

CHAP

Communication Helps All People

A Handbook to Communicate with Limited
English Proficient (LEP) Individuals

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Language Identifier

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The Languages:

Albanian

Cambodian

Chinese

- *Traditional*
- *Simplified*

French

German

Greek

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Introduction

Congratulations! You are taking a critical step in improving the quality of care you provide every day! **CHAP: Communication Helps All People** gives you some basic methods to share information and deliver effective care for those individuals who have a Limited English Proficiency (LEP).

Communication in health care is a challenge. By incorporating the suggestions and tools in this handbook, you will be better prepared to deliver the best possible service to all your patients, **even** if you don't speak the same language.

How to Use this Handbook

First, **CHAP** has to be available.

Copies of this book need to be placed in all the clinical areas of your site. That means **CHAP** in each of the Nurse's stations, in the Emergency Department, in the Laboratory and in the Radiology suites. This book needs to be located in the rehabilitation gyms and in all the clinics. A copy is also invaluable in the Admissions department. Communicating immediately about financial matters helps in providing effective health care and, also, in getting reimbursed.

It will only work for you if it's available. It won't work for you if you can't get to it.

Handbook Layout

The book contains four (4) key sections to support your needs.

Certain sections have pull-out sheets. These are identified in bold italic fonts in the Table of Contents. These language tools are designed to be taken into the clinical areas. Copies can be provided to the person served or their caregiver to facilitate communication. Individual sheets can be kept in the clinical record or by the bedside for quick access.

CHAP has a white treated/laminated sheet for each pull-out to insure one remains in the book, and, just in case it gets dirty, it can be wiped off. Behind each specialized translated sheet is an envelope which holds at least 10 copies of the same document.

As a provider, you simply find the tab associated with the language and /or specific document needed and take a copy.

Even if someone forgets and takes the last copy, the white laminated sheet remains a part of **CHAP**. Useable copies can be made quickly and often.

Section One is the **Language Identifier**.

This page has numerous languages represented in displayed (written) form with the phrase, *I Speak This Language* translated into the various target languages.

If you need to find out what language a patient speaks, it's easy to use. Just show a **Language Identifier** sheet to the patient or the person with the patient.

Allow them time to review the sheet and usually, they'll point to the recognized language statement. That phrase has its identifier written in English right next to it! Then use that information to select the appropriate Language Patient/Caregiver Questionnaire Sheet, and to request an interpreter.

Section Two contains the **Patient Caregiver Questionnaire Language Sheets**. These are filed alphabetically. Just find the language you need, pull out the right language sheet and use that copy to help communicate about basic health issues and activities of daily living care with your patient.

The third section is **Accessing Interpreter Services**. Your organization may have contract interpreters or trained in-house interpreters. The numbers are listed here to get "real time" help. This section allows you to gain immediate telephonic access to trained interpreters to assure accurate and effective communication between you and the patient. It is always best to try to arrange on-site interpreter services for optimal communication.

If your organization doesn't already have a service, some sources are listed from which to choose. All of these providers offer 24 hour/7 day telephonic coverage and will work with you to make sure you can talk with your patient immediately... even for last minute issues, and isn't that always the way?

The fourth section is **Background**. Because health care is more than just a service, this section explains the Office for Civil Rights Title VI Regulations and its impact on health care organizations. Suggestions are offered for organizational conformance with the guidelines. A brief discussion on culture is included to begin the journey towards competency.

Additional **CHAP** sections offer resources to assist organizations in achieving conformance with the guidelines. Ordering and contact information is provided to answer specific questions and to help disseminate the importance of access for all community members.

Section Two: Patient Caregiver Questionnaire Language Sheets

Description

Each Patient Caregiver Questionnaire sheet is alike. Only the target language is different. The questions are sequenced, in a logical order to address basic activities of daily living, (ADL's). An analog Pain Scale is included to assure effective clinical information is gathered for this critical patient care concern. The scale can also be used to help patients point to the intensity of other needs such as hunger or shortness of breath.

- The first line is English. That way you are certain about what you're asking.
- The second line is written in the Target Language.
- The last line is written in transliteration, a phonetic version of the language to help you to try to speak to the patient. (Don't worry if it doesn't sound right; the effort is what counts!)

The Patient Caregiver Questionnaire Sheets are designed to help ongoing basic communication. They are useful for simple activities of daily living care. If the patient can read, you will be able to communicate about eating, toileting and pain management.

To share or convey more information, an interpreter will still be needed. An interpreter will help offer clinical findings, provide patient education and be certain that the LEP patient understands the information and care being provided by your organization.

Here's What They Say.

1. Are you thirsty?
2. Are you hungry?
3. Are you nauseated?
4. Do you have to go to the bathroom?
5. Are you in pain? How much pain do you have?
A copy of the analog Pain Scale with the faces is located under this line.
6. Show me your pain; point to your pain.
7. Are you having difficulty breathing?
8. Please, take this medicine.
9. Would you like a hospital interpreter?

Pick One and Take It With You!

You should take a copy of the target language sheet into the patient room or treatment session. The sheet can be theirs to keep. You can always copy more from the template in the book. There is a pocket behind each language sheet with copies printed on yellow for “spot-ability” in the room or the chart. The yellow color helps improve legibility.

Using individual copies of the Patient Caregiver Questionnaire sheet for each patient insures good infection control procedures. By leaving the sheet with the patient, you’re also helping future providers communicate basic medical and self care needs. This makes the goal of effective, efficient, and respectful service a reality.

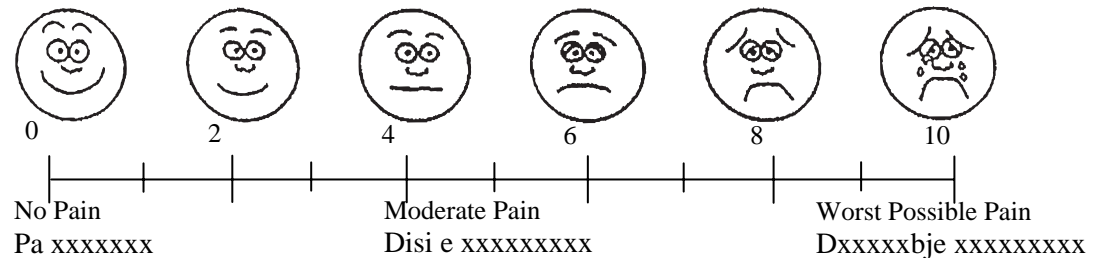
ALBANIAN PATIENT CAREGIVER QUESTIONNAIRE

Hello.
Tungjatjeta.
Toxxxxeta.

- 1) Are you thirsty?
A ke xxe?
Ah xxxx-yeh?
- 2) Are you hungry?
A xxxxxx?
Ah keh xxxxx?
- 3) Are you nauseated?
A te xxxxxx vjelle?
Ah teh vyenn xxxxxxxxx?
- 4) Do you have to go to the bathroom?
A do te xxxxxx xxnje?
Ah do teh xxxxxx neh xxxyeh?

- 5) Are you in pain?
Ke xxxxxxje?
Keh xxxxxxx-xx?
- How much pain do you have?
Sa xxxxx ke?
Sah xxxxxxxxx kah?

Have patient point to scale.



- 6) Show me your pain; point to your pain.
Trexxxx vendin ku te xxxxxb; ver xxxxxxxin.
Tray-xxxxxx venn-deen koo xxxxx xxx; verr xxxxxxxxx.
- 7) Are you having difficulty breathing?
A ke xxxxxxxxi kur xxxxxx frxxxxe?
Ah keh vesh-teexxxxsee koor merr frxxxx- mxxxxeh?
- 8) Please, take this medicine.
Te lutem, xxxx kete xxxc.
Teh loo-txxxxm, pxxxx-yeh keh-teh ee-xxxxxh.
- 9) Would you like a qualified interpreter?
A ke nevoje per perkthyes të kualifikuar?
Ah keh xxxxxxx-yeh perr xxxxx-xxxx-ess te kualifikuar?

Goodbye.
Mirupafshim.
Mir-u-pafshim.

To access an interpreter, contact a vendor listed in CHAP or your organization's language service provider.

Provider Notification for LEP Persons

CHAP Signage Templates

Title VI requires organizations receiving Federal funds to inform the public about the availability of free interpreter services. One effective method is posting signage indicating the availability of free interpreter services. These signs should be written in the target language to make it understandable to the population being served.

The signs should be located in common areas. Particular attention for posting this information should be made in general Registration/Admissions areas, Emergency Departments, and Primary Health Clinics, including Obstetrics, Gynecology and Pediatrics.

CHAP offers two choices of signage with wording in three target languages. These templates included may be copied or enlarged to meet the needs of the organization. Additional language signs may be needed based on the various populations of the organization. These can be arranged by contacting the author.

Signage Templates for Free Interpreting Services

Chinese

Korean

Russian

Spanish

Vietnamese

Section Six: CHAP Ordering and Consultation Contact Information

Ordering Information

CHAP: Communication Helps All People A Handbook to Communicate with Limited English Proficient (LEP) Individuals

CHAP is available for purchase through BRB Consulting, Inc.

The handbook is designed to provide health care workers with the tools necessary to effectively communicate with individuals having Limited English Proficiency (LEP).

CHAP can be customized for any organization. Customization allows the name of the organization to be added to pull out documents. The organization's process for accessing specific on-site and telephonic interpreters can also be added to these translated documents.

PRICING:

Single copies of the standard **CHAP** manual may be purchased for \$250.00.

For organizations wishing to place multiple copies of the handbook throughout the facility, discounted rates are as follow:

First copy	\$250.00
2 nd -25 copies	\$140.00 per copy
26-100 copies	\$135.00 per copy
101 and above	\$130.00 per copy

These prices do not include Shipping and Handling Fees which are charged based on quantity and delivery location.

Customization can be provided for a one time fee of \$350.00. Additional language/signage sheets can be added for a one time additional fee which will be determined by the target language.

For more information or to order **CHAP** contact:

**BRB Consulting, Inc.
800-382-2831**

About the Author

Bonnie R. Breit is an established professional with over 25 years of administrative and clinical experience focusing on organizational issues related to diversity, rehabilitation, State and Federal regulations, and program development. She has worked in a variety of healthcare and human services settings on the East Coast. Assuring conformance with federal and state mandates has been one of her primary areas of activity. She has given particular attention to maintaining a personal, hands-on approach while creating positive outcomes in organizations.

Prior to opening her own practice, BRB Consulting, Inc., Ms. Breit served as the Administrative Director for Rehabilitation Services and chaired the Cultural Diversity Committee in the 1000 bed health system, Crozer-Keystone Health System. That committee established a comprehensive strategy addressing policies and procedures, training sessions and programming to assure conformance with OCR Title VI guidelines for the 6000+ employees.

Ms. Breit also serves as the Director of Operations in New Populations, Inc., a company committed to optimizing ways for organizations to outreach into new and diverse communities. "New Populations Creates Cultural Connections Collaboratively."

Her experiences as an occupational therapist and health care administrator have facilitated her interest and commitment to maximizing effective and efficient health care access for people of all backgrounds.

BRB Consulting, Inc. is available for individual and organizational consultation directed toward achieving compliance with OCR Guidelines. The benefits of professional review include conformance and opportunities to improve patient satisfaction and increase market share. General inquiries are welcome.

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