



The Interpreter Ambassador

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Dana-Farber Cancer Institute

- Excellence in **Cancer Research** and **Treatment**
- Teaching Affiliate of **Harvard Medical School**
- NCI-Designated Comprehensive Cancer Center
- **Partner** with Brigham & Women's Hospital & Boston Children's Hospital
- Magnet Recognition for **Excellence in Nursing**
- Founded more than 70 years ago by **Sidney Farber**, pediatric pathologist and the father of modern era chemotherapy



DFCI Values and Strategic Plan

Impact • Excellence • Discovery • Compassion • Respect

Strategic Goal: Continue to Improve and Customize the Patient Experience

- Mission
 - ❖ To better support LEP patients in their journey.
 - ❖ Draw inspiration from DFCI core values to adapt our current medical interpreter role to create an intervention.
 - ❖ Making this model our standard of care.

Individualized Patient and Family Experience

Supportive Resources aiming to “Care for the whole patient”

- Integrative Therapies
- Resource Centers
 - ❖ Blum Patient and Family Resource Center
 - ❖ Shapiro Center for Patients and Families
- Resource Specialists
- Healing Garden
- Spiritual Care
- Patient Navigators
- Nutrition Services
- Social Work



Supportive Resources for
Adult Patients, Family Members, and Friends



Underutilization of Supportive Resources

- Institute wide - Resource Integration Initiative
- Our Focus: LEP patient experience
 - LEP patients access supportive resources at an average of 50% less than English speaking patients.
 - Barriers:
 - Outreach to LEP patients - materials are lost amongst English literature
 - Engaging with services due to language and cultural difference
 - Cost Concerns - unaware of costs, assumption of costs
 - Immigration status
 - Provider assumptions

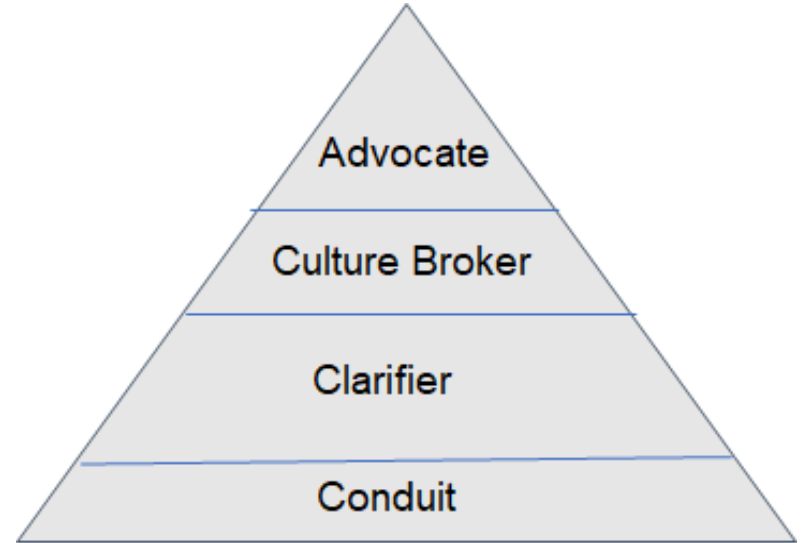


The Interpreter Ambassador Role

Traditional Medical Interpreter

- **Principles of Code of Ethics and Standards of Practice¹**

- Cultural Brokering
- Role Boundaries
- Advocacy
- Professionalism
- Professional Development
- Impartiality
- Confidentiality
- Accuracy
- Respect



- **Interpreter outside of role²**
 - interviewer
 - giving advice or explanations
 - answering for the patient
 - comforting or soothing patients

The Patient Navigator Role

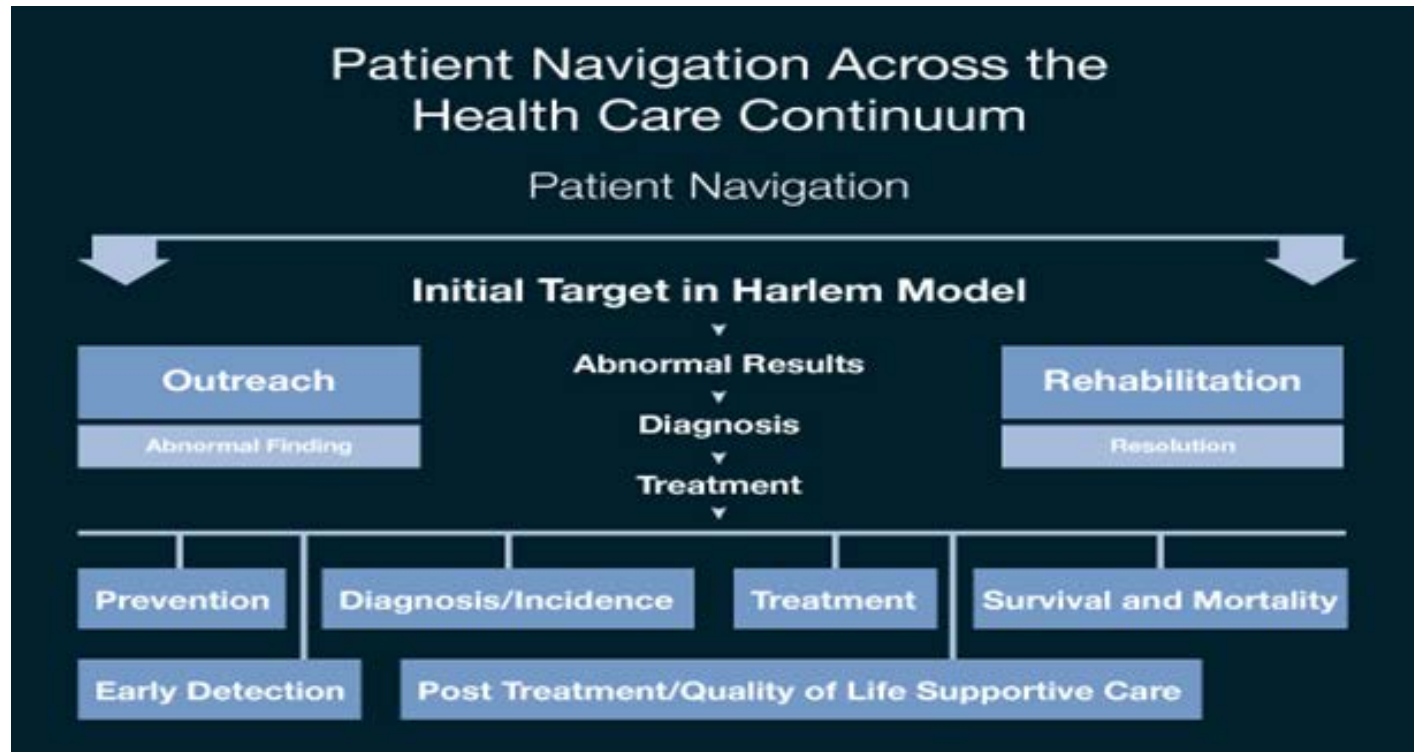
Patient Navigation:

Community-based service delivery intervention designed to promote access to timely diagnosis and treatment of cancer and other chronic diseases by eliminating barriers to care.³

Principles of Patient Navigation:

- Empower patients to communicate their preferences and priorities for treatment to their healthcare team; facilitate shared decision-making in the patient's healthcare.
- Follow up with patients to support adherence to an agreed-upon treatment plan through continued nonclinical barrier assessment and referrals to supportive resources in collaboration with the clinical team.⁴

The Patient Navigator Role



The Development of the Interpreter Ambassador Role

- **Review of Current State**

- Followed and observed patient flows through system
- Interviewed and surveyed patients, families, faculty and staff
- Reviewed new patient documents

- **What Interventions Already Exist?**

- Researched programs and models at other centers of care
- Johns Hopkins – Interpreter/Case Manager Role
- Family Health Center of Worcester – Medical Interpreter/Cultural Case Manager Role

The Development of the Interpreter Ambassador Role

- **Review of Documents and Site Visits**
 - Job Descriptions, Training, Competencies
 - Interviewed Interpreter/Cultural Case Managers
 - Shared best practices
- **International Interpreter Ambassador Role**
 - Developed own documents
 - Trained Interpreters
 - Pilot

Interpreter Ambassador

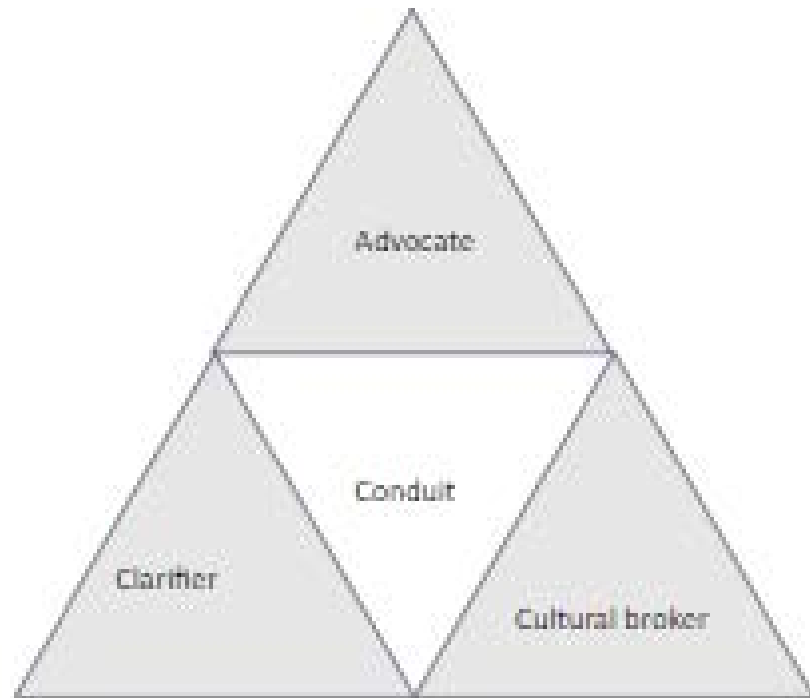
What this role is:

- Provides medical interpreting
- Ensures continuity of care
- Addresses patient needs

*Combines Medical Interpreting
with Ambassadorship*

What this role is NOT:

- Companionship/Socialization
- Case Management
- Patient Navigation



Interpreter Ambassador Competencies

- **Facilitate & Ensure Patient Access to Services**
 - Introduces Self and IA Role; Escorts patients to appointments, Assists to find locations; Acts as Interpreter; Connects patient with resources.
- **Provides Language Assistance Services**
 - Interprets for faculty and staff, Carries out BRIEF sight translation & other translations as appropriate; Adheres to COE/SOP for medical interpreters while interpreting.
- **Assists Care Team in Facilitating Culturally Competent Care**
 - Supports direct cross-cultural communication, Creates awareness of cultural information; Assists to bridge culturally based expectations.

Interpreter Ambassador Competencies

- **Assists Care Team in Facilitating Continuum of Care**
 - Establishes professional and customer service centered relationships with patients and teams; Reviews patient summary and future appointments with patient at end of encounter to assist with closure activities; Makes reminder phone calls and maintains an environment that promotes collaboration, respect and trust.
- **Participates in Initial Training and Ongoing Professional Development**
 - Participates in weekly team meetings; keeps abreast of DFCl policies and procedures; Participates in continuing education and professional development activities.

Interpreter Ambassador Training

- **Introduction to Patient**

- Role explanation and expectations
 - ❖ Interpreter & Ambassador
- Brief tour of DFCI
- Orientation to Interpreter Services
 - ❖ Info Cards
 - ❖ VRI/OPI as back-up
- Reminder Calls

- **One on One with Patient**

- Guide patients
- Check-In with Patient
 - ❖ Questions, Concerns, Refills, review appointments for the day.
- Waiting
 - ❖ No need to wait with patient
 - ❖ Check-in with DFCI staff
 - ❖ Reassure patient

Interpreter Ambassador Training

- **Check-Out with Patient**

- Assist patient with Check-Out
- Review Schedule of upcoming appointments
- Guide patient to next appointment

- **Resources and Support**

- Weekly Team Huddle
 - Review & discuss challenges, Problem Solving and Feedback
- Supervisor
 - Escalate Issues
 - Debrief
- Self-Care
 - Recognizing Compassion Fatigue/Burnout
 - Strategies for Self-Care
 - Peer Group

Testimonials - Pilot

What are patients saying about the IA Role and their experience:

- Feel Welcomed and not alone;
- Value the introduction to role and DFCI mini tour of hot spots and future appointment locations;
- Find that reminder calls and designating a meeting place before appointment to ensure that patient arrives at correct location is extremely helpful;
- Relieved that someone that speaks their language and knows their culture can help connect them to providers, services and resources.

Testimonials - Pilot

What are IAs saying about new role:

- Interpreters feel confident and competent in their new role;
- Given a unique opportunity to showcase their skills (i.e. interpreting, cultural brokering, customer service, professionalism, teamwork);
- Interpreters see that patients feel more comfortable asking questions and seeking services because of the trust and comfort built via this role.

TOGETHER, EQUITABLE, ACCESSIBLE, MEANINGFUL

TEAM TRAINING

WASHINGTON, D.C.
APRIL 24-26, 2019



The Pfizer Foundation

A charitable foundation established by Pfizer Inc.



Cancer Center

TEAM Training

Together, Equitable, Accessible, Meaningful Training at GWU in Washington DC



TEAM Training at George Washington University

- The Together, Equitable, Accessible, Meaningful (TEAM) Training aims to improve health equity by supporting organizational changes at the systems level.
- The training will help organizations implement quality improvements to advance equitable, accessible and patient-centered cancer care through improved patient-provider communication, cultural sensitivity, shared decision-making and attention to health literacy.



<https://cancercenter.gwu.edu/for-health-professionals/team-together-equitable-accessible-meaningful>

Highlights

- **Pre-Work:**
 - ❖ Organizational and Individual Assessment
 - ❖ Self-paced Webinars
 - ❖ Submitting Action Plan Toolkit
- **2.5 Day In Person Workshop in Washington DC**
 - ❖ April 23rd to April 26th
 - ❖ Action plan
- **Return to Organization to continue work**
 - ❖ Homework Assignments
 - ❖ Virtual Technical Assistance Sessions
 - ❖ Action Plan Implementation



Action Plan

To increase Spanish Speaking Patient and Family utilization of supportive resources and services available by 10% by May 2020 by leveraging the interpreter ambassador role.



Proposed Action Plan

1

Meet with Identified Workgroups Based on Stakeholder Analysis and Gather Data

- July 2019

2

Prepare Proposal And Present to Key Decision Makers

- October 2019

3

Train Interpreters to the New Ambassador Role and Role Out

- January 2020

4

Evaluation of First 3 Months & Continuous Improvement Based on Experience

- April 2020

Thank you!

Questions?

References

1. National Council on Interpreting in Healthcare
<https://www.ncihc.org/ethics-and-standards-of-practice>
2. McDonough, Estela (2014). "Medical Interpreting Manual" Umass Memorial Medical Center.
3. Dr. Harold P. Freeman/Patient Navigation Institute
<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4557777/>
4. Academy of Oncology Nurses & Patient Navigators
<https://aonnonline.org/certification/oncology-patient-navigator-certified-generalist-opn-cg-certification>