

Sample Interpreter Workshop Cases

➤ Case Guides for Standardized Patients

In groups of 3-4, the residents will use the video cart or iPad interpreter services to interact with you, the standardized patient. They may run through each case in pairs. The remaining group members should observe and provide feedback after the case has been completed.

They will use the SPANISH interpreter, introduce themselves to the interpreter and state that this is a TEST CASE and should only take 5 minutes. Please place ear plugs then the headphones while the residents speak to the interpreter. When the interpreter changes to Spanish, please exchange the ear plugs for the headphones. This way you will only hear the Spanish and not the English. Please only respond to the interpreter in Spanish.

CASE #1:

You are the mother of a 3-day-old male in the ambulatory clinic for his newborn visit.

- The resident should introduce himself or herself to you.
- They will obtain a birth history for the newborn patient from you.
- Your newborn's birth history:
 - The baby was born premature at 36 week, born via C-section due repeat and pre-term labor.
 - Serologies all negative.
 - Birth weight 6lbs 9oz.
 - He was in the NICU for 3 weeks for problems breathing but was not intubated.
- The resident will end the case by thanking you for speaking with them.

CASE #2:

You are the mother of a 7-year-old female with a new diagnosis of asthma being seen in continuity clinic.

- The resident will introduce himself or herself to you.
- They will provide anticipatory guidance to you regarding the use of rescue albuterol for asthma.
- Ask them to explain what a spacer is used for if they do not include it in their education.
- The resident should end the case by asking if you have any additional questions.

➤ Case Guides for Workshop Participants

In groups of 3-4, please use the video cart or iPad interpreter services to interact with the standardized patient. You may run through each case in pairs. The remaining group members should observe and provide feedback after the case has been completed.

Please use the SPANISH interpreter. Introduce yourself to the interpreter and state that this is a TEST CASE and should only take 5 minutes.

CASE #1:

You are seeing a 3-day-old male in the ambulatory clinic for his newborn visit.

- Introduce yourself to the patient's parent.
- Obtain a birth history for the newborn patient from the parent.
- End the case by thanking the parent for speaking with you.

CASE #2:

You are seeing a 7-year-old female in your continuity clinic with a new diagnosis of asthma.

- Introduce yourself to the patient's parent.
- Provide anticipatory guidance to the parent regarding the use of rescue albuterol for asthma.
- End the case by asking if there are any additional questions the parent may have.

➤ Peer Interpreter Workshop Case Evaluation Form

Preparing for the interpretation session:

- ☐ Held a brief pre-interview meeting with the interpreter
- ☐ Established a good working relationship with the interpreter
- ☐ Did not ask or say anything that s/he didn't want the patient/family to hear

During the interpretation session:

- ☐ Used words that conveyed intended meaning
- ☐ Used limited amount of gestures
- ☐ Spoke clearly and not too fast or too loudly
- ☐ Avoided jargon and technical terms
- ☐ Kept your utterances short, pausing to permit the interpretation
- ☐ Asked only one question at a time
- ☐ Repeated him/herself in different words if the message was not understood
- ☐ Used a seating arrangement in which you, the patient, and the interpreter form the points of a triangle.

Adapted from Provider's Guide to Quality and Culture. Management Sciences for Health. Available at: <http://erc.msh.org/mainpage.cfm?file=1.0.htm&module=provider&language=English>