

What can Happen When a Clinician, a Manager and an Educator Work Together to Create Medical Interpreter Continuing Education

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Dana-Farber
Cancer Institute

BRIGHAM HEALTH



BRIGHAM AND
WOMEN'S HOSPITAL

Disclosures

- There are no relevant financial relationships to disclose for Jessica Goldhirsch or Nina Scott.
- Janet Abraham receives royalties from UptoDate and Johns Hopkins University Press; she is a consultant for Pfizer.

Housekeeping

- Opportunity for dialogue with us via chat.
- Please raise hand and we will unmute you.
- When speaking, please begin with “This is YOUR NAME”.
- No scheduled break but standing and stretching is welcomed.

Objectives

- Gain an appreciation for the value of facilitated dialogues between palliative care clinicians and interpreters.
- Realize some of the steps needed to create dialogues between staff and/or per diem interpreters and palliative care clinicians.
- Know the results of an evaluation study reflecting an increase in confidence among interpreter participants of these dialogues.
- Have a clear view of the experience creating and facilitating these dialogues from the point of view of management, palliative care clinicians, and trainer.

Vision

Encourage and enable palliative care clinicians and professional medical interpreters to effectively partner with each other when providing care across linguistic and cultural barriers.

Why?

Interpreting in palliative care is difficult-linguistically, culturally and emotionally.

Team Sport

Communication focused

Partners





Literature

Discussion





Dialogues

Curriculum

- Accuracy and palliative care terminology
- Family meetings with GOC and code status
- Unique challenges of working with physicians, nurse practitioners, social workers, pharmacists and spiritual care providers
- Practicing cultural mediation during EOL conversations
- Resolving ethical dilemmas
- The importance of self care in palliative care
- Role plays with members of the team

Discussion



Lessons Learned





At DFCI

Sessions

- Six hour-long sessions.
- Facilitated by clinicians from the Division of Adult Palliative Care at Dana Farber Cancer Institute and the Division of Palliative Medicine as well as Care Continuum Management and Social Work at Brigham and Women's Hospital
- Expert palliative care clinicians (physicians, nurse practitioners, chaplains and social workers) served as additional faculty.
- National Certification CEUs

Sessions ...

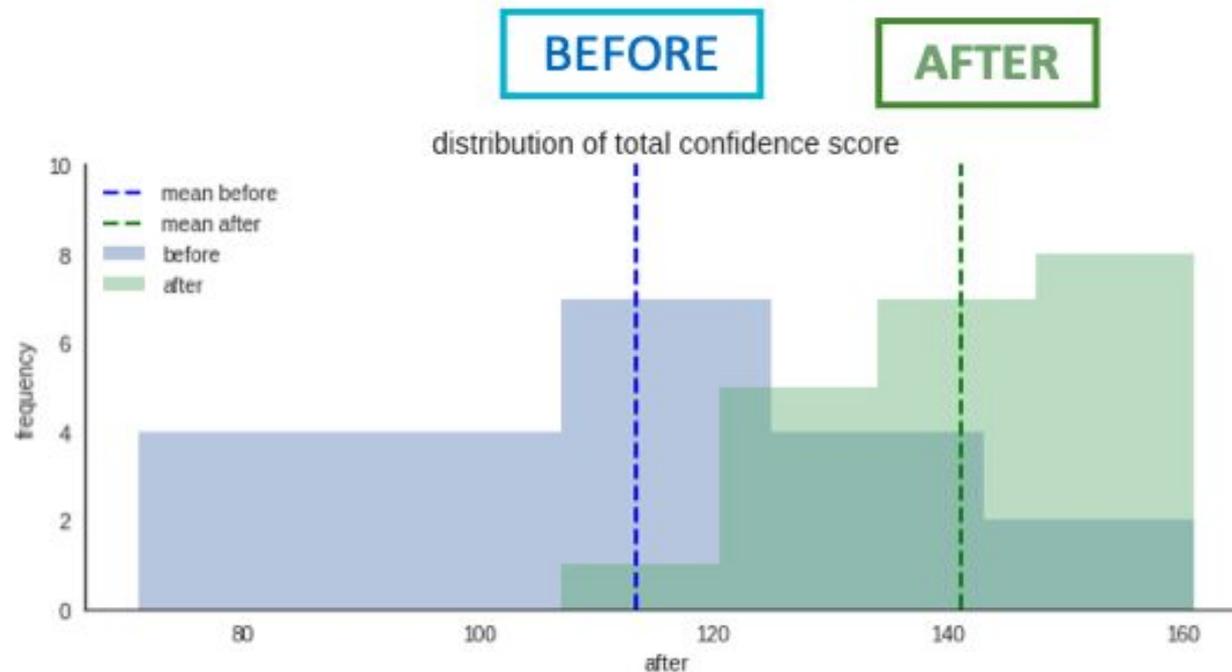
- How to initiate and manage a meeting between Palliative Care provider and interpreter that occurs before they visit the patient or family
- The Basics of a Palliative Care Family Meeting
- Focusing on Accuracy: How to Interpret When There is No Accurate Translation or a Cultural “Bump” Prevents Direct Communication

Sessions

- Family Meeting to Discuss Code Status and End of Life-prolonging Therapies: Cultural Mediating
- Interpreting for Social Workers and Chaplains: Unique challenges
- Experiencing being a cultural mediator in End of Life Care Discussions

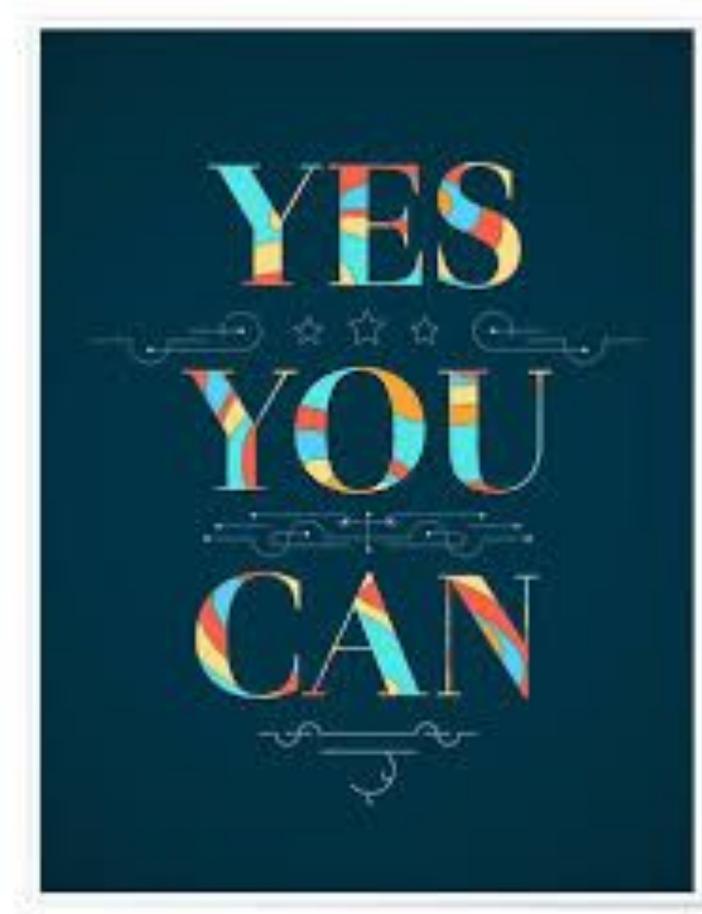


Lessons learned: Confidence Increases





Bringing the Dialogues to DFCI



Bringing the Dialogues to Your Teams

Lessons Learned



Questions?



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