

These next three modules will raise your awareness about who LEP individuals are, will explain how to use Language Line, the new over-the-phone interpretation service at THR, and will give you some pointers when working with LEP individuals.

Module 1: LEP Individuals and Over-the-Phone Interpreters

Module 2: THR's Over-the-Phone Interpretation Service - Language Line Services

Module 3: Tips for Working with LEP Individuals

Module 1

LEP Individuals and
Over-the-Phone Interpreters

About this module

Purpose: To raise awareness of the need for over-the-phone interpreters.

Learning objectives

1. Understand why we need phone interpreters.
2. List obstacles that Limited English Proficient (LEP) individuals face.
3. THR's solution for helping LEP individuals.
4. Introduce THR's over-the-phone interpretation solution.

Time: 10 minutes

Language

Language is the key element of human communication. It is especially important in health care.



Did you know that over 19% of the US population speak a different language other than English?



Data from the US Census Bureau
(<http://www.census.gov/hhes/socdemo/language/>)

Here is what they speak...

- 12% are Spanish speakers
- 7% Speak other languages
- The top five other languages spoken in the US are:
 1. Chinese
 2. French
 3. Tagalog
 4. Vietnamese
 5. Portuguese



Closer to home, in Texas...

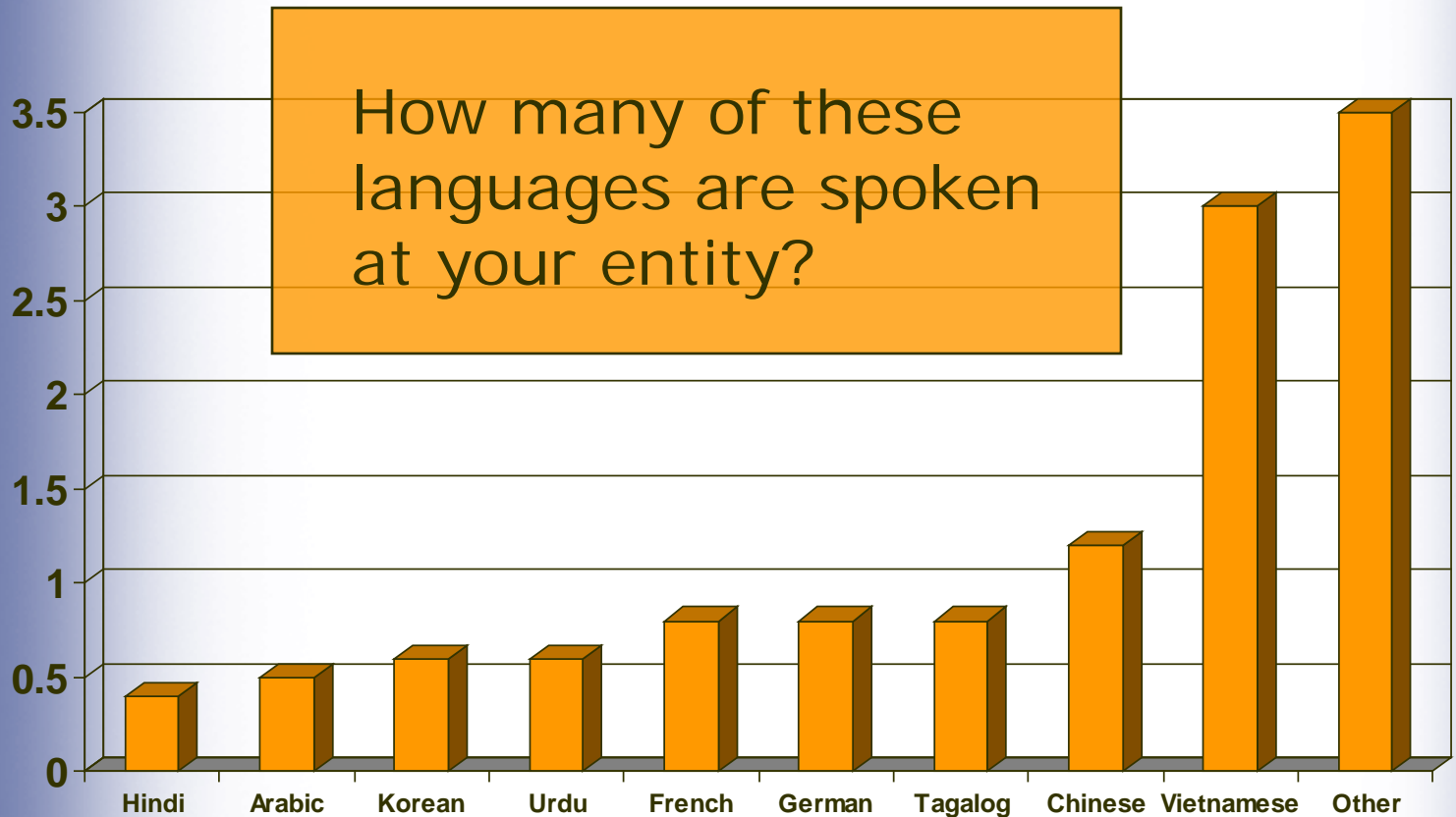
- 66.1% Speak English
- 29.3% Speak Spanish
- 4.6% Speak other languages

Let's explore the other languages spoken...



Data from the US Census Bureau
(<http://www.census.gov/hhes/socdemo/language/data/acs/appendix.html>)

A World of Languages



**Percentage of Languages Spoken in Texas
other than Spanish**

Data from the Modern Language Association Language Map
(http://www.mla.org/cgi-shl/docstudio/docs.pl?map_data_results)

What is Limited English Proficient?

Limited English Proficient (LEP) is commonly used to describe individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English.



What Three Obstacles can LEP Individuals Face in Health Care?

They have difficulty in...

- Understanding their health care information.
- Following care-related directions.
- Using health care resources effectively.



OBSTACLE ONE

Understanding their Health Care Information

LEP individuals are challenged in comprehending information given by health care providers such as physicians and nurses...



OBSTACLE ONE

Understanding their Health Care Information

They may have difficulty in understanding:

- Prescriptions and medication bottles
- Appointment slips
- Medical education brochures
- Doctor's directions
- Consent forms



OBSTACLE TWO

Difficulty in Following care-related directions

LEP individuals can have difficulty in caring for themselves and others after being discharged due to lack of understanding information in English.



OBSTACLE TWO

Difficulty in Following care-related directions

Example:

Mr. Zapata is not English proficient. His doctor discharges Mr. Zapata with specific instructions on finishing all of his antibiotics. Not understanding English, Mr. Zapata stops taking his medication when he feels better. He soon relapses and has to return to the hospital.



OBSTACLE THREE

Using health care resources effectively

LEP individuals are challenged in using health care resources effectively.



OBSTACLE THREE

Using health care resources effectively

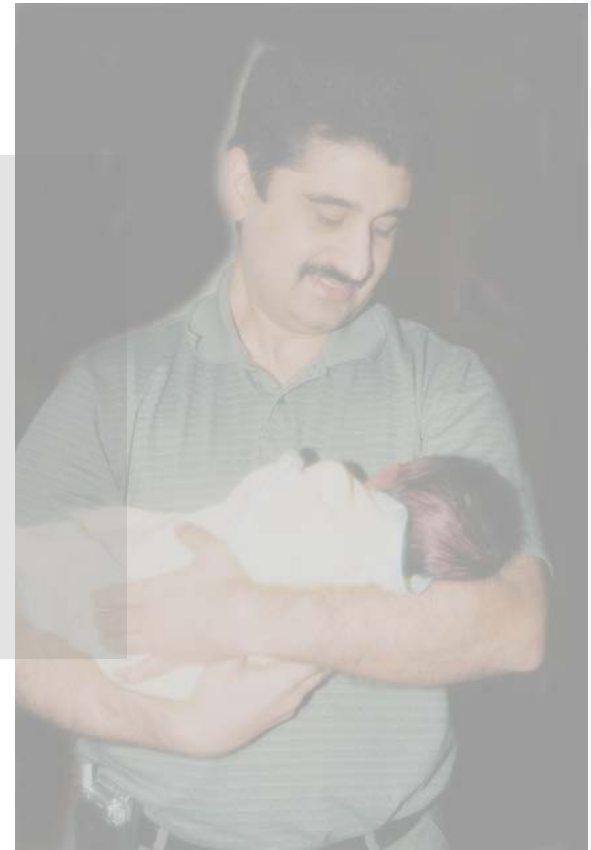
- Asking for pain medication
- Understanding procedures or treatments
- Time and scheduling



Summary

Let's summarize what you've learned so far:

- A third of Texas' population does not speak English.
- LEP individuals face several obstacles in healthcare.



THR's View...

- THR is dedicated to providing quality, safe, and excellent patient care.
- In providing safe care, remember...
 - Do not ask someone who is not trained in medical interpretation to interpret.
 - Do not use a child or a family member to interpret for the patient.

Here are some solutions you need to explore in caring for LEP individuals ...

There are many options to meet the needs of our LEP patients, such as ...

- Use of onsite **medical interpreters** - staff interpreters (if available), Qualified Bilingual Interpreters (QBI) or on-site interpreters through approved vendors
- **Translating documents** into patient's preferred language
- Providing **simple discharge instructions** (health literacy)

But these modules focus on ...

- Use of **over-the-phone interpreters** (OPI)

Maintaining THR's Quality Focus

To ensure quality care THR relies on qualified over-the-phone interpreters.

Now let's look at what qualifications and attributes an over-the-phone interpreter must have...



About Interpreters



Interpreters are qualified and trained to provide medical interpretation over-the-phone.

They:

- Help patients communicate with doctors, nurses, and other medical staff.
- Have a strong grasp of medical and colloquial terminology in both languages.
- Have cultural sensitivity regarding how the patient receives the information.
- Remain detached but aware of the patient's feelings and pain.

What is OPI?

As the name implies, OPI is over-the-phone interpretation.

We are defining OPI as a three-way phone conversation with a LEP individual, a medically qualified interpreter, and a health care representative.



Module Summary

In this module we learned...

- The obstacles that LEP individuals may face
- Meeting the needs of LEP individuals
- Why we need over-the-phone interpreters
- The qualifications of qualified over-the-phone interpreters

Looking ahead...

In the next module we will address:

- System-wide OPI vendor – [Language Line](#).
- [How to contact](#) Language line and use the Language Line phone.
- When it is critical to use Language Line – especially during [clinical interactions](#) and in explaining treatment, [procedures](#) and other patient care or [clinical terminology](#).