



# Utilizing Interpreters to Support Culturally Sensitive Goals of Care/ Advance Care Planning Discussions

*By Ingrid See, Clinical Nurse Specialist*

*Sarah Lau, Educator*

*IPACE Project – Vancouver Coastal Health (Integrating a Palliative Approach to Care by Having Conversations Early)*

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Integrating a Palliative Approach to  
care by having Conversations Early

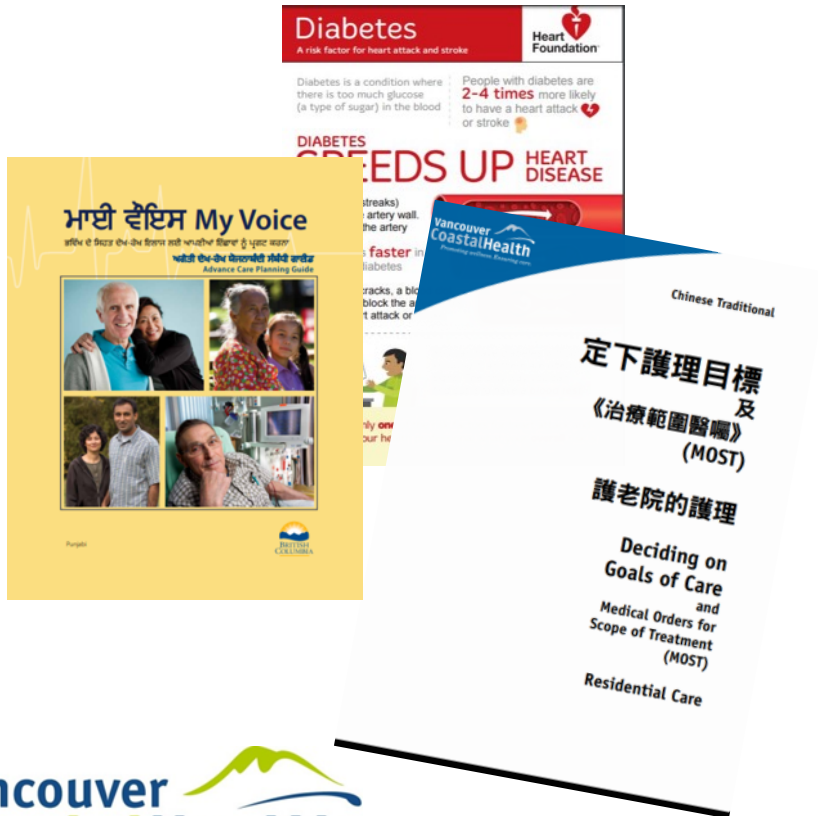
**Vancouver  
CoastalHealth**  
*Promoting wellness. Ensuring care.*

# Communication Strategies in Health Care with Non English Speakers



- Print Health Material

- Interpreters



# Challenges with having sensitive conversations



- Goals of care
- No CPR
- Advance care planning

Interpreter



# Validated tool to help Clinicians/ Interpreters with sensitive conversations



Serious Illness Conversation Guide	
CONVERSATION FLOW	PATIENT-TESTED LANGUAGE
1. <i>Set up the conversation</i> <ul style="list-style-type: none"> <li>• Introduce purpose</li> <li>• Prepare for future decisions</li> <li>• Ask permission</li> </ul>	"I'd like to talk about what is ahead with your illness and do some thinking in advance about what is important to you so that I can make sure we provide you with the care you want — is this okay?"
2. <i>Assess understanding and preferences</i>	"What is your understanding now of where you are with your illness?" "How much information about what is likely to be ahead with your illness would you like from me?"
3. <i>Share prognosis</i> <ul style="list-style-type: none"> <li>• Share prognosis</li> <li>• Frame as a "wish...worry", "hope...worry" statement</li> <li>• Allow silence, explore emotion</li> </ul>	"I want to share with you my understanding of where things are with your illness..." <i>Uncertain:</i> "It can be difficult to predict what will happen with your illness. I hope you will continue to live well for a long time but I'm worried that you could get sick quickly, and I think it is important to prepare for that possibility." OR <i>Time:</i> "I wish we were not in this situation, but I am worried that time may be as short as ____ (express as a range, e.g. days to weeks, weeks to months, months to a year)." OR <i>Function:</i> "I hope that this is not the case, but I'm worried that this may be as strong as you will feel, and things are likely to get more difficult."
4. <i>Explore key topics</i> <ul style="list-style-type: none"> <li>• Goals</li> <li>• Fears and worries</li> <li>• Sources of strength</li> <li>• Critical abilities</li> <li>• Tradeoffs</li> <li>• Family</li> </ul>	"What are your most important goals if your health situation worsens?" "What are your biggest fears and worries about the future with your health?" "What gives you strength as you think about the future with your illness?" "What abilities are so critical to your life that you can't imagine living without them?" "If you become sicker, how much are you willing to go through for the possibility of gaining more time?" "How much does your family know about your priorities and wishes?"
5. <i>Close the conversation</i> <ul style="list-style-type: none"> <li>• Summarize</li> <li>• Make a recommendation</li> <li>• Check in with patient</li> <li>• Affirm commitment</li> </ul>	"I've heard you say that ____ is really important to you. Keeping that in mind, and what we know about your illness, I recommend that we _____. This will help us make sure that your treatment plans reflect what's important to you." "How does this plan seem to you?" "I will do everything I can to help you through this."
6. <i>Document your conversation</i>	
7. <i>Communicate with key clinicians</i>	

- English version is patient tested language
- Missing other languages
- Meet needs of cultural diversity in Vancouver



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# 1<sup>st</sup> attempt: Process of Translations



- Have this translated by translators and then reviewed by health care providers who speak and read the language
- Editing based on feedback from frontline staff
- Piloted with small group of clinicians and interpreters



# Clinician/ Interpreter Feedback



- Certain words do not translate well
- Like English, clinicians or interpreters resort to their own way of conversing in 2<sup>nd</sup> language
- Fear of offending the patient/family by saying “the wrong thing”
- More and more changes to the wording and clinicians disagreed on which words to choose
- Had to stop and re-look process

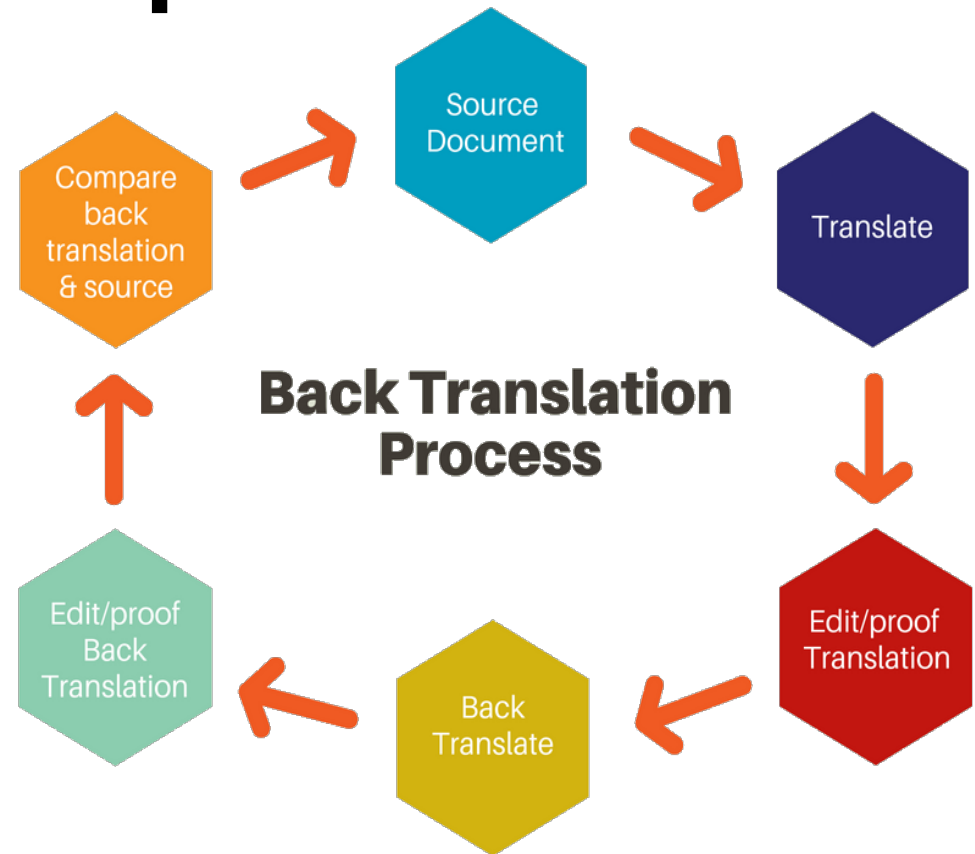


# 2<sup>nd</sup> Attempt: adding interpreters as part of translation process



Definitions:

- Translators: to turn into one's own or another language
- Interpreters: one who translates orally for parties conversing in different languages





# Example from SICG

What are your most important **goals** if your health situation worsens?

Translation:如果您的健康狀況惡化，那時對您人生最重要的將會是什麼？

Back translation: If your health situation worsens, at that time in your life the most important will be what?



# Current phase: Clinician testing



- Translations available at Ariadne Labs community of practice (Serious Illness Community)
- Feedback based on meaning and intention of the questions – not the wording



BRIGHAM AND  
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**HARVARD**  
SCHOOL OF PUBLIC HEALTH



# Collaboration with VCH Learning Technology





# **IPACE for Interpreters - Online Education Course**

# IPACE

## FOR INTERPRETERS

With Provincial Language Services

[Home](#)[Resources](#)[Contact](#)

# 5

most requested languages for interpreters by **Vancouver Coastal Health (VCH)** are: Cantonese, Mandarin, Arabic, Vietnamese and Punjabi\*\*

# 15%

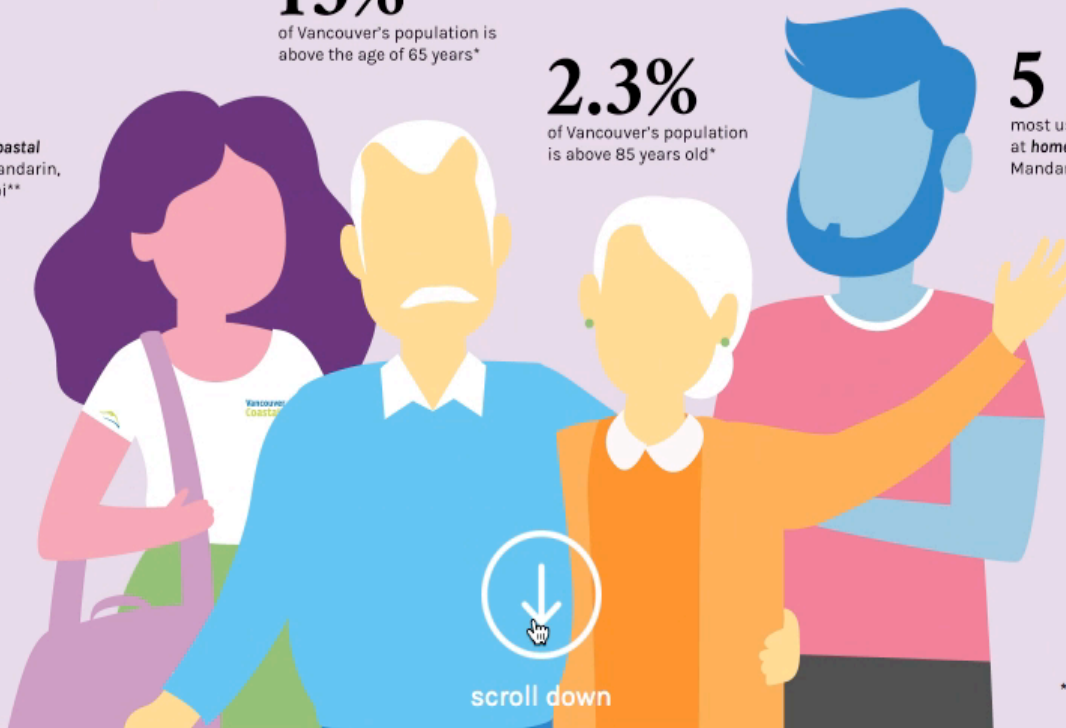
of Vancouver's population is above the age of 65 years\*

# 2.3%

of Vancouver's population is above 85 years old\*

# 5

most used mother languages at **home in Vancouver** are: Cantonese, Mandarin, Punjabi, Tagalog, and Korean\*



scroll down

\*Census Canada (2016) statistics

\*\*Provincial Language Services (PLS) 2016/2017



With Provincial Language Services

# The Guide







# Summary- Practical Tips

- Work with translators and interpreters together to ensure meaning and intention of material is maintained
- Clinician testing of the translations is very important





- Focus on keeping to meaning and intention of statements/questions rather than wording
- Ensure interpreters receive education so that sensitivities and nuances of the language are conveyed
- Have clinicians follow the English version so that interpreters may follow the translated guides





**“Vulnerability is the birthplace of innovation, creativity and change.”**

**Brene Brown**





# Thank you for coming!





## **Questions to consider:**

- 1) When using structured frameworks to have conversations with patients and families, are there education resources for interpreters in your areas of practice?
- 2) What other strategies would you suggest to help support interpreters and producers of printed health education material accurately convey the original meaning and intention into second languages?