



## IT TAKES COURAGE! REFLECTIONS ON PATIENTS, PROVIDERS AND INTERPRETERS

**O**n May 22, Zarita Araujo-Lane, CCCS President, was the plenary speaker at the annual meeting of the South Eastern Medical interpreters Association of Kentucky. Her topic was "A Team Approach to Building Trust in the Triadic Encounter".

One of the main themes that ran through this presentation was that it takes courage to be a patient, a provider or an interpreter. Courage can be defined as "bravery", "will" and "fortitude". It is also defined as "the ability to confront fear, pain, risk, uncertainty, and intimidation." Clearly, it takes courage to approach the triadic encounter as a team, with shared leadership roles, individual and mutual accountability and a common purpose that the team itself delivers.

Another theme of the plenary speech was trust. It has been said that the ingredients to trust are competence, sincerity and involvement. While providers and interpreters may consider themselves competent in their respective practices, are they conveying to their patients a true sincerity? What level of involvement is appropriate in each line of work?

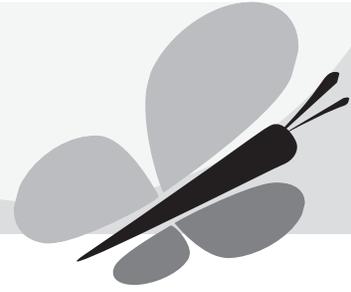
While the common goal of the triadic encounter participants is optimal healthcare for the patient, common understanding cannot arise without effective communication and constructive conflict resolution. CCCS has published a collection of articles for providers and interpreters on ethics, teamwork and communication strategies for building trust in the triadic encounter. To download your copy of this publication, visit [http://www.cccsorg.com/resources/press\\_articles.html](http://www.cccsorg.com/resources/press_articles.html)

\* *Definitions of courage quoted from wikipedia.org*

\*\* *Ingredients to trust copied from Business Design Associates, Inc. 2002*

COURAGE CAN BE DEFINED AS "BRAVERY", "WILL" AND "FORTITUDE". IT IS ALSO DEFINED AS "THE ABILITY TO CONFRONT FEAR, PAIN, RISK, UNCERTAINTY, AND INTIMIDATION."





## THE GREEN INTERPRETER – SAVING MONEY AND THE ENVIRONMENT

In a recent staff meeting, it was suggested that we publish tips to help our freelancers remain financially successful in face of today's tough economic landscape. CCCS invites interpreters to send suggestions on ways to expertly manage the business of freelance interpreting to [vphillips\\_costa@cccsorg.com](mailto:vphillips_costa@cccsorg.com). These might include tips for "going green", saving money, schedule management, and maximizing time.

This month's tip comes from staff member Amanda Duross, Regional Coordinator/Interpreter Recruit Manager. Interpreters who spend a lot of time on the road might consider joining the Massachusetts Turnpike Authority's FAST LANE program. FAST LANE is operational on the entire Massachusetts Turnpike including the Sumner and Ted Williams Tunnels, and on the Tobin Memorial Bridge. FAST LANE is also operational anywhere E-ZPass is accepted which means that customers can use their FAST LANE transponders to pay tolls anywhere E-ZPass is in use.

An initial fee is required for each interior transponder and several toll payment options are available. The benefits of the FAST LANE program include easy access tolls, as well as toll discounts. For example, the program offers a 25-cent toll discount at the Allston-Brighton tolls and a 50-cent discount at the Sumner and Ted Williams tunnels. The Massachusetts Port Authority also offers a 50-cent FAST LANE discount on the Tobin Bridge. In addition, FAST LANE program members qualify to receive the Massachusetts Personal Income Tax Commuter Deduction. Customers can also receive monthly statements showing tolls paid and account activity. For more information on FAST LANE, see [http://www.masspike.com/travel/fastlane/fastlane\\_signup.html](http://www.masspike.com/travel/fastlane/fastlane_signup.html)

*\*\*Information on the FAST Lane Program was copied and adapted from [www.masspike.com](http://www.masspike.com).*

THE DEADLINE FOR SUBMISSIONS TO THE COMMUNICATOR EXPRESS IS THE FIRST DAY OF EACH MONTH. SUBMISSIONS RECEIVED AFTER THE FIRST WILL BE CONSIDERED FOR THE FOLLOWING MONTH'S EDITION.

E-ZPASS

## GUIDELINES FOR INTERPRETER OF THE MONTH AWARD NOMINATIONS

Since CCCS instituted the *Interpreter of the Month* award last fall, many interpreters have contacted the organization to inquire about how one might qualify to receive such an award. After some discussion and consideration of standard criteria for professional interpreter association awards, we have agreed that medical interpreters can distinguish themselves in various ways and that there are different paths to IOM award nomination.

Any CCCS staff member is welcome to nominate an interpreter for the IOM award. Consistency in one or more of the following areas might lead to IOM nomination:

1. Excellent quality of interpreting skills
2. Excellent interpersonal skills and team spirit (in both external representation and internal communications)
3. Demonstration of ongoing commitment to professional development
4. Exercise of high ethical standards
5. The "hero" category, in which interpreter literally saves a life while careful to not cross professional boundaries

A CCCS interpreter may be nominated for an IOM award based on one or more of the above-listed categories. However, each nominee must also 'pass' the following record inspection:

- Proof of completion of 54-hour training
- Proof of completion of MIFT training and Interpreter Portfolio Update
- Six months "Critical Incident Free". Note: This would apply only to critical incidents that were officially determined to be the interpreter's fault. Critical incidents that are not attributed to the interpreter would not disqualify the nominee from IOM award consideration.
- Professionalism in communications with CCCS staff. For example, an interpreter who has sworn at CCCS staff members or used other abusive speech towards our staff within the past six months would not qualify for this award.

While only one interpreter can truly be selected as "*Interpreter of the Month*", at each staff meeting the Positive Reinforcement Team will present cases of interpreters who were commended by our clients or by our staff for positive behaviors. These interpreters will be listed in each month's Communicator Express in an "*Honorable Mention*" category.



### A message from Positive Reinforcement Team Leader, Daniel DeOliveira:

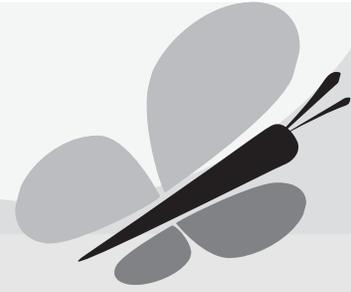
*About six months ago, I was given the opportunity to lead the Positive Reinforcement Team, a small committee comprised of staff members from different departments responsible for the oversight of the nominations process for the Interpreter of the Month award. We created this award as a means of acknowledging the work of our awesome freelancers who brave the elements to give their best to our clients and patients, and who treat our staff in a courteous and professional manner. We encourage each and every interpreter to reach out for the Interpreter of the Month Award.*

### CONGRATULATIONS TO CCCS INTERPRETER OF THE MONTH LYNN NGUYEN!

CCCS is proud to have sponsored the *Interpreter of the Month* award for exceptional service each month for the last nine months. Our May 2008 *Interpreter of the Month* is Lynn Nguyen (Vietnamese). Thank you, Lynn, for your exceptional work and your commitment to continuing your interpreter education!

#### Honorable mentions include:

Chuan Dao (Mandarin/Cantonese/Vietnamese)  
Julia Pena (Spanish)  
Chyun Lu (Mandarin/Taiwanese)



## ASK CCCS: WHAT ARE THE GUIDELINES FOR TRANSLATING MEDICATION INSTRUCTIONS?

Often, upon discharge from a hospital or near the end of a medical office visit, patients receive printed instructions on medications or post-op care. While many hospitals have endeavored to prepare versions of these documents in the most common languages of their respective communities, some organizations continue to provide English-only instructions. What should a freelance interpreter do when asked by a provider to write the instructions in the patient's target language?

First, make sure that you are not left alone in a room with the patient. If necessary, politely inform the provider that your work must be done in the presence of a designated staff member.

Next, read the instructions from start to finish and clarify their meaning with the provider or designated clinical team member. Make a note of challenging terms and their target language equivalents. Then, translate the instructions into the target language.

Sight translate the instructions back to English and ask the provider if your understanding of the instructions was correct. If there are no additional changes to be made, hand the written translation to the patient and ask the patient to read the instructions to you. It may be best to use a standard writing style, since the instructions must be legible to the patient.

If the patient cannot read, inform the provider and negotiate an alternative means of providing the medication or post-op instructions. Some providers will ask the patient's permission to involve a family member in this process, while other providers may have a graphic (picture-only) instruction sheet available to the patient.

## MEDICAL INTERPRETER FOUNDATIONS TRAINING SCHEDULE



**Interpreters who wish to receive assignments from CCCS** must provide proof of formal interpreter training, current immunizations, and attendance at the Medical Interpreter Foundations Training (MIFT), an orientation and refresher course for CCCS interpreters. We would like to thank the over 225 active freelance interpreters who have done so this year. However, a handful of our freelancers were unable to attend MIFT training during the past year. If you have not yet attended this training, contact Gail Marinaccio at [gmarinaccio@cccsorg.com](mailto:gmarinaccio@cccsorg.com) or by phone at 781-729-3736 x.106 to reserve your seat at one of our summer sessions. The next MIFT training will be held on Monday, June 23rd.

**Interpreters who have not yet formalized their interpreter training through a 54-hour certificate program** are encouraged to check the IMIA website <http://www.imiaweb.org/education/trainingnotices.asp> for a current list of local trainings. CCCS offers its active freelance interpreters a 50% tuition discount on all programs offered by the Cross Cultural Communication Institute at CCCS.

### **FISCAL YEAR SERVICE VERIFICATION FORM SUBMISSION REMINDER**

In our last edition of The Communicator Express, we announced the designation of a special fax line exclusively for the submission of Service Verification Forms (SVF). All SVF documentation must be faxed to 781-937-4222 along with a cover sheet detailing the total number of pages per fax. Interpreters are responsible for utilizing their fax verification mechanisms to determine whether the fax has been received by CCCS. On behalf of our staff, we ask that you do not contact the CCCS office to inquire as to whether your fax has been received.

Failure to submit your Service Verification Forms to our dedicated fax line within 48 hours of each assignment could result in your payment being deferred to the following month's interpreter payroll. This is especially important each summer, since many of our clients end their fiscal year in July. Service Verification Forms for July assignments are not submitted within 48 hours of each assignment will not be considered for payment.

We appreciate your services and it is our desire to pay you on time each month. It takes a team to build a future and we truly value your partnership!

### **COMING SOON! CCCS QUALITY ASSURANCE PROGRAMS**

CCCS has secured permission from specific customer organizations for a team of trained staff to conduct over-the-phone patient surveys on interpreter performance. This groundbreaking initiative will provide a safe forum in which patients can voice their satisfaction, complaints, and questions about interpreter services. In addition, starting this fall, CCCS staff will begin to conduct random site checks at scheduled interpreting assignments. These new quality assurance programs will allow our organization to draw closer to its freelance interpreter pool and provide individualized feedback like never before.

#### **Coming Soon! Legal Interpreter Opportunities**

CCCS is expanding its client base to include insurance companies, law firms and other organizations with legal interpreter needs. In our July Communicator Express, we will outline requirements for receiving legal assignments from CCCS and will introduce our legal interpreter package.

### **INTERPRETER PORTFOLIO UPDATE (EMAIL AND FAX)**

CCCS is currently developing an electronic system for the management of Service Verification Forms. While we work on a system that is encrypted and HIPPA-compliant, we will begin collecting updated business email and fax information from each interpreter.

We ask that each interpreter set up a private email account and fax line accessible only to that interpreter and used exclusively for business purposes. Please email this business email contact information to Gail Marinaccio at [gmarinaccio@cccsorg.com](mailto:gmarinaccio@cccsorg.com). Further updates will be provided in future editions of the Communicator Express.



# **CCCS**

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