

DATE: October 6, 2009

TO: Chief Executive Officers

FROM: Elizabeth A. Ryan, Esq.
President and CEO

SUBJECT: **NJHA/HRET Program to Train Hospital Bilingual Staff as Dual-Role Medical Interpreters**

Hospitals now more than ever are faced with meeting a number of mandates from federal, state and accrediting organizations for advancing effective communication with diverse patient populations and providing linguistically and culturally appropriate services. To comply with these mandates, hospitals need an appropriate mix of interpretation services, including telephonic interpreter services, full-time/part-time interpreters, as well as trained bilingual hospital staff. Healthcare facilities that fail to provide these services leave themselves vulnerable to civil rights violations or other state or federal actions.

I am pleased to inform you that NJHA's Health Research and Educational Trust (HRET) is now offering a healthcare interpreter training program to train hospital bilingual staff as dual-role medical interpreters. This program will be provided regionally to a consortium of hospitals and structured as a one-day, eight-hour training course using a standardized healthcare interpreter curriculum. I invite your organization to participate in our first round of training sessions planned for the northern region of the state. Please see the attached for more information about this training and its associated fees.

Based on the number of hospitals that are interested in participating and their number of qualified bilingual staff, we will consider offering additional regional sessions for:

- A group of hospitals
- An individual hospital (if about 50 bilingual staff are eligible to participate.)

We encourage you to consider participating in this initiative and help your hospital comply with legal mandates and establish a pool of interpreters to meet the communication needs of your ethnically diverse populations. Attached is a response form. Please fax your completed form back to NJHA/HRET at 609-275-4228 by Oct. 22. Questions regarding this program can be directed to Dr. Firoozeh Vali, vice president of research, at 609-275-4145 or fvali@njha.com.

Attachments

Interpreter Training Program for Bilingual Staff in Healthcare

Training Program and Curriculum

Offered as a one-day, eight-hour training program for hospital bilingual staff to serve as dual-role healthcare interpreters, it uses a standardized training curriculum that is customized, based on existing pre-validated curricula from the University of Medicine & Dentistry of New Jersey's Interpreter Training Program, Bridging the Gap, and other best practice models. The curriculum provides a framework for medical interpretation and cultural competency training based on the National Council on Interpretation in Healthcare Standards of Practice and uses interactive case-based discussions, videotapes, role-playing and interviewing skills. Participants will learn essential information on:

- Importance of provision of linguistically and culturally appropriate services in healthcare
- Legal mandates behind provision of interpreter services
- Cross-cultural communication and the role of the interpreter following the national code of ethics and standards of practice
- National standards, policies and procedures for provision of interpreter services and handling unique or complex situations
- Cultural competency

The training is offered using a regional consortium model that was developed by the University of Wisconsin. This model is effective in building collaborative relationships among hospitals in a region that normally would compete with one another and promotes sharing of resources and expenses among participants.

Participants will receive a course handbook with the entire curriculum, reference tools and case studies as well as links to other relevant resources and useful Web sites.

Interested Hospitals Should...

Designate a staff member to serve as a site coordinator to assist in marketing the program within each hospital and invite hospital staff who are bilingual in English and a language common in your service area to participate in this program. The coordinator also will recruit and sign up interested bilingual employees and serve as a liaison with the selected trainees and HRET for all correspondence and instructions.

Program Fees

Based on the number of hospitals that express interest and their number of qualified bilingual staff, NJHA/HRET will consider offering regional sessions for identified staff of either:

- A regional consortium of hospitals or
- An individual hospital (if about 50 bilingual staff are eligible* to participate)

The fee for this customized training and certificate is \$250 per person (\$350 for non-members) or \$11,000 for an individual hospital (\$15,000 for non-members).

* All bilingual candidates must first pass a qualifying assessment to determine their ability to interpret in a healthcare setting and be eligible to participate in this training program.

Interpreter Training Program for Bilingual Staff in Healthcare

Site Coordinator Profile & Responsibilities

Participating hospitals should designate a staff member to serve as a liaison with NJHA/HRET. The following are some suggestions to assist you in selecting/designating an appropriate person.

It is recommended that your site coordinator be:

- Bilingual or bicultural;
- A patient advocate and/or familiar with patient advocacy;
- Familiar or involved with the social services for patients; and,
- Interested in working on this project and serving as a champion of patient-centered care.

Your site coordinator will perform the following roles and responsibilities for this project:

- Market the program within your healthcare facility, through distribution of informational fliers about this project, as well as notices in staff forums and newsletters, department head meetings, etc.;
- Identify and invite staff (nurses, LPNs, medical assistants, medical students, medical residents, physicians, technicians, etc.) who are bilingual in English and a language common in your hospital's service area and likely to have baseline knowledge regarding cultural issues and medical terminology to participate in a one-day, eight-hour training program on medical interpretation;
- Recruit and sign up interested bilingual staff;
- Distribute a qualifying assessment form to interested staff and send the completed forms to HRET; and,
- Serve as a liaison with selected trainees and HRET for all correspondence and instructions.

Interpreter Training Program for Bilingual Staff in Healthcare

Regional Program - North

PARTICIPATION RESPONSE FORM

Please let us know about your interest in participating in this program:

- Yes, our healthcare facility is interested.

Please provide information about the person who will serve as your site coordinator/point of contact for this initiative.

Name of Contact: _____

Title: _____

Phone: _____ *Fax:* _____

E-mail: _____

Site coordinator will assist in marketing the program within the healthcare facility, recruit staff who are bilingual in English and a language common in the facility's service area to participate in a training program, and serve as a liaison with selected trainees for all instructions and correspondence.

- We are interested but not able to commit any resources at this time. We may join you in program's next phase.
- No, we are not interested.

Name: _____

Hospital: _____

Please **FAX** your completed response to **609-275-4228**.