

The Essential Piece™



MULTILINGUAL TRAINING IN MEDICAL INTERPRETING FOR BILINGUAL STAFF

Culturesmart has developed a six-day program for bilingual individuals who wish to receive training in medical interpretation, enabling participants to become competent medical interpreters. Qualified bilingual staff trained in medical interpretation generally contribute to better health outcomes, enhanced communication between provider and Limited-English Proficient (LEP) patients, increased provider and patient satisfaction, and help reduce legal risks.

This program meets or exceeds current federal, state and local requirements and guidelines on culturally and linguistically appropriate care, including the OCR, the CLAS standards, the Massachusetts Emergency Room Interpreter Law, the Dept. of Health and Human Services, JCAHO and NCQA guidelines.

Culturesmart's Medical Interpreter Training Program has been offered to over 2,000 trainees who speak more than 20 different languages.

We are a leading program in the US that offers language-specific training, and where participants are evaluated extensively for proficiency in medical interpreting and knowledge of medical interpreting principles and medical vocabulary.

KEY LEARNING OBJECTIVES:

- Identify barriers to understanding that can occur between English-speaking providers and LEP patients and approaches for overcoming those barriers
- Demonstrate an understanding of the Interpreter Code of Ethics and the Standards of Practice
- Identify the specific roles of the interpreter as established by the MMIA and the CHIA
- Demonstrate knowledge of anatomy, physiology, pathology and basic concepts of biomedicine
- Define key terms related to body systems and medical specialties in English and target language
- Demonstrate an understanding of organizational policies, procedures and protocols as they relate to expectations of the interpreter
- Demonstrate an understanding of health disparities, why they exist and what interpreters can do to help reduce them
- Demonstrate ability to interpret accurately and completely

PROGRAM OVERVIEW AND SELECTED CONTENT:

- DAY 1: Foundation, Interpreter Role Overview, Language-Specific Practice
- DAY 2: NCIHC Code of Ethics, Interpreting Logistics, Human Body I, Language-Specific Interpreting Practice
- DAY 3: Biomedicine, Health Disparities, Human Body II, Language-Specific Interpreting Practice
- DAY 4: Patient Culture and Interpreting, Human Body III, Language-Specific Interpreting Practice
- DAY 5: Leadership, Ensuring Clients' Satisfaction, Dual Role, Ensuring Access to Health Care, Language-Specific Interpreting Practice
- DAY 6: Comprehensive Oral and Written Final Assessments

MEDICAL VOCABULARY

- Advanced Medical Vocabulary in Target Language with Language Coaching

Medical Interpreter Training course content

Culturesmart™

GUIDELINES FOR INTERPRETING

- Roles of the interpreter
- Translation vs. Interpretation
- Modes of interpretation
- Interpreter's role in Mental Health
- Myths and Realities
- MMIA Standards of Practice
- Barriers to communication
- Resources for Professional Development
- NCIHC Code of Ethics
- Common Interpreting Errors
- Problem Solving

PATIENT CULTURE

- Culture as it affects health
- Acculturation and its implications
- Characteristics of specific cultures
- Experiencing Other Cultures
- Identifying potential areas for conflict
- Traditional medicine
- US Health Care System and Multicultural Patients
- Techniques for Culture Brokering

MEDICAL VOCABULARY IN TARGET LANGUAGE

- Internal/External Anatomy
- Cardiovascular, Respiratory
- Obstetrics/Pediatrics
- Eyes, Ears, Nose and Throat
- Pain Terminology
- Orthopedics
- Digestive
- Endocrinology
- Medical Supplies
- Neurology
- Urology
- Dermatology

ROLE-PLAYING

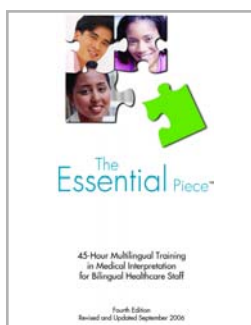
- Intensive role-play sessions simulating doctor-patient encounters
- Peer observation and critiquing

LEADERSHIP AND COMMUNICATION

- The Process of Communication
- Non-Verbal Communication
- Preserving the Patient's Language
- Communication in Health Care
- Managing Flow of Communication
- Interactive Communication through an Interpreter
- Active Listening Skills
- Ensuring Access in Health Care

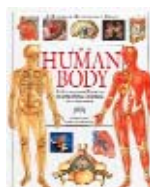
U.S. HEALTH CARE SYSTEM AND BIOMEDICINE

- The U.S. Health Care System
- Health Disparities
- Health Care Facilities and Providers
- Interpreter and Provider as a Team
- Health Care Funding



Course Materials

Materials include a 270 page, 8-section participant workbook with medical vocabulary, role-plays, interpreting skills, culture and bi-medicine and all other topics discussed in class.



The Human Body edited by Charles Clayman, MD, an illustrated guide to the body's structure, function, and disorders.
240 pages | ISBN 1564589927