

DATE: January 4, 2013

TO: Hospital Chief Executive Officers  
Chief Nurse Officers  
Chief Operating Officers  
LTC Administrators  
Adult Day Care Directors  
Assisted Living Administrators  
Pediatric Day Care Directors  
Home Health Agency Directors  
PACE Directors

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

SUBJECT: **NJHA/HRET's Spring 2013 Training on Medical Interpretation for Bilingual Staff in Healthcare**

NJHA's Health Research and Educational Trust (HRET) has planned its spring 2013 regional healthcare interpreter training for bilingual staff. This one-day, 8-hour training course, offered twice a year in each region of the state, is designed to give interpreters the skills and knowledge they need to facilitate communication between providers and their diverse patient populations. The training includes major components from more extensive, 40-hour training models, with special emphasis on the standards, policies and procedures for provision of interpreter services. The training is taught by a team of expert instructors in the field of medicine, cultural competency and quality improvement. To date, about 500 bilingual staff from 34 healthcare facilities have been trained successfully. Please see the attached for more information about this training and its associated fee.

We encourage organizations interested in training their bilingual staff as dual-role medical interpreters to register staff for one of the following training sessions planned across the state:

- **South:** Friday, Feb. 15 – Virtua (Voorhees)
- **Central:** Monday, April 8 – Raritan Bay Medical Center (Perth Amboy)
- **North:** Thursday, May 30 – Kessler Institute for Rehabilitation (West Orange)

Based on the number of hospitals that express interest in participating, and their number of qualified bilingual staff, we will consider offering additional regional sessions for a group of hospitals or a customized training for individual hospitals.

Effective communication and cultural competency is paramount for achieving high quality care and patient safety – a standard of care that is recognized and required by The Joint Commission. HRET's training program offers a cost-effective alternative for

advancing workforce competency and meeting TJC's requirements. Although TJC has no specific requirements about the length of interpreter training for staff, the national interpreter certification bodies require 40 hours of interpreter training as a prerequisite for taking the certification exams. HRET's program is the first step in preparing participants and building the number of training hours needed to meet this prerequisite.

If you are interested in participating in this initiative, please fax the attached participation form back to HRET at 609-275-4228. **Please register early -- space is limited to 30 participants for each training session.** If you have any questions, please contact Maria Mera at 609-275-4147 or [mmera@njha.com](mailto:mmera@njha.com).

Thank you.

Attachments

## Interpreter Training Program for Bilingual Staff in Healthcare

### PARTICIPATION RESPONSE FORM

#### Spring 2013 Schedule of Regional Training Sessions:

South Region: Friday, Feb. 15 – Virtua (Voorhees)

Central Region: Monday, April 8 – Raritan Bay Medical Center (Perth Amboy)

North Region: Thursday, May 30 – Kessler Institute for Rehabilitation (West Orange)

**Please let us know about your interest in participating in any of these training sessions based on your organization's location:**

- Yes, our healthcare facility is interested.

*Organization:* \_\_\_\_\_ *Region/Session:* \_\_\_\_\_

*Name of Contact/Coordinator\*:* \_\_\_\_\_

*Title:* \_\_\_\_\_

*Phone:* \_\_\_\_\_ *Fax:* \_\_\_\_\_

*E-mail:* \_\_\_\_\_

*\*The site coordinator will serve as the point of contact for this program and assist in marketing the program in your facility, recruiting bilingual staff and serving 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 the next round of training.
- No, we are not interested.

**Fee:** The fee for this customized training and certificate is \$250 per person. Individual hospitals registering up to 30 bilingual staff are eligible for a flat rate of \$6,500.

**Payment:** An invoice will be mailed to each facility for payment of all attendees post-training.

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

## LET US HELP

**H**RET offers customized interpreter training sessions for groups of healthcare facilities or individual facilities with 30 or more eligible employees.

### *The program will help hospitals:*

- Comply with federal and state mandates for providing linguistically and culturally appropriate services;
- Establish a pool of interpreters to meet communication needs of ethnically diverse populations; and,
- Decrease the need for telephonic interpreter services and reduce related costs.

HRET also will work closely with designated staff to market the program, recruit your bilingual staff and schedule a training session convenient to your facility.

For more information and a fee structure, contact HRET at [research@njha.com](mailto:research@njha.com) or 609-275-4145 or visit us at:

[www.njha.com/research/IntrpForBilingualStaff.aspx](http://www.njha.com/research/IntrpForBilingualStaff.aspx)

# Effective Communication in Healthcare

*Interpreter Training Program  
for Bilingual Staff*



Produced by the HEALTH RESEARCH AND EDUCATIONAL TRUST OF NEW JERSEY, a nonprofit affiliate of the New Jersey Hospital Association.

# EFFECTIVE COMMUNICATION IN HEALTHCARE

## Interpreter Training Program for Bilingual Staff

### WHY EFFECTIVE COMMUNICATION IN HEALTHCARE MATTERS

New Jersey is one of the most racially and ethnically diverse states in the country. About 1 million residents are unable to speak English well, and more than 165,000 do not speak English at all. Language access and effective communication can help prevent unnecessary testing, misdiagnosis and inappropriate treatment and result in greater patient compliance, satisfaction and improved health outcomes.

### WHY TRAIN BILINGUAL STAFF AS MEDICAL INTERPRETERS

It is critical that qualified medical interpreters are available to facilitate communication between patients and providers. Healthcare facilities that do not provide appropriate interpreter services could be vulnerable to civil rights violations or other federal or state actions.

Because there is no pool of trained medical interpreters and no available interpreter training program in New Jersey, the optimal choice is to train bilingual staff to serve in this role as they reflect the diversity of communities hospitals and other healthcare facilities serve.

*“This training is very well structured and interactive, and helps trainees develop cross-cultural communication skills. My staff who attended would recommend it to all bilingual staff interested in interpreting.”*

— CHESTER B. KALETKOWSKI  
President & CEO, South Jersey Healthcare



### HRET'S HEALTHCARE INTERPRETER TRAINING PROGRAM

HRET's training program is designed to train volunteer, bilingual hospital staff to serve as dual-role interpreters within their working units in hospitals and other healthcare settings. The curriculum is based on pre-validated interpreter training curricula and a hospital consortium model. The program uses a modified version of the curriculum originally developed through support from the Department of Health and Senior Services.

Participants will learn about: policies for provision of interpreter services; interpreting skills and protocols; the role of the interpreter following the national code of ethics and national practice standards; and cultural competency and why it's critical.

### WHO SHOULD RECEIVE MEDICAL INTERPRETER TRAINING

Candidates for this training include: bilingual employees from diverse ethnic communities, including RNs, LPNs, technicians, medical assistants, medical students and residents and physicians who are likely to have baseline knowledge regarding cultural issues and medical terminology. Familiarity with terminology is an important prerequisite for applicants, as terminology training is not included in the curriculum.

## Interpreter Training Program for Bilingual Staff in Healthcare

### *Training Program and Curriculum*

Offered as a one-day, eight-hour training program for bilingual staff to serve as dual-role healthcare interpreters, the program 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:

- The importance of providing linguistically and culturally appropriate services
- 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 builds collaborative relationships between healthcare facilities in a region that normally would compete with one another. It also promotes the 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 Healthcare Facilities Should...*

Designate a staff member to serve as a site coordinator to assist in marketing the program within each healthcare facility. The coordinator will invite staff who are bilingual in English and a language common in your service area to participate in this program. The coordinator also will recruit 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 healthcare facilities 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 healthcare facilities or
- An individual healthcare facility (about 30 eligible\* bilingual staff)

The fee for this customized training and certificate is \$250 per person (\$350 for non-members). For more information, please contact the Research Department via e-mail ([research@njha.com](mailto:research@njha.com)) or call 609-275-4145.

\* 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 and Responsibilities**

Participating healthcare facilities 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, newsletters and department head meetings;
- 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 facility'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.