



Interpreting in medical settings: Roles, requirements and responsibilities

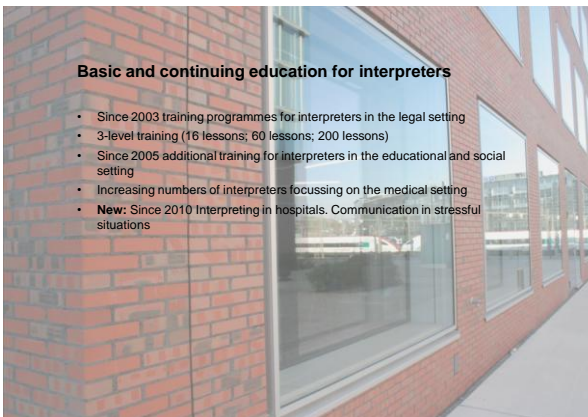
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Overview of presentation

- Background information on development of training programmes
- 2007 - 2008: Empirical study with the University Children's Hospital Zurich
Selected results
- 2010 - 2012: Study on interpreting in medical settings: Roles, requirements and responsibilities
 - Part I: Empirical study
 - Part II: Analyses of authentic data
 - Part III: Development of database (1'000 terms concerning pain)
- Conclusion

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Basic and continuing education for interpreters

- Since 2003 training programmes for interpreters in the legal setting
- 3-level training (16 lessons; 60 lessons; 200 lessons)
- Since 2005 additional training for interpreters in the educational and social setting
- Increasing numbers of interpreters focussing on the medical setting
- **New:** Since 2010 Interpreting in hospitals. Communication in stressful situations

Overall aspects in interpreting settings apart from conference interpreting

- Increasing need for interpreting services in „forced contacts“ with institutions and authorities (legal, medical, social, educational settings)
- Increasing number of languages (e.g. Aserbeidjani, Somali, Tigrinya)
- Increasing number of interpreters without specific training
- Increasing need for communication in stressful situations

- Interpreting in interview situations
- Interpreting in asymmetrical situations
- Interpreting in specialised areas (need of expert knowledge)

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Situation in Switzerland

Interpreting training for medical settings (welfare organisations, agencies)

- Varying topics, often focus on migration of interpreters, stress management, supervision
- Little specific interpreting training

Professional identity

- Varying guidelines
- Varying concepts of interpreting strategies / “tasks” / role models

Interpreting service

- Differing regulation (bilinguals, friends, relatives, hospital staff)
- Low professional status (e.g. need for background information, need for breaks, request for training, in/direct speech)
- Low remuneration

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Players in Research (national/international)

- medical sciences
- nursing science
- interpreting studies/linguistics (discourse analysis)
- agencies (linking hospitals and interpreters)

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Conflicting role perceptions in medical settings (international/national level)

Players	doctors, nurses, agencies, interpreters, linguists
Mouthpiece/conduit	facilitating the communication process and minimalising "presence" of interpreter
Advocate	helping to articulate wishes of either party
Culture broker	alerting parties to cultural aspects
Mediator	negotiating between (conflicting) parties

⇒ Empirical Study in cooperation with
University Children's Hospital Zurich

First project in medical setting: University Children's Hospital Zurich

Empirical study
(http://www.healthhospitals.ch/de/component/docman/doc_download/126-projekt-21-evaluations-undschlussbericht-kispi.html)
Topics of questionnaire: role(s) of interpreter, "tasks", requirements

Aims

- Documentation of views on interpreting
- Comparison of views on interpreting (providers vs. interpreters)

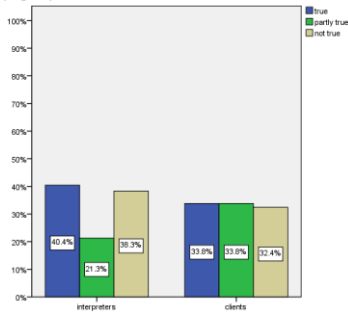
Respondents

N=74 (doctors, psychologists, nurses, social workers)
N=48 (interpreters)

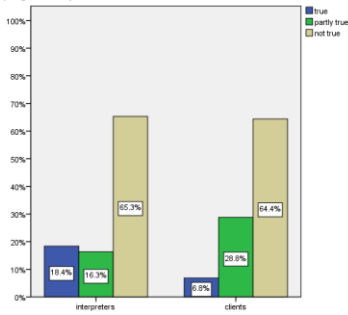
Roles of interpreters: perspectives of medical doctors/nurses and interpreters (University Children's Hospital Zurich)

- Neutral position (called e.g. mouthpiece, conduit, translator)
- Helping the patient communicate (called e.g. helpmate, advocate)
- Helping the expert communicate (called e.g. helpmate, advocate professional)
- Mediating between patient / expert / different cultures (also called mediator/culture broker)

Helping the patient



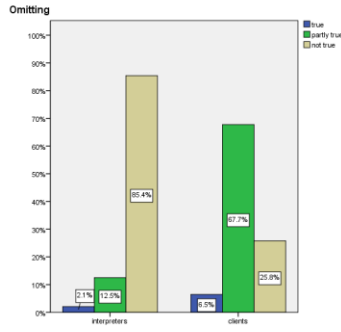
Helping the hospital



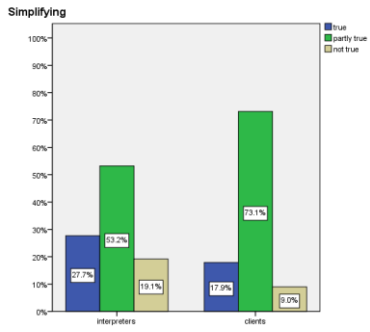
“Tasks” of interpreters: perspectives of medical doctors/nurses and interpreters

Study in cooperation with University Children’s Hospital Zurich
Examples

- Omissions
- Simplifications



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Findings

- Perspectives of roles of providers and of interpreters differ within the two groups of respondents and even more so between the two groups
- Perspectives of "tasks" of providers and of interpreters differ within the two groups of respondents and even more so between the two groups

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Growing significance of interpreting

22.1% of the population in Switzerland speak another language and do not understand German/French/Italian

- Growing number of migrants has problems to find a doctor who understands them
- Successful doctor/nurse-patient communication is crucial for quality medical services and lower costs (diagnosis, testing, therapies, operations)
- Quality of interpreting influences the communication

⇒ Analyses of videotaped consultations / therapy sessions (medical, psychological-psychiatric, nursing, medico-legal situations)

2010 - 2012: Study with University Hospital Basel (UHBS)

- Section of Psychosomatics at UHBS and Institute of Translation and Interpreting (ZHAW) examined three interpreted consultations (2007/08)
- Section of Psychosomatics recorded interpreted group sessions on video as part of the NRP 53 „Culturally sensitive group therapy for patients suffering from chronic musculoskeletal pain“ in 2008.

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Preliminary project (1)

Excerpt from an interpreted conversation (Turkish-German)

Example (1)

Pat Cünkü mecburi ...(patient talking about her husband)

Int ist immer unter Kontrolle von Arzt und er wird immer gut untersucht
....is always under medical control and he is always well examined (my translation)

(Trans: Weil er jeden Monat eine Blutkontrolle machen lassen soll und noch vom Arzt Ding wirdBecause he should have a blood control every month and also is ...em... by the doctor ...) (my translation)

Preliminary project (2)

Excerpt from an interpreted conversation (Turkish-German)

Example (2)

Ther Haben Sie noch das Gefühl, dass Sie so schwarz sehen und Druck spüren auf der Brust? Have you still got the feeling that you are so depressed and feel pressure on your chest? (my translation)

Int Hiç mesela *(Trans: Wird es Ihnen zum Beispiel manchmal schwarz vor Augen?) Do you for example black out sometimes?* (my translation)

Pat Bazan basım

Int Ich sehe die Sterne manchmal. I see stars sometimes. (my translation)

Ther Was, die Sterne manchmal? What, stars sometimes? (my translation)

Preliminary project (3)

Excerpt from an interpreted conversation (Turkish-German)

Example (3)

Situation:

A psychologist asks the patient where she feels pain

The interpreter tells her she feels a pain in the neck.

The transcription shows that the patient is talking about a pain in the *veins at the back of the neck*.

Possible reasons for changing of meaning by interpreter

- Concept of pain unusual for Western medicine
- (Foreign) concept of patient
- Limited knowledge of anatomy (low-level education of patient)



Consequence: Psychologist could not draw the right conclusions
doctor shopping

Study design

Part I

- Empirical Study: Respondents
N=300 medical experts (doctors, psychologists, nurses)
N=300 interpreters

Part II

- Analyses of authentic data, ca. 20 videotaped consultations in various medical settings

Part III

- Database (German / Albanian / Turkish)

Aims

Three main issues

- Perceptions of medical experts (questionnaire)
- Perceptions of interpreters (questionnaire)
- Investigation of interpreting practice (roles and "tasks")
- Description of conversational behaviour of both medical experts and interpreters from medical and linguistic perspective
- Raising awareness of all players (medical experts, trainers, agencies and interpreters)
- Establishment of generally accepted guidelines
- Cross-fertilisation between research, concepts of training programs and interpreting practice
- Initiation of multilingual (German / Albanian / Turkish) database (ongoing process after the project)

Project plan

Inquiry by questionnaire: doctors, nurses, therapists, social workers / interpreters	Videotaping / transcriptions (including translations) Analyses	Database 1000 terms (German / Albanian / Turkish)
Phase 1 June 2010 till August 2011	Phase 2 May till June 2011(?)	Phase 3 till April 2012

Analyses with exmaralda

GV [v]	Frau Dogan	Jetzt fangen wir an.	Eem wir machen heute ne Kontrolle.
GV [nv]	Setzt sich		
PAT [v]	Ja		
PAT [nv]			

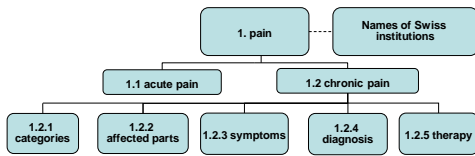
GV [v]	Und jetzt haben ich als erstes ne Frage, haben Sie Blut abgegeben für INR-		
GV [nv]	Zeigt auf die Finger		

GV [v]	Kontrolle?		
GV [nv]			
DOLM [v]	Eee bugün sadece kontrol yapacak. bu kontroldan sonra sonuq alicak.		
[DOLMUE]	eee heute wird nur eine kontrolle gemacht, nach dieser kontrolle erhält		
PAT [v]		Nanay.	
PAT [nv]		Schüttelt den kopf	
[Pat UE]		nein	

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Structure of database (incomplete)



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Desiderata

- Evaluation of real-life communication in medical setting
- Discussion of specific interactions from medical and linguistic perspectives (triangulation)
- Awareness of players
- Focus on roles and "tasks":
 - Reconsidering role models
 - Reconsidering "tasks"
 - Establishing good practices
 - Support by guidelines and database
- Open questions:
 - Metaphors, similes, register, non-dits

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