

Cultural Brokering

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Bio

- 24 years of experience in the language access industry
- Certified Medical Interpreter, NBCMI
- Current Implementation Director at LanguageLine Solutions
- Former Director of the CLAS Center at NYC Health and Hospitals Corporation, New York, NY
- Former Consultant to the European Migrant Friendly Hospitals Project, a project of the World Health Organization
- Former Manager of the Medical Interpreter Services Department at Massachusetts General Hospital, Boston, MA

Objectives

- Define culture, cultural values & the cultural clarifier's job
- Understand the components of a cross cultural encounter
- Understand the interpreter's Standards of Practice about cultural brokering
 - CHIA- California Healthcare Interpreter Association
 - IMIA-International Medical Interpreter Association
 - NCIHC-National Council in Interpreting in Health Care
- Learn the tips on how to handle cultural brokering – CHIA & IMIA

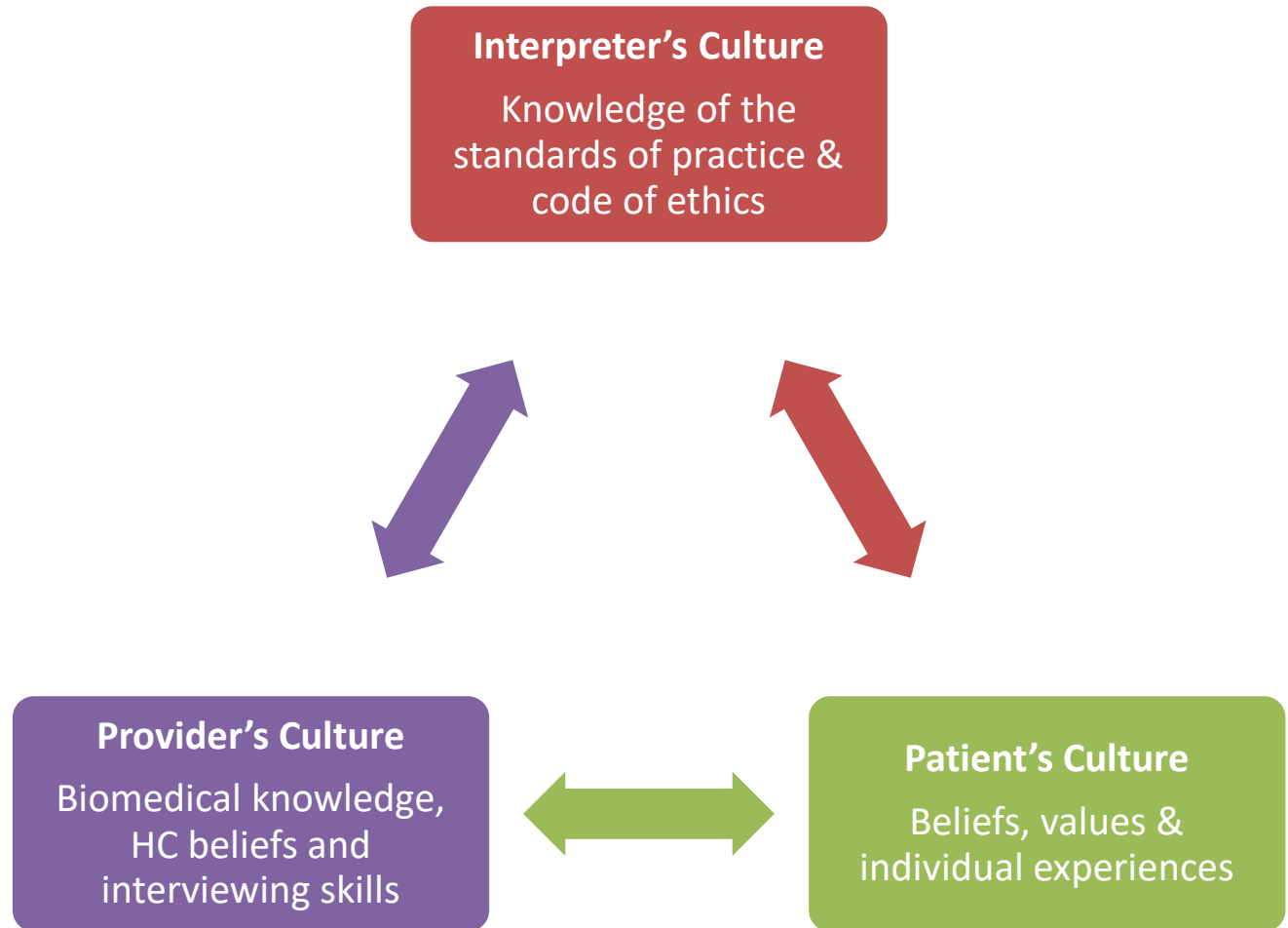
Culture and Cultural Values

- ***Culture*** refers to certain beliefs and actions that are learned and shared by members of a group.
- ***Cultural values*** are an individual's preferences for particular activities sustained over time that govern their actions or decisions.
- ***Cultural Clarifier*** is the person who transparently provides cultural information, particularly about cultural health beliefs. Also called *cultural brokering*, *cultural liaison*, or *cultural bridging*.

Components of a Cross Cultural Encounter

In cross-cultural encounters, taking time to develop a trusting relationship, which fosters clear communication and understanding, promotes a positive experience for both the patient and caregiver.

*Bobbi Marshalls,
RN,BSN*



Provider's education - Cross Cultural Communication

- Back to basics- interviewing skills 3 functional model
- Work on own biases – remove the cultural sunglasses
- Listen and acknowledge what patients have to say
- Use teach back methodology

Interpreter's Standards of Practice -CHIA

SECTION 1. ETHICAL PRINCIPLES FOR HEALTHCARE INTERPRETERS

Ethical Principle

6. Cultural Responsiveness

- Interpreters seek to understand how diversity and cultural similarities and differences have a fundamental impact on the healthcare encounter. Interpreters play a critical role in identifying cultural issues and considering how and when to move to a ***cultural clarifier*** role. Developing ***cultural sensitivity*** and ***cultural responsiveness*** is a life-long process that begins with an introspective look at oneself.

Interpreter's Standards of Practice -CHIA

SECTION 3. GUIDANCE ON INTERPRETER ROLES AND INTERVENTIONS

Role 3.

Cultural Clarifier

- The ***cultural-clarifier*** role goes beyond word clarification to include a range of actions that typically relate to an interpreter's ultimate purpose of facilitating communication between parties not sharing a common culture. Interpreters are alert to cultural words or concepts that might lead to a misunderstanding, triggering a shift to the cultural clarifier role.

Interpreter's Standards of Practice -IMIA

Duty B: Cultural Interface

B-1 Use culturally appropriate behavior

B-2 Recognize and address instances that require intercultural inquiry to ensure accurate and complete understanding

Interpreter's Standards of Practice - NCIHC

CULTURAL AWARENESS

OBJECTIVE:

To facilitate communication across cultural differences.

Related ethical principle:

Interpreters strive to develop awareness of the cultures encountered in the performance of interpreting duties.

14. The interpreter strives to understand the cultures associated with the languages he or she interprets, including biomedical culture.

For example, an interpreter learns about the traditional remedies some patients may use

15. The interpreter alerts all parties to any significant cultural misunderstanding that arises.

For example, if a provider asks a patient who is fasting for religious reasons to take an oral medication, an interpreter may call attention to the potential conflict.

Mapping of the 3 Standards

CHIA	IMIA	NCIHC
<p>-Play a critical role in <u>identifying cultural issues</u> and considering how and when to move to a <i>cultural clarifier</i> role.</p> <p>-<u>Go beyond word clarification to include a range of actions</u> that typically relate to an interpreter's ultimate purpose of facilitating communication between parties.</p>	<p>-Use culturally <u>appropriate behavior</u></p> <p>-<u>Recognize and address instances that require intercultural inquiry</u> to ensure accurate and complete understanding</p>	<p>-The interpreter <u>strives to understand</u> the cultures associated with the languages he or she interprets, including biomedical culture.</p> <p>-The interpreter <u>alerts all parties to any significant cultural misunderstanding</u> that arises.</p>

CHIA's guide on how to do cultural brokering

1. Interrupt the communication process with a word, comment, or a gesture, as appropriate.
2. Alert both parties to potential miscommunication or misunderstanding (Interpreters may say, for example, “As an interpreter, I think that there may be potential danger for miscommunication/ misunderstanding....”).
3. Suggest cultural concerns that could be impeding mutual understanding.
4. Assist the patient in explaining the cultural concept to the provider, or the provider in explaining the biomedical concept.
5. When requested, interpreters also need to explain the cultural custom, health belief or practice of the patient to the provider, or educate the patient on the biomedical concept.

IMIA's guide on how to do cultural brokering

1. Assesses the best time and method by which to raise the issue
2. Interjects and makes explicit to both parties what the problem might be
3. Prompts the provider and patient to search for clarity

Case # 1

- A Spanish speaking Colombian mom brought her newborn to the Emergency Room for a sunken fontanelle
- While the attending and the resident were asking questions the mom jumped to ask if they did the egg treatment at the hospital

How would you handle this type of situation?

1. Ignore and not interpret because you know there is no egg treatment
2. Tell the provider that every newborn in Colombia with sunken fontanelle are treated with the egg treatment to please acknowledge it
3. Alert the provider before you interpret, that what you are about to interpret, is a remedy that is available in the patient's country to please listed and try to address it appropriately

Result of the case

#3 Interpreter alerted the providers before interpreting....

- **Providers reaction**: they started laughing and said to the interpreter, “off course we don’t do that and you know that”
- How the interpreter ended up addressing the provider’s reaction?
 - She asked for a few minutes to step outside the room and explained to the providers that her duty was to interpret everything the patient was saying and that she had tried to help with the communication by providing an alert before interpreting so they could manage the question appropriately
- The providers apologized to the patient and asked for more information about the treatment.

Case # 2

- A Spanish speaking Salvadorian patient went to the Urgent Care Clinic & the provider had prescribed HBP medication in a previous visit
- During the follow up visit, the doctor asked him how he was doing with the medication. The patient stated that he was not taking it. The provider's reaction was: "why did you come to see me if you were not going to follow my recommendations, you are wasting my time coming to the hospital?"

How would you handle this type of situation?

1. Interpret but soften what the MD stated
2. Before interpreting, ask for permission from the patient to give feedback to the provider and suggest to the provider to ask the patient why he was not taking the medication
3. Alert the provider that the majority of Hispanic are non compliant with medications

Result of the case

#2 Before interpreting give a suggestion to the provider....

- Provider's reaction: She asked me not to interpret what she had just had and instead asked the patient why he did not take the medication
- The patient explained that he did not take the medication because he was taking the cactus treatment that his cousin recommended and that he had come to the hospital to see if the treatment had worked
- The doctor asked the patient to explain the whole treatment so she could have a better understanding of the treatment
- At the end they agreed that he was going to continue with the cactus treatment but also take the medication she had prescribed.

Best approach when doing cultural brokering

- Follow the Standards of Practice and Code of Ethics
- Don't make assumptions about patients, even if they are from the same country you are from
- Don't make blank statements about a culture
- Handle cultural/communication issues in a very mindful and respectful manner