

CONNECTICUT VALLEY HOSPITAL OPERATIONAL PROCEDURE MANUAL

SECTION I:	PATIENT FOCUSED FUNCTIONS
CHAPTER 2:	Assessment
PROCEDURE 2.9:	Linguistic Support: Use of Interpretation and Translation Services
REVISED:	01/04/07; 02/11/08; 02/08/10; 09/14/15; 07/25/16; 02/18
Governing Body Approval:	09/24/15; 07/28/16; 04/18

PURPOSE: In order to ensure that we provide active treatment it is essential that Connecticut Valley Hospital (CVH) patients have linguistic support where it is necessary for them to benefit from treatment services.

SCOPE: Mental Health Assistants; Medical Doctors; Psychiatrists; Registered Nurses; Social Workers; Psychologists; Unit Directors; Program Managers; Division Directors; Assistant Division Directors; Rehabilitation Therapies staff; Dietitians; Licensed Practical Nurses, and Advanced Practice Registered Nurses.

PROCEDURE:

Upon admission, each patient receives an assessment, which addresses cultural factors that are significant to the treatment process, such as the preferred spoken and written language of the patient.

The Coordinator of Multicultural Affairs or designee will serve as the point person for assisting treatment teams in procuring external Interpreter Services or Sign Language Services. The Coordinator of Multicultural Affairs or designee may also provide consultation to the treatment team in assessing the need for interpreter services for monolingual patients including deaf/hard of hearing patients in the hospital.

Whenever a person has a preferred language that is other than English, the patient's treatment team, in collaboration with the Unit Director, contacts the Coordinator of Multicultural Affairs or designee. The CVH *Notification for the Need of Interpretation/Translation Services* form (located in the Admission Packet) must be completed for all patients with a preferred language other than English. The completed form should be faxed to the Coordinator of Multicultural Affairs department.

The Coordinator of Multicultural Affairs, or designee, in collaboration with the Divisions, shall monitor the quality and appropriateness of both contracted services and availability and competency of hospital personnel and report its findings to the Governing Body.

Hospital staff should make available in ongoing and planful manner, interpreters for key assessments and treatment meetings. Unit leadership arranges for the translation of primary documents such as consents, treatment plans, and educational materials, within resource availability through the Office of Multicultural Affairs.

Employees who are bilingual and wish to participate in the interpreter service for clients (or if eligible) be part of the CVH Stipend program, should contact the Director of Multicultural Affairs for orientation and eligibility requirements.

Interpreter Services can be accessed through the following mechanisms at CVH:

I. Using the Service of Culturally Competent Bilingual Staff Hospital Wide

In accordance with CLAS (Culturally and Linguistically Appropriate Standards) CVH has initiated linguistic competence testing for staff who report that they are bilingual and are willing to provide care in the patient's native language/interpret, when necessary. Staff are tested and then classified in one of the following ways:

- A. **Interpretation for Professional Care – (IPC)** this is a qualified/trained bilingual staff member that has passed a language proficiency assessment and has attended formalized training in mental health interpreting. Can be used independently as an interpreter in the provision of direct care (i.e. treatment planning).
- B. **Professional Care – (PC)** this is a bilingual staff member that has passed the language proficiency assessment and deemed qualified to provide care in the patient's primary language.
- C. **Cultural Navigator – (CN)** this is a bilingual staff member who has been assessed and deemed able to give assistance to a limited English proficient (LEP) patient or their family member to assist with orientation, simple explanation, activities or engagement. Cultural Navigators are not to be used for formal treatment plan review.

The office of Multicultural Affairs and the Facility Human Resources Department maintain a list of participating staff and the levels of interpreter expertise that staff is qualified for. This list is located on the T: drive in a folder called Bilingual Interpreters and can be accessed by all staff. Any staff person participating in this service, must document time spent providing language services on the CVH Language Services Form (see attached) and send the form to the Director of Multicultural Affairs. The purpose of this form is to track how language services are being delivered internally. This form is located in the Bilingual Interpreters folder.

II. Using the Service of Qualified Contacted Agencies to Provide Sign Language, Spoken Interpretation and Document Translation Services.

Qualified interpreters through contractual arrangements are preferentially utilized for any legal proceedings, such as civil court commitments, competency evaluations, and medication hearings.

The Coordinator of Multicultural Affairs or designee will arrange for use of contracted agency Interpretation and Translation Services by contacting the contracted provider directly and subsequently coordinating ongoing services with the Unit Director.

For emergency use only: In the event that an in-person interpreter is required after regular business hours (Monday-Friday 9AM-5PM) and the request has not been previously scheduled, contact Interpreters and Translators, Inc. (ITI) at 1-800-648-0686 and select option 1.

Using Telephonic Interpreting Services

It is preferable to only use this service in an emergency or when no foreign language interpreter is available. You will need a speaker phone to utilize this service. If you are unable to locate a speaker phone on the unit contact the nursing supervisor for assistance. CTS Language Link is the company utilized and directions are below.

How to Use Interactive Voice Response (IVR)

Step 1: Call 1 888-338-7394

Step 2: Enter Account Number **21823**, followed by # sign

Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*
Select 2 to be connected directly to your Russian Interpreter, *or*
Select 3 to be connected directly to your Vietnamese interpreter, *or*
Select 4 to be connected directly to your Somali Interpreter, *or*
Select 9 for all other languages

***If you require a 3rd party call, press 9 to reach a Customer Service Representative**

Step 4: Enter Phone Extension (Last 4 Digits of Phone Used), followed by # sign

IVR FAQs:

What is IVR?

IVR stands for Interactive Voice Response. CTS Language Link's IVR system allows a customer to quickly select the language desired for interpretation and be connected immediately to an interpreter without interaction with a live attendant. The benefit of this is an even faster connect time to your interpreter and better service to your limited English proficient (LEP) client.

What is a third party call?

A third party call is when you need CTS Language Link to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third party call with CTS Language Link?

If you need a third party call, **press 9 (even for Spanish)** to reach a Customer Service Representative (CSR) and let the operator know you need a third party call. We are happy to assist you with this at no additional charge. Our *interpreters are not able to make the third party call* directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages and let the CSR know which language you require and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.

Please contact our Client Relations Team if you have any further questions:

Email: clientrelations@ctslanguagelink.com

Toll Free: 1 (855) 579-2704

TIPS AND ADVICE

Your telephone interpreter's role

We expect our interpreters to meet high standards and want to know when they are meeting our expectations. To that end, your feedback is critical.

Your role

Telephone interpreters may receive several calls a day – each one requiring special attention in a specific field. When working with an interpreter over the phone, there are a few things you should keep in mind to ensure your call is handled quickly and successfully.

How to Work with a Telephone Interpreter

- Always speak in first person, just as you would in normal conversation. For example, say, “Do you have a fever?” rather than “Ask her if she has a fever, please.”
- Immediately introduce yourself to the limited-English proficient (LEP) client and explain your reason for calling.
- Telephone interpretation is “consecutive” interpretation. That means you will experience pauses when the interpreter repeats each statement in the respective language.
- After you speak one-two sentences or finish a thought, pause to give the interpreter enough time to interpret.
- Be prepared to explain some things in more detail for the telephone interpreter. Some terminology and concepts may not have an equivalent in the target language.
- Control the conversation. The telephone interpreter is only there to interpret. You are responsible for making sure the LEP client receives the same service as an English-speaking client.
- Ask the interpreter and the LEP client questions to ensure they understand what you want to communicate. Avoid asking the interpreter for his/her opinion about the situation being interpreted.
- We can accommodate three-way telephone interpretation calls. Tell the call center agent the name and phone number of the third party, and they will arrange the call for you. The interpreter cannot facilitate this for you. You must ask the call center agent at the beginning of the call.
- Make sure your interpreter introduces himself/herself using a first name and ID number. They are not required to provide a last name.
- Your interpreter should not have a side conversation with you or the client. He or she must relay everything that is said back to you or your client. This includes any advice that the client may ask the interpreter.
- Your interpreter should not discuss anything unrelated to the telephone interpretation assignment.

CONNECTICUT VALLEY HOSPITAL

LANGUAGE SERVICES

EMPLOYEE NAME: _____

DIVISION/UNIT ASSIGNMENT: _____

INTERPETER CLASSIFICATION: IPC____PC____CN_____

Patient Name _____ Preferred language _____

DATE AND HOURS WORKED

Date Worked	Division/Unit Worked	Time Started	Time Completed	Total Time

EMPLOYEE SIGNATURE

DATE

SUPERVISOR SIGNATURE

DATE

Stipend Classification:

Professional Care (PC): bilingual staff member that has passed the language proficiency assessment and is deemed qualified to provide care in the patient's primary language. Examples; Treatment or Assessment services in a professional discipline, Nursing, Medical, Psychiatry, Psychology, Social Work etc.

Interpretation for Professional Care (IPC): qualified/trained bilingual staff member that has passed a language proficiency assessment and has attended formalized training in mental health interpreting ,can be used independently as an interpreter in the provision of direct care.

Cultural Navigator: Bilingual staff member that has passed the language proficiency assessment and is able to give assistance in orientation, simple explanation, activities or engagement.

THIS FORM MUST BE TURNED IN BY THE LAST DATE OF THE MONTH TO THE DIRECTOR OF MULTI CULTURAL AFFAIRS OFFICE. FAX TO 860-262-5895.