Use of Interpreter Services Procedure

1. Guiding Principles

Ineffective communication is the most frequent contributor to adverse clinical events and it is becoming increasingly apparent that partnering with consumers includes reducing communication barriers. The recognition of this and many other factors has led to the inclusion of an entire Standard in the new EQuIPNational standards.

The Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Services Standards - Standard 2: **Partnering with Consumers** is an overarching standard that requires the organisation to implement systems to support partnering with patients, carers and other consumers.

Consumers have a right to use Interpreter Services when communication is not optimal due to cultural and linguistic differences and for those who are deaf or hearing impaired. The hospital is responsible for the cost of this service.

English is not the first language for many Aboriginal[1] and overseas patients. For some, English can be the second, third or fourth language. The WA Country Health Service (WACHS) – Kimberley has an obligation to book an interpreter if there is any indication that there is difficulty in understanding and communicating in English, or if the patient requests an interpreter.

This document provides information about the use of Interpreter services within the WACHS-Kimberley.

When it is identified that consumers require the assistance of professional interpreting services, staff are to refer to the Department of Heath Operational Directive OD 0346/11 WA Health Language Services Policy (2011) for guidance.

2. Procedure

2.1 Follow the ABC (Assess, Book, Confirm) method provided by the Department of Health to determine if an interpreter may be required – see Appendix 1.
2.2 Identify the need for language services on admission. Patients/carers are to be asked if they have a requirement for Interpreter Services (see ASSESS in Appendix 1).
2.3 Document this in the Medical Record. (For hospitals, stickers are available from your manager.)
2.4 Obtain approval from senior staff on duty to engage Interpreting services. (The cost of the interpreting service is part of the clinical service delivery and is covered by the health service).

[1] Within Western Australia, the term Aboriginal is used in preference to Aboriginal and Torres Strait Islander, in recognition that Aboriginal people are the original inhabitants of Western Australia. No disrespect is intended to our Torres Strait Islander colleagues and community.

2.5 Choose the interpreting service to be utilised based on language required:

There are three choices available to Kimberley staff and consumers:

Aboriginal interpreting services - **Kimberley Interpreting Service (KIS)**

To use KIS, complete the KIS form or make an online request:
(Forms are available in the ward.)

Phone: 9192 3981
Fax: 9192 3982
Email: kis@wn.com.au/
Website: www.kimberleyinterpreting.org.au

For other international languages - **Translating and Interpreting Service (TIS):**

Phone: 13 14 50
Website: http://www.immi.gov.au/living-in-australia/help-with-english/help_with_translating/

For hearing impaired client - **Auslan**

Phone: 133 677
Website: http://www.auslanservices.com/

For hearing impaired client - **WA Deaf Society**

Phone: 9441 2667
Website: www.wadeaf.org.au

WACHS-Kimberley sites are to have the KIS, TIS , Auslan and WA Deaf Society contact details readily available next to phones in clinical areas.

2.6 Fax or email the form to the service and confirm availability.

2.7 Discussion is held with the patient/carers using interpreting services and the outcome from discussions is documented in the Medical Record.

2.8 If consent is being obtained for a surgical procedure, the interpreter must also sign the consent form if they are present at time of consent.

3. Definitions

ABC	Access, Book, Confirm
KIS	Kimberley Interpreting Services
TIS	Translating and Interpreting Service

4. Roles and Responsibilities

The role of the staff member is to assess if the consumer/carer is able to fully understand and communicate in a health care situation.

The role of an interpreter is to provide clear channel of communication between the service provider and an individual. The interpreter is not to add or subtract to the communication, but only interpret what is said.

The role of the senior staff member is to approve use of interpreting services requested by staff or patients/carers and provide guidance about the process if required.

5. Compliance

Failure to comply with this procedure may constitute a breach of the WA Health Code of Conduct (Code). The Code is part of the Employment Policy Framework issued pursuant to section 26 of the *Health Services Act 2016* (HSA) and is binding on all WACHS staff which for this purpose includes trainees, students, volunteers, researchers, contractors for service (including all visiting health professionals and agency staff) and persons delivering training or education within WACHS.

WACHS staff are reminded that compliance with all policies is mandatory. .

6. Evaluation

Review of incidents relating to communication as a causative factor.

7. Standards

List (to the 'action' (third) level (e.g. 1.3.2) where possible) the relevant:
National Safety and Quality Health Care Standards (1-10) -
EQuIPNational Standards (11-15) -
Aged Care Accreditation Standards -
National Standards for Mental Health Services -
National Standards for Disability Services -

8. References

Department of Local Government and Communities Office / Office of Multicultural Interests Western Australian Language Service Policy 2014 and Guidelines

Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Services Standards

9. Related WA Health Policies

WA Heath Operational Directive OD 0346/11 WA Health Language Services Policy (2011)

WA Heath Operational Directive 0324/11 Consent to Treatment Policy for the Western Australian Health system 2011

WA Heath Operational Directive OD 0004/06 The Correct Patient, Correct Site and Correct Procedure Policy and Guidelines for WA Health Services (2nd Edition)

WA Health Operational Directive OD 0592/15 WA Open Disclosure Policy

10. WA Health Policy Framework

Communications Policy Framework

This document can be made available in alternative formats on request for a person with a disability

Contact:	Executive Services Coordinator (K.Mackenzie)		
Directorate:	Operations	**TRIM Record #**	ED-CO-13-12738
Version:	4.00	**Date Published:**	8 September 2017

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.

Appendix 1

Do you need an interpreter?

An interpreter may be required for Aboriginal people, people from culturally and linguistically diverse backgrounds (CaLD), and people who are deaf or hearing impaired.

To assess if a consumer/carer is able to fully understand and communicate in a health care situation, ask the following questions:

ASSESS

How can I help you?
If the person is having difficulty understanding and communicating in English or is deaf or hearing impaired - go to **"Book"**

↓

Can you please tell me if in the past, you have seen a doctor or been to a hospital for any other health problem?
If you experience difficulty in understanding the person's response - go to **"Book"**

↓

Do you need an interpreter?
If **yes** – go to **"Book"**
If no, the person's reason for this should be clearly recorded in their file.

BOOK

What Language do your speak? E.g. Aboriginal language, Arabic from Sudan or Lebanon → **Do you speak a second language?** → **Would you prefer a male or female interpreter?** (where available) → **Which type of interpreting is appropriate? Face to face, telephone or video?**

Book the Interpreter

Interpreter Required	Business hours*	After hours*	email
Aboriginal	9192 3981 0439 943 612	9192 3981 (this number is diverted to a mobile)	kis@wn.com.au
CaLD	131 450	131 450	tis@immi.gov.au
Auslan	133 677	133 677	www.booking.auslanservices.com
WA Deaf Society	9441 2667		www.wadeaf.org.au

CONFIRM

After receiving confirmation of the booking, record all bookings in the medical record.
Confirm the booking with the consumer / carer.
On completion, authorise interpreter paperwork and send copy provided by the interpreter to the Finance Department for processing.