



Interpreting for Special Populations



Training Goals

- Define Culture and Cultural Competency
- Explain the three benefits of clear communication
- Explore and understand LGBT (lesbian, gay, bisexual, and transgender) communities
- Address healthcare for refugees and immigrants
- Reflect on strategies when working with seniors and people with disabilities

Culture and Cultural Competence

Defining Culture and Cultural Competency

- **Culture** refers to integrated patterns of human behavior that include language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people
- **Cultural Competence** is the capability of effectively dealing with people from different cultures

How Does Culture Impact the Care That is Given to Patients

- Culture informs
 - Concepts of health and healing
 - How illness, disease, and their causes are perceived
 - The behaviors of patients who are seeking health care
 - Attitudes toward health care providers

Culture Impacts Every Health Care Encounter

- Culture **defines** health care expectations:
 - Who provides treatment
 - What is considered a health problem
 - What type of treatment
 - Where care is sought
 - How symptoms are expressed
 - How rights and protections are understood
- Because **health care is a cultural construct** based in beliefs about disease and the human body, **cultural issues are actually central in the delivery of health services**

Clear Communication: The foundation of Culturally Competent Care

Did you know?

- 20% of people living in the U.S. speak a language other than English at home
- The Hispanic population has grown by 43% in the U.S. since 2000
- 17% of the foreign born population in the U.S. are classified as newly arrived (arriving in 2005 or later)
- 1 out of 2 adult patients has a hard time understanding basic health information
- Average physician interrupts the patient in the first 20 seconds

Clear Communication Benefits



Interpreter Tips

- Learn the specific patient needs
 - Hold a brief introductory discussion
Your name, organization and nature of the call/visit
- Reassure the patient about confidentiality

Interpreter Tips

- Speak in the first person
- Speak in a normal voice, try not to speak fast or too loudly
- Face and talk to the patient directly
- Be aware of body language in the cultural context

Cultural Competence & the LGBT* Communities

* (lesbian, gay, bisexual, and transgender)

Some LGBT Terminology

Orientation

- Sexual Orientation: A person's emotional, sexual, and/or relational attraction to others. Usually classified as heterosexual, bisexual, and homosexual (i.e. lesbian and gay).
- Describes how people locate themselves on the spectrum of attraction and identity
- It is distinct from gender identity or gender expression
- Transgender people exhibit the full range of sexual orientations, from homosexual to bisexual and heterosexual

Some LGBT Terminology (cont'd)

- Bisexual: One whose sexual or romantic attractions and behaviors are directed at both sexes to a significant degree. Bisexuality is a distinct sexual orientation
- MSM: Men who have sex with men. Usually identify as gay.
- WSW: Women who have sex with women.
- Usually identify as lesbian.

Some LGBT Terminology (cont'd)

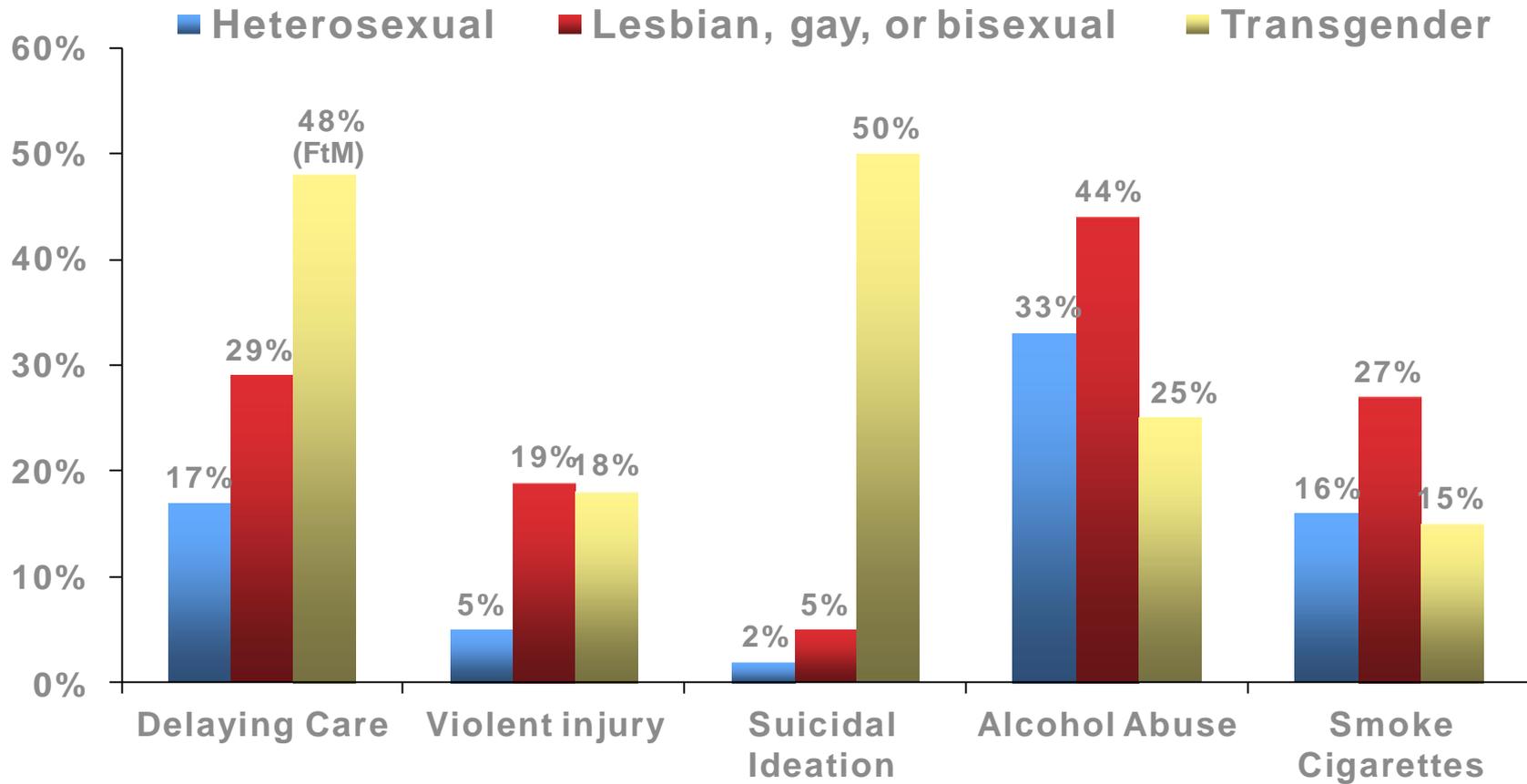
Gender Identity

- Transgender: Describes people whose gender identity and/or expression is different from that typically associated with their assigned sex at birth.
- Genderqueer: Describes people who sees themselves as outside the usual binary man/woman definitions.
- Having elements of many genders, being androgynous or having no gender.
- Also Gender Non-Conforming (GNC)
- Bigender: Describes people whose gender identity encompasses both male and female genders. Some may feel that one identity is stronger, but both are present.

Some LGBT Terminology (cont'd)

- MtF: Male-to-female; a person who was assigned the male sex at birth but identifies and lives as a female. Also trans woman.
- MtF persons will still need to have prostate exams according to standard guidelines
- FtM: Female-to-male; a person who was assigned the female sex at birth but identifies and lives as a male. Also trans man or trans male.
- FtM persons will need to have breast exams and Pap tests according to standard guidelines
- Transsexual: Medical term for people who have used surgery or hormones to modify their bodies. Some trans people find this term offensive.

Health Disparities of LGBT Populations



Cultural Competence & LGBT Communities

- The California Department of Public Health maintains a list of very helpful LGBT-related resources for:
 - Affordable Care Act
 - Census and LGBT Demographic Studies
 - Drug and Alcohol Abuse
 - Gender Identity
 - Health Disparities
 - HIV/AIDS
 - Homelessness
 - LGBT Health Resources
 - LGBT Health Organizations
 - LGBT Curriculum in Schools
 - Mental Health
 - Legal
 - Teen Health

<http://www.cdph.ca.gov/programs/OMH/Pages/LGBTResources.aspx>

Cultural Competence: Refugees and Immigrants

Health Care for Refugees and Immigrants

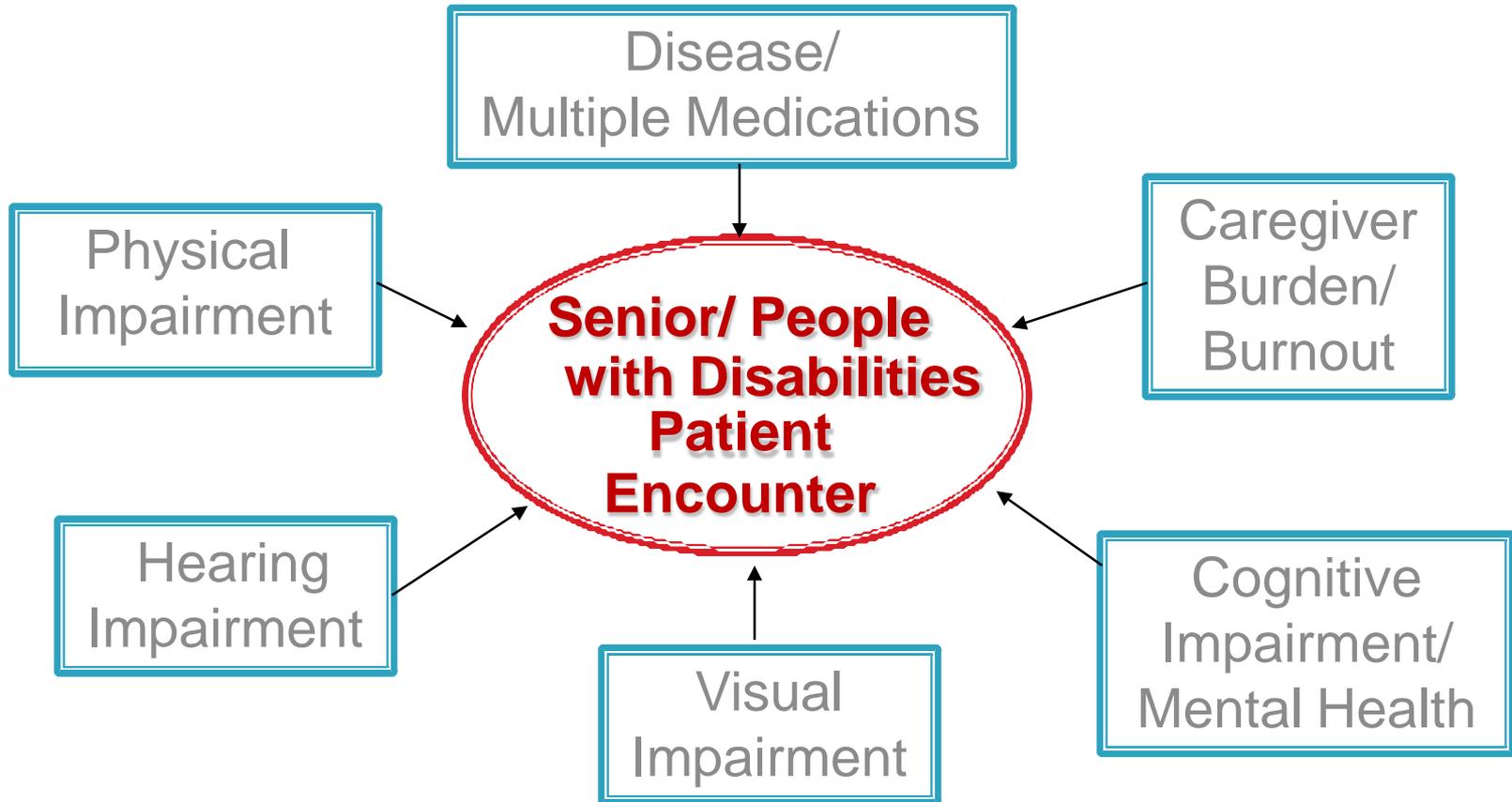
- **Refugees and Immigrants** may:
 - not be familiar with the U.S. health care system.
 - experience illness related to life changes.
 - practice spiritual and botanic healing or treatments before seeking U.S. medical advice.

Open Communication

- Benefits of Open Communication for Recent Arrivals
 - Builds trust
 - Results in fuller disclosure of patient knowledge and behavior

Cultural Competence: Seniors and People with Disabilities

Working with Seniors and Persons with Disabilities



Disease & Multiple Medications

Neuro-cognitive processing
ability impaired

- Pain
- Stroke
- Hypertension, Diabetes
- UTI, Pneumonia

Be aware

- Slow down
- Speak clearly
- Use plain language

Here's What We Wish Our
Health Care Team Knew...

Here's What You
Can Do....

Visual Impairment

Macular degeneration:



Diabetic retinopathy:



Cataract:



Glaucoma:



Problems

- reading, depth perception, contrast, glare, loss of independence

Solutions

- decrease glare
- bright indirect lighting
- bright, contrasting colors
- LARGE, non-serif fonts



Hearing Impairment

Presbycusis: Gradual, bilateral, high-frequency hearing loss

- Consonant sounds are high frequency
- Word distinction difficult
- Speaking louder does NOT help

- Face patient at all times
- Speak slowly and enunciate clearly
 - Do not use contractions
- Rephrase if necessary
- Do not cover your mouth
- Reduce background noise
 - Air conditioner, TV, hallway noise etc.
 - Audible Solutions- offer listening devices

Here's What We Wish Our Health Care Team Knew...

Here's What You Can Do....



Thank you for training with us!

