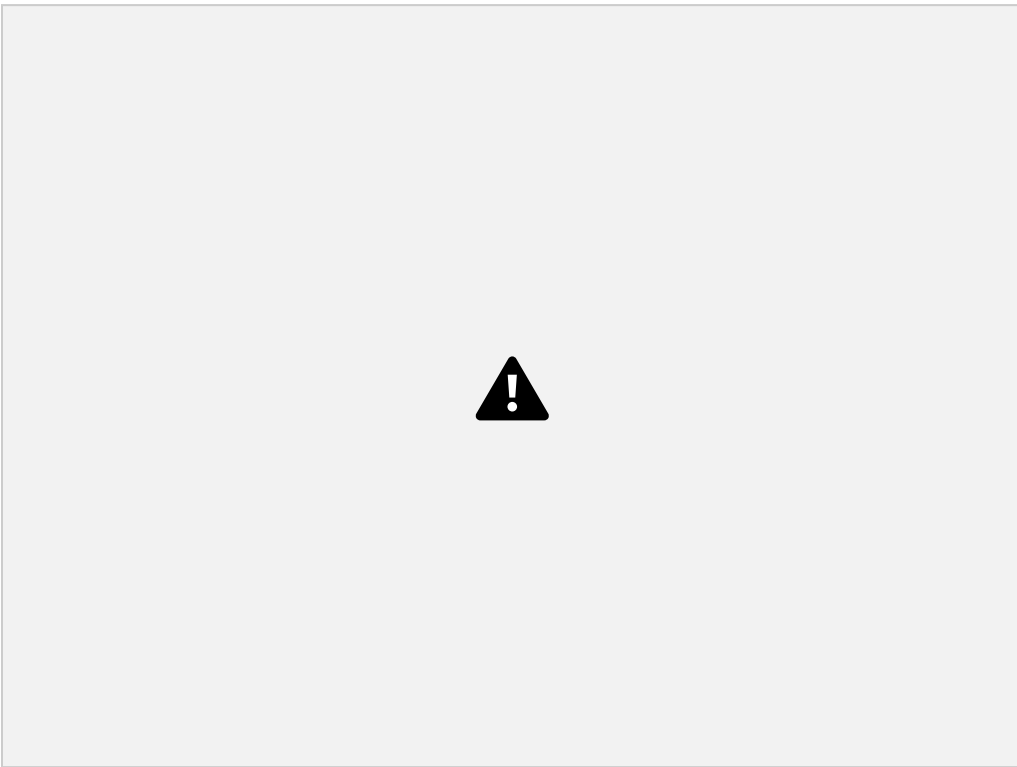




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National Certification is the highest certification for professional medical interpreters. It is offered by two organizations that received accreditation by the National Commission of Certifying Agencies.

National Certified Interpreters need to renew their certification every 5 years, accumulate CEUs and show validation that they are still practicing the profession.





May sound obvious but I have seen people ask a child to interpret for sx like vaginal discharge..... ☹

Family should not interpret especially in situations where IPV or elder abuse/neglect is of concern

Blood transfusion in asian patient

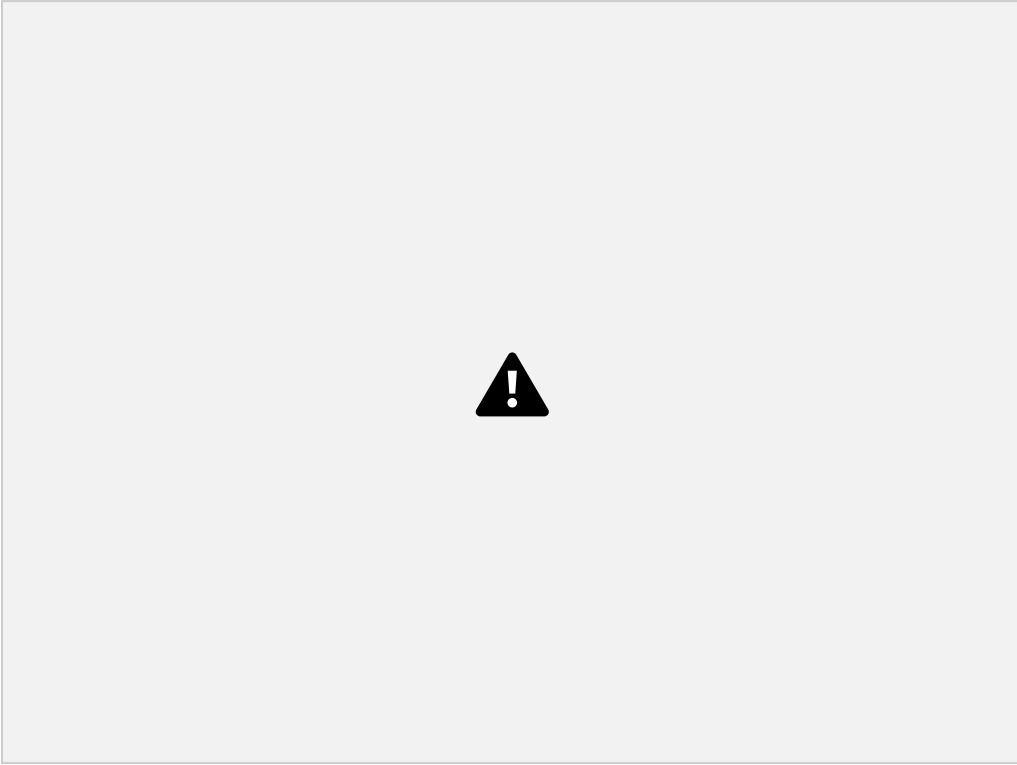
Elida to tell story



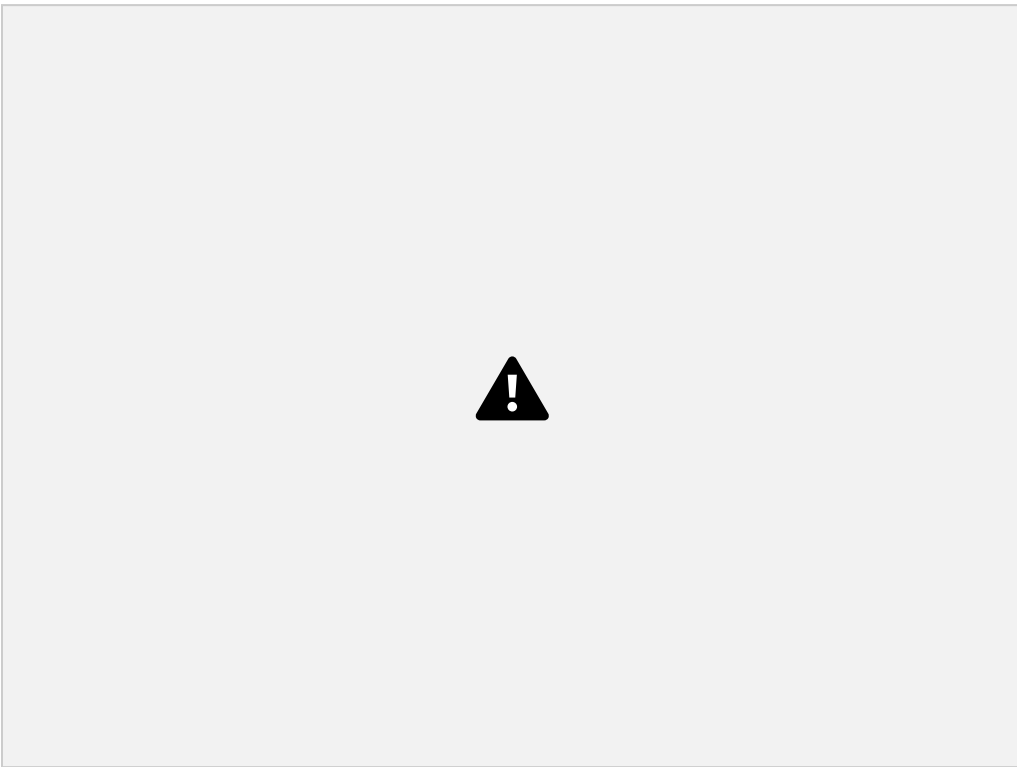


Christina

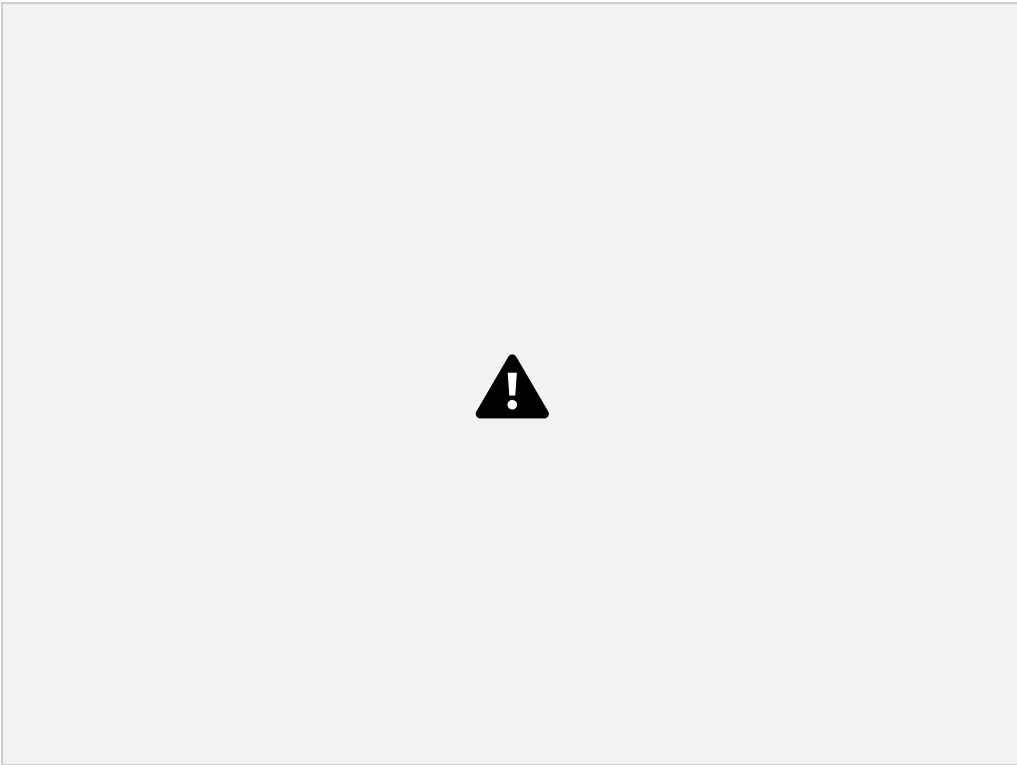




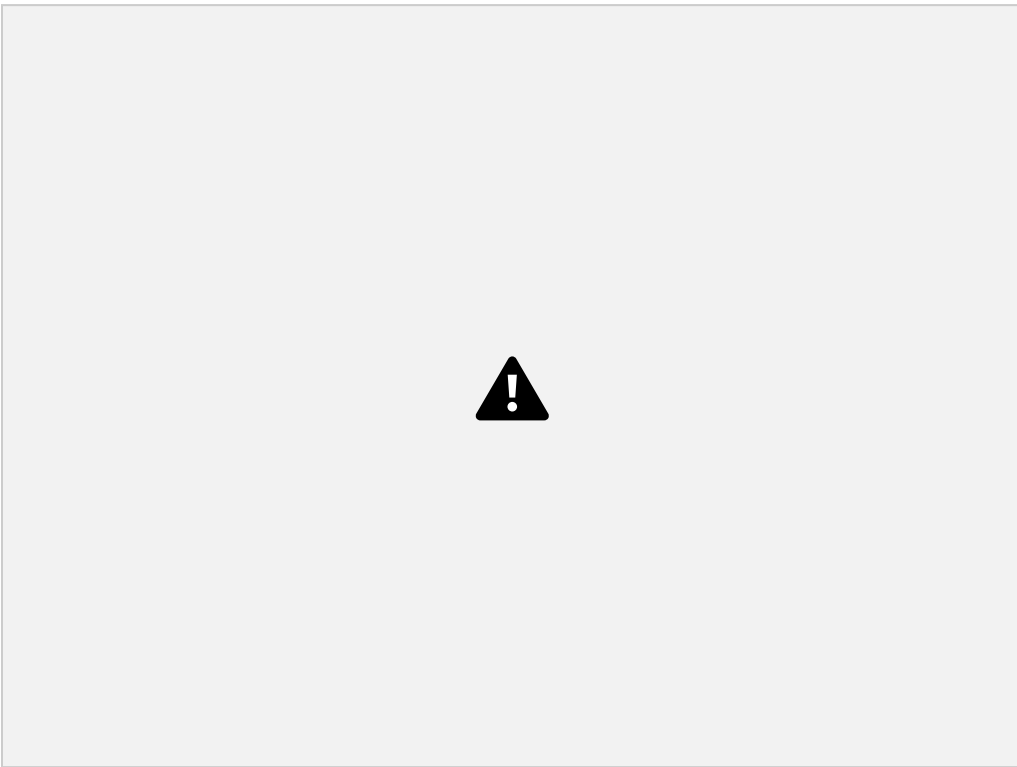
*video!



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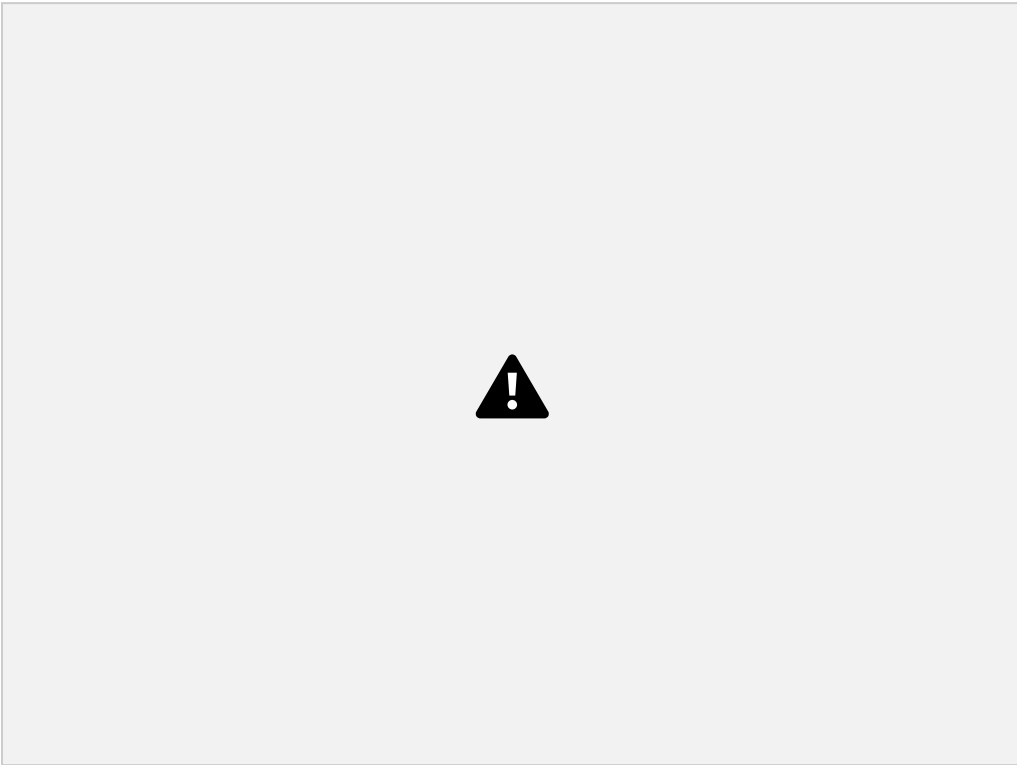
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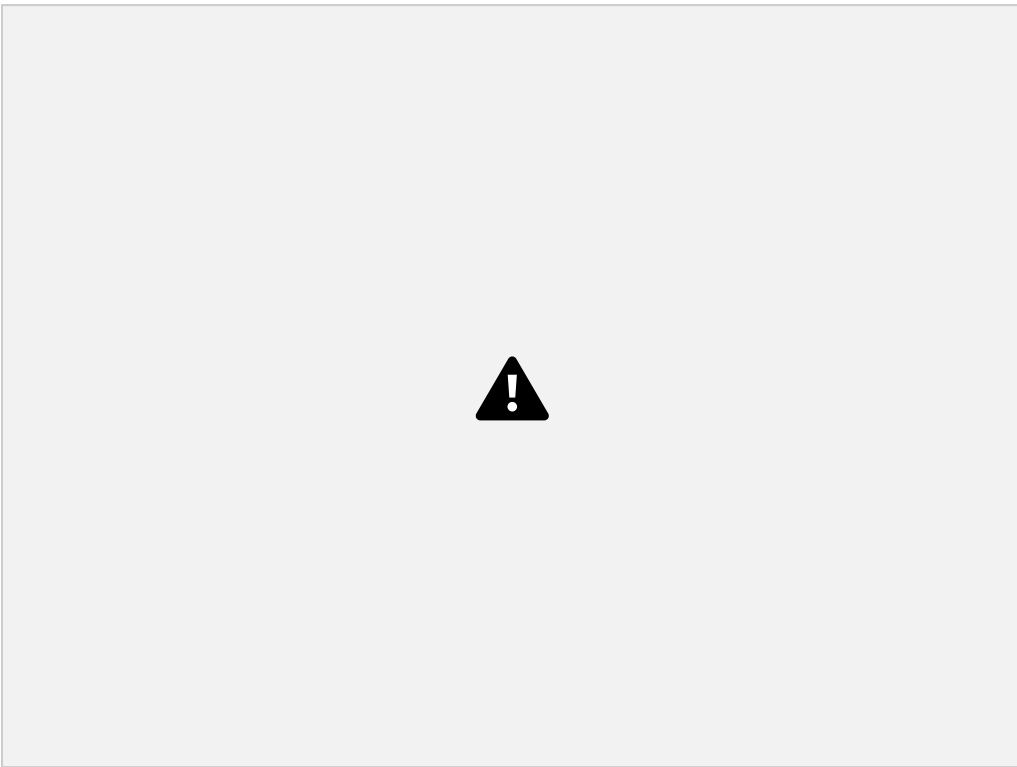
Christina

Use of a trained interpreter meets the legal requirements of Title VI of the Civil Rights Act and should be offered to patients with limited English proficiency. When using an interpreter, the clinician should address the patient directly in the first person. Seating the interpreter next to or slightly behind the patient facilitates better communication. When using an interpreter, the clinician should allow for sentence by-sentence interpretation.

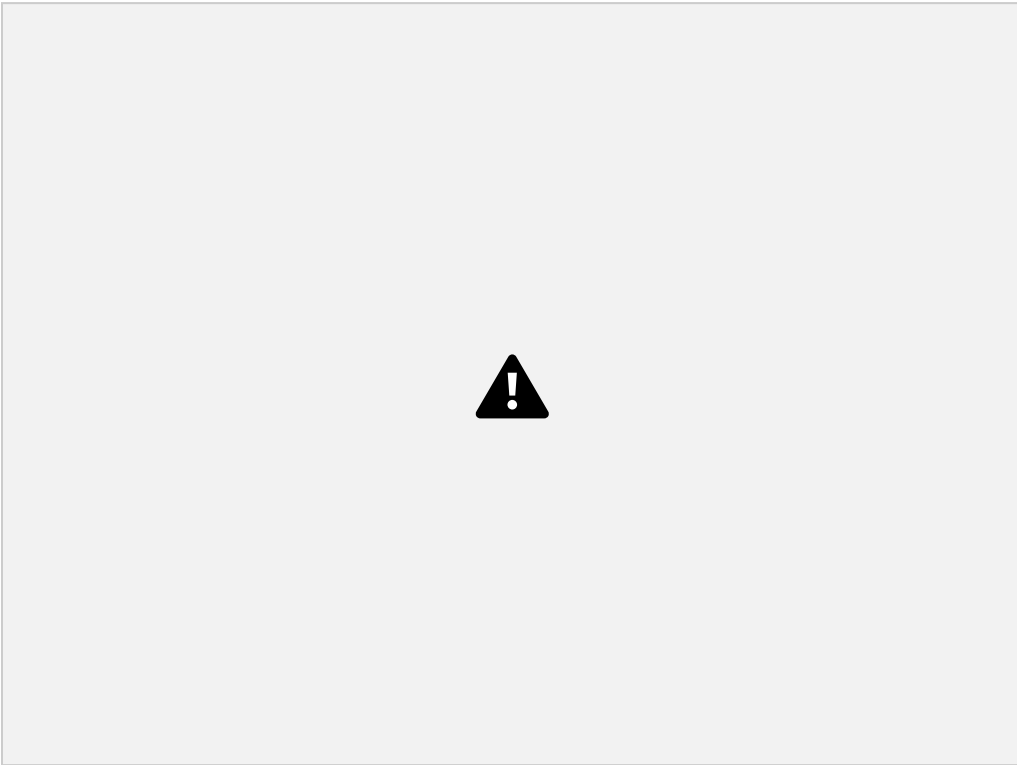
A trained interpreter should be used to improve communication (resulting in fewer errors), clinical outcomes, and satisfaction with care in patients with limited English proficiency.



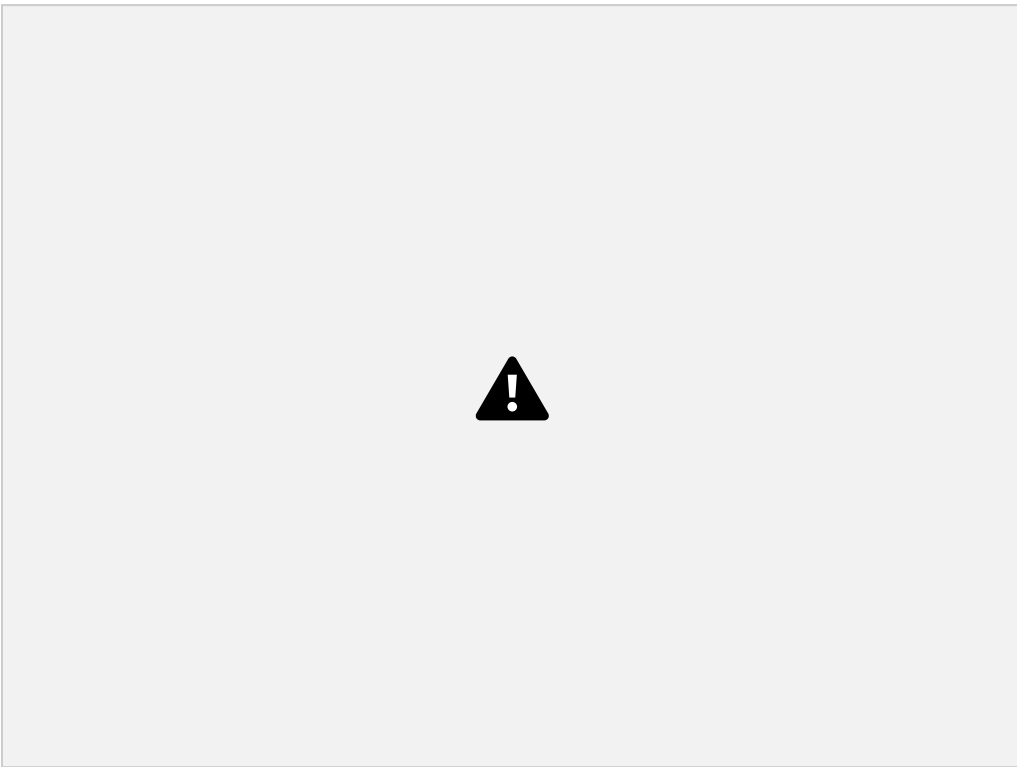
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Christina



Christina



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A trained interpreter should be used to improve communication (resulting in fewer errors), clinical outcomes, and satisfaction with care in patients with limited English proficiency.



