



Methods of Healthcare Interpretation and the Physician-Patient Relationship

Clendening Summer Fellowship Proposal

Emily Miller

18 February 2013

Introduction

Language interpretation is a vital part of the healthcare system. A large portion of a physician's job is to communicate with the patient and ensure that a relationship is built on trust and understanding. In my project, I will delve into the world of cross-cultural barriers and the role interpretation plays in the relationships built in the healthcare setting. I will work toward achieving several objectives to better my own cultural competence as well as prepare me to work with patients of different backgrounds in my future career:

- Understand the rules and etiquette of the interpretation process for each individual involved (interpreter, physician and patient)
- Identify the greatest flaws or hindrances in interpreting and working with patients involving a language barrier
- Discover whether or not the use of interpretation techniques improves the physician-patient relationship
- Question the ethics surrounding the theme of language interpretation—particularly the responsibility of the hospital to provide the interpreter, and when an interpreter should intervene or act as an advocate for the patient

Background

Communication has always been fascinating to me as it is involved in every facet of life. During my undergraduate career, I studied in Costa Rica for a summer and was able to experience linguistic and cultural barriers to communication. I mistakenly thought my Spanish major would prepare me to live with a host family who did not speak English, and to attend classes in Spanish. Never had I felt more out of my element, but at the same time, I had never learned so much in just a few short months.

My view on the world, on myself, and on communication with others was changed forever. I felt a spark of excitement, and I knew from that point on I would strive to learn about and work with people from other cultures. Soon after my return I was elected as the Social Issues Chair at my Scholarship Hall, and had the privilege of creating events that would promote diversity. I worked the next summer as a Public Health Intern at my local Health Department. In this role, I was able to go through a brief interpreter training and translate health documents. During my senior year, I was selected as an International Student Orientation Leader. All of these opportunities improved my awareness of the communication barriers that physicians are often confronted with in their careers.

As a medical student, I want to incorporate cultural competence in my training. The Clendening Summer Fellowship will allow me to pursue a project working with patients of different cultural backgrounds. In order to be the best physician possible to my patients, I need to learn how to communicate with each individual efficiently and effectively. Through my observations of patient encounters involving language barriers, I have realized that interpreting is often not fully understood by healthcare professionals. This project will provide an opportunity to research the etiquette of interpretation in order to improve my own awareness as well as impact the healthcare community. Only when we can fully understand and be understood by our patients can we work to heal them.

Description

This project will utilize several different methods of research, training and observation in order to arrive at the desired objectives. To investigate these objectives, I will examine articles, books, and utilize the interpretation department at the University of Kansas Medical Center. I am

very interested in clinical studies that have uncovered benefits to certain interpretation techniques, but I also plan to review less data-proven theories that surface during my research.

Another way I will acquire information will be to enroll in FAPR 963: Cross-Cultural Health Leadership. After searching for local seminars and classes on interpretation, I found that the backbone of all of these programs is cross-cultural competence. This class will serve as a great introduction to the themes that are vital when dealing with patients of different cultural backgrounds. This twelve week course will focus on group discussion and reflective learning. Interpreting, or working with an interpreter, centers around an understanding that there are differences between the physician and patient, and finding effective ways to communicate despite those differences.

I have also looked into a program called “Bridging the Gap.” This class is offered by the Jewish Vocational Service of Kansas City, and has come highly recommended by a former professor. The 40-hour course would be a thorough training in healthcare interpretation to prepare for interpreter certification. Unfortunately, after contacting the JVS, I found that the schedule of “Bridging the Gap” will not be posted for several more months. However, I see this portion of my project as an excellent supplement, and will decide whether or not to include it in my project once the schedule is released.

Although research and instruction are great ways to learn about interpretation, there is no substitute for seeing and evaluating the process first hand. At the Jaydoc Free Clinic, run by KU medical students, there are many patients requiring interpretation. For an interactive part of my project, I will volunteer both as a student physician and as an interpreter in order to utilize some of the techniques found through research. During each shift I will intentionally focus on the exchanges, behaviors and responses to specific techniques employed. I will observe the general

effects of interpretation on the relationship between the student physicians and the patients. I will record my interactions and experiences after each shift, and use observations to better understand the topics to be unfolded in my final report.

Mission Adelante is an organization that provides English as a Second Language classes to Latino and Bhutanese immigrants. The group is currently in the initiation and planning stages of developing a health clinic aimed at these same populations. I have become involved in the process of holding focus groups of Latino immigrants in order to determine what needs Mission Adelante could address in opening up the clinic. This is a perfect opportunity to discuss the patients' experiences with interpreters and discover what they found to be helpful or hurtful in their clinical encounters. I will learn from their narratives and ascertain ways to improve the physician-patient relationship. This program will also expose me to how a cross-cultural clinic is developed and improved in a real-life setting.

The time I will spend at Jaydoc and Mission Adelante will provide a wealth of experiences related to interpreting. I will also connect with local physicians who work with cultural competency and value proper interpretation in order to shadow them in their own clinics. In this way, I will be able to see physicians with long-term patient relationships that have been made despite any language barriers present. I will conduct informal interviews in order to determine whether these physicians have noticed differences in using various interpretation techniques, and what they find to be the best way to break down barriers to communication.

Through all of these segments of my project, I will work to achieve my aforementioned objectives. With a combination of research, observation and active participation in the interpretation process, I will be able to learn through various methods and settings. I will strive to

integrate the different types of experiences to reach a higher level of understanding of how interpretation techniques affect the physician-patient relationship.

Timeline of Project

I will dedicate a total of eight weeks of intensive work on my project, although portions of my project will likely carry on past the summer. I am already involved with Mission Adelante, and will continue to help with group interview sessions through the remainder of the spring semester. However, my concentration is currently shared with my curriculum work. Over the summer, I will be able to completely dedicate myself to the objectives of my project. The particular days I will work on each segment of the project are flexible and subject to change. Volunteering at the Jaydoc Free Clinic and Mission Adelante will likely occur in the evenings while shadowing experiences, research and class work will take place during regular business hours or over the weekends. Following is a description of my projected timeline. A more detailed schedule can be found in Appendix A.

- Research: Intensive research will be conducted in the first week. During the remainder of my project, I will perform continued research as needed. I will develop my report and presentation in the final two weeks.
- FAPR 963: This course will span the entire eight weeks of my project. I will spend a total of twelve weeks in the class.
- JVS Course: “Bridging the Gap” has previously been offered for five consecutive Saturdays, each session lasting eight hours.
- Jaydoc Free Clinic: I will volunteer at least one shift per week in the clinic throughout my project.
- Mission Adelante: The focus groups are held every Thursday evening.

- Shadowing Experience: I plan to shadow physicians for two week-long segments.

Methods

During the eight weeks of my project, I will live close to the KUMC campus. This will allow me to walk or drive to every session I am involved with. For research, I will have access to the internet in my home, and will be a close distance to Dykes Library and contacts that would be willing to discuss my findings and point me to further resources. I can also travel to the surrounding public libraries should the need arise. Throughout the preparation of this proposal I have made the following contacts and mentors:

- Joseph LeMaster, MD, MPH—Mentor (See Appendix B for Letter of Recommendation)
Associate Professor
Family Medicine Department, University of Kansas Medical Center
jlemaster@kumc.edu
(913) 588-1908
Mailstop 3064, 3901 Rainbow Blvd, Kansas City, KS 66160
- Molly Drake, PA--Mission Adelante Correspondent (runs the Latino focus groups)
Physician Assistant
General Pediatrics, University of Kansas Medical Center
mdrake@kumc.edu
(913) 588-5908
Mailstop 4004, 3901 Rainbow Blvd, Kansas City, KS 66160
- Theresa King, MD--Shadow Experience Contact
Hospitalist Physician
General and Geriatric Medicine, University of Kansas Medical Center
tking@kumc.edu
(913) 588-3877
Mailstop 1020, 3901 Rainbow Blvd, Kansas City, KS 66160
- Cecilia Abbey—Interpretive Services Contact (assisted in research, resources)
Interpretive Services Manager
Interpretive Services Department, University of Kansas Medical Center
cabbey@kumc.edu
(913) 588-1564
Mailstop 3005, 3901 Rainbow Blvd, Kansas City, KS 66160
- Cathy Anderson—*Bridging the Gap* Course Coordinator
Language and Cultural Services Manager

Jewish Vocational Service
canders@jyskc.org
 (816) 471-2808, ext. 1124

- Charlie Ogdon—Jaydoc Free Clinic Contact
 Director of Volunteers
 Jaydoc Free Clinic
jaydocfreeclinic@kumc.edu
 (913) 735-3447
- Mission Adelante
 22 S 18th Street
 Kansas City, KS 66102
- *Bridging the Gap*, Jewish Vocational Service
 Don Chisholm Learning Center
 610 E. 22nd St
 Hospital Hill
 Kansas City, MO 64108
- Jaydoc Free Clinic
 300 Southwest Blvd
 Kansas City, KS, 66103

Budget

Summer 2013 Budget				
Housing				
	Rent	\$344.50/month	\$ 689.00	
	Utilities	\$80.00/month	\$ 160.00	
				\$ 849.00
Other Living Expenses				
	Food	\$70.00/month	\$ 120.00	
	Gas	\$30.00/month	\$ 60.00	
				\$ 180.00
Classes				
	FAPR 963		\$ 350.00	
	<i>Bridging the Gap</i>		\$ 350.00	
				\$ 700.00
				\$1,729.00

Should my actual expenses surpass that of my estimated budget, I understand that I am responsible for any expense exceeding the \$2,500 stipend.

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Special thanks to:

Dr. Terry Rosell—gave advice and resources to help with the project proposal

Lynnette Cooley—helped with editing and proposal writing style

KUMC Writing Center—helped with editing and proposal writing style

Appendix

A. Calendar

June/July 2013

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
2	3	4	5	6	7	8
			Intensive Research			
			FAPR 963			
Jaydoc Free Clinic						JVS Course*
9	10	11	12	13	14	15
			Continued Research As Needed			
			FAPR 963			
			Jaydoc Free Clinic			JVS Course*
			Mission Adelante			
16	17	18	19	20	21	22
			Continued Research As Needed			
			FAPR 963			
			Jaydoc Free Clinic			JVS Course*
			Mission Adelante			
			Shadowing Experience			
23	24	25	26	27	28	29
			Continued Research As Needed			
			FAPR 963			
			Jaydoc Free Clinic			JVS Course*
			Mission Adelante			
30	1	2	3	4	5	6
			Continued Research As Needed			
			FAPR 963			
			Jaydoc Free Clinic			JVS Course*
			Mission Adelante			
7	8	9	10	11	12	13
			Continued Research As Needed			
			FAPR 963			
			Jaydoc Free Clinic			
			Mission Adelante			
			Shadowing Experience			
14	15	16	17	18	19	20
			Develop Report and Presentation			
			FAPR 963			
			Jaydoc Free Clinic			
			Mission Adelante			
21	22	23	24	25	26	27
			Develop Report and Presentation			
			FAPR 963			
			Jaydoc Free Clinic			
			Mission Adelante			

*Bridging the Gap has been offered in the past for 5 consecutive Saturdays, 8 hours per day.

B. Letter of Recommendation from Mentor



Christopher Crenner, MD, Ph.D.
Associate Professor and Chair, Department of History and Philosophy of Medicine:

Feb 15, 2013

Dr. Crenner,

I am an Associate Professor in the Department of Family Medicine. I am writing to inform you that I have been giving guidance to Emily Miller, a first year medical student who is submitting a proposal for the 2013 Clendening Fellowship. Emily is interested in participating in our community-based program interacting with immigrants and refugees in Kansas City, KS, which will lead to the formation of a community-owned clinic designed to serve the needs of those population. We are also developing a national coalition of clinicians and researchers committed to improving care for these populations. Emily will be participating with us in the early, formative stages of this work, and in fact is already participating with us in the community on a volunteer basis. I have helped her to mold her proposal ideas over the last several months, have introduced her to resources and opportunities, and will continue to work with and support her project over the summer should she be accepted to the program.

I highly recommend her for the program.

Yours sincerely,

A handwritten signature in black ink, appearing to read "J. LeMaster". The signature is fluid and cursive, with a large initial "J" and "L".

Joseph W. LeMaster MD MPH
Associate Professor
Family Medicine Research Division
Department of Family Medicine
University of Kansas School of Medicine
4125 Rainbow Blvd, MS 3064
Kansas City, KS 66160
Phone: 913-945-7803
Fax: 913-588-2095

C. E-mail Correspondence

RE: Clendening Fellowship

trosell

Sent:Friday, December 07, 2012 3:19 PM

To: Emily Miller

Good.

I've just emailed Bruce Knapp, founder/president of Alpha & Omega, LLC. Had to go through his website (<http://www.alphaomegakc.com/>), since I no longer have personal contact info for him; however, I anticipate positive response to my request for a med student's access to him for conversation about what he does. When I hear back from Bruce, I'll be back in contact with you. In the meantime, keep me updated.

Thanks, Emily.

TR

Tarris Rosell, PhD, DMin

Flanigan Chair at the Center for Practical Bioethics

Clinical Assoc Professor, Dept of History & Philosophy of Medicine, School of Medicine, KUMC

Co-Chair, Hospital Ethics Committee; Director, Ethics Consultation Service, University of Kansas Hospital
Mobile 913-909-3863, Pager 913-917-0152, KUMC Office 913-588-3066

From: Emily Miller

Sent: Friday, December 07, 2012 2:32 PM

To: trosell

Subject: RE: Clendening Fellowship

Thank you so much for your input! I appreciate hearing your thought process on it. You are right, I don't want to create a program that is not needed if there are sufficient educational materials available, and I suppose that if I do get the fellowship, I will have an audience at my presentation that I can influence, as well as my peers today and in the future.

I will definitely try to get in touch with the director of Interpretive Services, and also run the project by Dr. Montello. It would be great to get your contact's information to get more perspectives and potentially some more interviews. Hopefully in the next few weeks, I can get my project ideas solidified and start making some connections with possible mentors.

Thanks again,
Emily

From: trosell

Sent: Thursday, December 06, 2012 7:15 PM

To: Emily Miller

Cc: trosell

Subject: RE: Clendening Fellowship

Thanks for being in touch regarding your idea, Emily. This is an area of research and a project idea that would not have occurred to me--which is often a good sign that it

could well be something worth exploring, a niche topic, not run of the mill.

Interpretive services really is a phenomenon that has many dimensions to it in this society--moral, legal, regulatory, vocational, financial, etc. I have thought it interesting ethically that a hospital is required to obtain and pay for interpretive services, and it is one type of cost that is borne directly by the provider primarily for the benefit of the patient. Most other expenses related to an individual's care could be billed to the patient, but this one is seen as the responsibility of the provider. And I don't hear much dissent, despite a majority culture that can exhibit rather discriminatory sentiments otherwise ("Why don't they just learn to speak English?!"). We seem to have accepted, in the hospital anyway, language diversity and accommodation as normative, by and large. Have we? Describing the history of that development could be fascinating, and directly relevant to the history and philosophy/ethics of medicine.

You use the term "etiquette." I have noticed some rules at least, and that these have crept in to the clinical environment relatively recently. It was common not long ago to do what is deemed impermissible today, for good reasons, such as using a younger family member to serve as interpreter for a parent or grandparent. So yes, it could be worthwhile to look at the rules of etiquette that have developed, to delineate what they are, how they've come about, and for what reason.

An educational module might also be good, though you'd not want to reinvent the wheel. A conversation with our KUH Interpretive Services director (whose name is Cecelia ??) could be of value. I know another fellow in KC who started an agency some years ago, also. Bruce is someone with whom I could put you in touch probably, and would be a good resource. We have used his interpreters here, I know. And one of them is also a friend of mine, Laotian in background, who could be a fun interview.

So yes, there are possibilities with this one, Emily. You might run it by Dr Montello, also; but my sense is that it could work.

Terry Rosell

Tarris Rosell, PhD, DMin
Flanigan Chair at the Center for Practical Bioethics
Clinical Assoc Professor, Dept of History & Philosophy of Medicine, School of Medicine, KUMC
Co-Chair, Hospital Ethics Committee; Director, Ethics Consultation Service, University of Kansas Hospital
Mobile 913-909-3863, Pager 913-917-0152, KUMC Office 913-588-3066

From: Emily Miller
Sent: Thursday, December 06, 2012 3:49 PM
To: trosell
Subject: Clendening Fellowship

Hi Dr. Rosell,

My name is Emily Miller and I am a first year medical student currently considering applying for the Clendening Fellowship. I am contacting you because I was told that you worked with Georgina Green on her project last year and was hoping you could give me a little direction in my project idea. I am very interested in discovering the benefits of proper interpretation etiquette in the healthcare setting. So far, I have outlined the following potential objectives for my project.

- Find a mentor with Spanish-speaking patients, who works with cultural competency, and values proper interpretation—shadow if possible
- Participate in an interpretation class/seminar/series, and/or research medical interpreting etiquette
- Interview patients and physicians in clinics in KC area that have worked with interpreters. Discover barriers to communication, benefits of proper interpretation, effect on physician-patient relationship, effect on patient health
- Volunteer at Jaydoc, both being an interpreter and using an interpreter, and/or volunteer at other KC area health clinics with high Spanish-speaking population
- Design an education component for healthcare providers/medical students on the proper way to interpret/proper way to utilize an interpreter

I am planning on contacting Dr. Cowden from Children's Mercy who has worked with cultural/language barriers to see if he would be able to take me under his wing, or know of anyone else who might, and I thought I could also contact some of the physicians who work with JayDoc to see if they would be able to help me out as well.

I guess my ultimate question is if you think this project is feasible and worthy of the fellowship, and whether you have any ideas to make it more well-rounded. I have also been struggling with logistics on the educational component, and wondered if you had any suggestions for that (or I may just drop that portion altogether if it doesn't work out).

I really appreciate any guidance you may be able to give!

Thank you,
Emily Miller

RE: Clendening Interpretation Project

Joseph LeMaster

From: Joseph LeMaster
Sent: Monday, December 17, 2012 2:49 PM
To: Emily Miller
Subject: RE: Clendening Interpretation Project

Emily,

Let's meet to discuss. What you are interested in, is an active area of interest of mine both educationally and with respect to research.

I can usually meet (with a bit of notice) on Mon, Tues and Thursdays. I will be in town over the holidays except for 12/27-31.

I am also teaching/facilitating a cultural competence course (1 credit, basic sciences elective) that you may wish to take in the spring, below is the information in case you are interested. It will mostly be an on-line course with a couple of group sessions, and interactions with me via email re: course assignments.

FAPR 963 - Cross-cultural Health Leadership Module 1: Didactics
FAPR 964 - Cross-cultural Health Leadership Module 2: Service Learning Project

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From: Emily Miller
Sent: Monday, December 17, 2012 12:17 PM
To: Joseph LeMaster
Subject: Clendening Interpretation Project

Dr. LeMaster,

I am a first year medical student currently writing a proposal for the Clendening Summer Fellowship 2013, that would be completed in the upcoming summer. I was given your name by Georgina Green, who I understand worked with you last summer on her project. My proposal idea is in a similar realm, so I thought I might run it by you to see if you know of any physicians who may be interested in helping me learn more about my subject, or who might be a good mentor.

My area of interest is in the value of proper interpretation, using rules and etiquette that have been laid out to improve the physician-patient relationship. I am still solidifying my goals for the summer but I know I would want to first research and understand the rules of interpretation used or not, then determine how much utilizing these methods affects the medical encounter. One such rule I have come across that has been used in only a small percentage of encounters I have witnessed is the idea that the interpreter should not say "he/she says" but to speak exactly as the physician/patient is speaking. I know there are probably many variations and other etiquette rules that I am not aware of and would love to learn more.

I would be interested in interviewing patients, physicians, and potentially interpreters themselves to get a more personal viewpoint. I am also looking for shadowing and volunteer opportunities to get a better view of the process. I am planning to focus on the Spanish language since I am able to speak it, but I am certainly not restricting myself to this subset.

I would greatly appreciate any advice, information or resources you could point me to!

Thank you,
Emily Miller
Medical Student
University of Kansas School of Medicine

RE: Clendening Interpretation Project

Joseph LeMaster

From: Joseph LeMaster
Sent: Monday, January 07, 2013 10:29 PM
To: Emily Miller
Subject: RE: Clendening Interpretation Project

Emily,

The goals look good. I'm not familiar with any interpreting classes...though if you find one let me know, I may go with you, as my wife and I need to get certified too (though for Nepali-English interpreting). Some of the classes will deal with the "barriers to interpreting" issues, though better still would be to enroll in my Cross-cultural competence class as a student (which I'd encourage you to do, as the online class is about to start, and it's an M1 Basic Science elective...there is an orientation the night of 1/28 to learn more...though I understand your reluctance during the regular M1 Spring semester...and you can anyway also do it over the Summer).

I'm also in the midst of a huge literature review on the topic of cultural competence and effects of good-vs-bad quality in that regard on patient outcomes, and can shoot you some articles if you'd like to be part of our reading/summarizing journal club on the topic this Spring.

This coming Saturday morning there is a volunteer orientation at Mission Adelante volunteers that I'd very much encourage you to attend, as they really would like you to have done so prior to taking a role (and we'll be starting focus groups with the Spanish ESL classes from next Thurs night).

I agree that designing an intervention is too big of a "bite" on your own...and we are doing this already for the KC area together with the REACH Healthcare Foundation. However, you will be in at the ground floor as we design a community-owned and run bilingual clinic for immigrants and refugees that will be a model for Kansas and Missouri...there will be plenty to chew on in that regard.

Good luck Emily, I'll be in touch again shortly with more info about the Adelante clinic start.

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From: Emily Miller
Sent: Monday, January 07, 2013 1:02 PM

To: Joseph LeMaster
Subject: Clendening Interpretation Project

Dr. LeMaster,

Sorry it took me such a long time to get back to you with my list of goals for the summer, but I have been thinking about it, and the following is what I would hope to accomplish:

- Participate in an interpretation class/seminar/series, and/or research medical interpreting etiquette
- Discover barriers to communication, benefits of proper interpretation, effect on physician-patient relationship, effect on patient health by observing/shadowing and speaking with physicians/patients/interpreters involved in the interpretation process
- Volunteer at Jaydoc, and/or volunteer at other KC area health clinics with high Spanish-speaking population
- Help out with the Mission Adelante project and learn about the process of setting up a clinic with the needs of multicultural patients in mind

I had originally also been interested in designing an educational component for other med students or healthcare professionals in general, but after discussing it with some of the Clendening mentors, I have realized that that may be biting off more than I can chew, and also might be something that has already been covered by other programs, but I am still keeping that in the back of my mind in case an opportunity comes up.

Let me know if you have any suggestions/criticisms. If you have a little more information on what exactly my role would be with Mission Adelante or what kind of a time commitment/schedule they would want from me, that would really help in writing my proposal. Perhaps I should meet with them to discuss it in more detail?

Thanks,
Emily Miller

RE: Summer Interpretation Project

Theresa King

To:

[Emily Miller](#)

Emily,

That sounds great. You would be welcome to shadow me periodically. Let me know.

TK

From: Emily Miller

Sent: Thursday, January 17, 2013 11:40 AM

To: Theresa King

Subject: Summer Interpretation Project

Dr. King,

I am a first year medical student currently writing a proposal for the Clendening Summer Fellowship 2013, that would be completed in the upcoming summer. In this program, I would spend the summer

working on a project and then preparing a paper and presentation on what I have accomplished. My area of interest is in the value of proper interpretation, using rules and etiquette that have been laid out to improve the physician-patient relationship. I got your name from Cecilia Abbey, who said you were someone who is interested and involved in the interpretation process.

I have been working with Dr. Joseph LeMaster to set my goals for the summer, but I was hoping to find a physician at KU to shadow a few times over the summer who knows what it may be like to work against language or cross-cultural barriers, and would have experience trying to determine the best ways to improve the relationship with the patient in those situations. My overall aim is to learn more about interpretation techniques, as well as hopefully get some clinical experience.

Please let me know if you would be available or interested in helping me out with my project, or if you know someone else who may be a good resource for me.

Thank you,
Emily Miller
Medical Student
University of Kansas School of Medicine

RE: Interpretation Summer Program

Cecilia Abbey [cabbey@kumc.edu]

To:

[Emily Miller](#)

Cc:

[Matthew Bates](#)

Hi Emily:

What an exciting Project- I would be more than happy to share my time, experience and resources with you- in addition, Matthew Bates, our Interpreter Coordinator, is an excellent resource, as well.

To begin with, I have attached orientation information that we routinely share during nursing and resident orientation to our services- I think you will find it helpful in terms of the nuts and bolts of our operation here at KUMC.

In addition, I have attached a copy of the letter that we send out to prospective interpreters, that describes our testing process and also points folks to national and community training opportunities, and I've also attached our Code of Ethical Conduct to give you an idea of our "do's and don'ts" that we follow here at KUMC, and also nationally- this may be helpful to you, as well.

Regarding physician mentors, I can recommend several doctors- including Theresa King- why don't you touch base with her first, and then we can follow up with others depending on her availability?

Give this info a look-see and then perhaps we can meet and define additional training and teaching opportunities?

Let me know your thoughts,

Best,

Cecilia

From: Emily Miller [mailto:emiller3@kumc.edu]
Sent: Monday, December 17, 2012 12:07 PM
To: Cecilia Abbey
Subject: Interpretation Summer Program

Hello,

I am a first year medical student currently writing a proposal for the Clendening Summer Fellowship 2013, that would be completed in the upcoming summer. In this program, I would spend the summer working on a project and then preparing a paper and presentation on what I have accomplished. My area of interest is in the value of proper interpretation, using rules and etiquette that have been laid out to improve the physician-patient relationship. I am still solidifying my goals for the summer but I know I would want to first research and understand the rules of interpretation, then determine how much utilizing these methods affects the medical encounter. One such rule I have come across that has been used in only a small percentage of encounters I have witnessed is the idea that the interpreter should not say "he/she says" but to speak exactly as the physician/patient is speaking. I know there are probably many variations and other etiquette rules that I am not aware of and would love to learn more.

I would be interested in interviewing patients, physicians, and potentially interpreters themselves to get a more personal viewpoint. I am also looking for shadowing and volunteer opportunities to get a better view of the process. I am planning to focus on the Spanish language since I am able to speak it, but I am certainly not restricting myself to this subset.

I am contacting you to see if you would be able to give me some insight on how Interpretive Services is run at the hospital, and whether you know of any seminars or programs I could get involved with to learn more. I am also on the lookout for a Physician Mentor to work with, so if you happen to know of any physicians actively involved in the interpreting process, I would greatly appreciate the info. Any resources you could point me to would really help! Please let me know if there is another member of the Interpretive Services team I should contact as well.

Thank you,
Emily Miller
Medical Student
University of Kansas School of Medicine

Re: Interpreter Training

Cathy Anderson [canders@jvskc.org]

To:

[Emily Miller](mailto:emiller3@kumc.edu)

Dear Emily,

Our course, Bridging the Gap is full for the coming semester, though we will offer it again either in the spring or summer of 2013. Please check our web site: www.jvskc.org, go to About JVS, Events and Classes, and then keep scrolling down until you find the listing of classes. We are offering other courses in 2013, held on Saturdays, that may be of interest to you.

Just for you to be aware of: Bridging the Gap offers a certificate of completion, not certification. Qualifications for certification can be found at this web site: www.healthcareinterpretercertification.org. This explains the qualifications for the Certification Commission for Healthcare Interpreters (CCHI Tm) certification in Spanish. This program is the first accredited certification program for Spanish in the country, and I encourage you to look into it to get a sense of the requirements for professional interpreting. One prerequisite is 40 hours of healthcare interpreter training.

Thank you for getting in touch and please don't hesitate to contact me again if you have questions.

Best,

Cathy

On Thu, Dec 6, 2012 at 3:19 PM, Emily Miller <emiller3@kumc.edu> wrote:

Hello,

I am a first year medical student at the University of Kansas, and I am currently working on putting together a summer project on discovering the benefits of following proper medical interpretation etiquette to be completed June-July of 2013. My goal is to learn how I can break through cultural and language barriers in my future career, and hopefully help other healthcare providers do the same.

I had learned of your "Bridging the Gap" program several years ago through a Spanish professor of mine, and I was wondering if the program is still running. If so, would you be able to give me more details about the eligibility, dates, fees, etc?

If the program is no longer running, do you happen to know of any other interpreting seminars in the Kansas City area?

I really appreciate any help you can give me!

Sincerely,

Emily Miller

Medical Student

University of Kansas