**OSCE (Observed Structured Clinical Exam) Interpreter activity**

Facilitator Guide

* **Time:** 20min for exercise, 20 min for debrief and self evaluation
* **Audience:** PGY 1-3 and faculty
* **Objectives:** To evaluate and reflect on using an interpreter in order to gain a greater understanding of cultural humility and communication needs of a patient in order to provide higher quality care.
* **Procedures:** Resident or Faculty will have an observed encounter with a standardized patient with the use of an interpreter. Then learner will fill out check list as will the interpreter. Learner will then reflect on visit and use of interpreter.

**Interpreter Checklist (IS)** ©

**Checklist for Interpreter to complete after each encounter**

Resident’s Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Language of Encounter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Interpreter’s Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Interpreter (circle one): Professional / Standardized

Interpreter to Score Resident as **Done** or **Not Done** or **Circle** appropriate number.

|  |  |  |  |
| --- | --- | --- | --- |
| 1 | The resident introduced himself or herself to me. | **Done** | **Not Done** |
|  |  |
| 2 | The resident adequately explained the purpose of the interview. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 3 | The resident explained my role to the patient at the beginning. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 4 | The resident arranged the seating in a manner conducive to effective interpretation. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 5 | The resident asked me one question at a time. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 6 | The resident listened to me as I interpreted the patient’s answers, without unnecessary interruption. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 7 | The resident asked questions to clarify his/her own understanding of the patient’s answers. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 8 | The resident asked the patient if he or she had any questions. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 9 | The resident maintained direct eye contact with the patient (instead of me) most of the time. | **1 2 3 4 5** | |
| Poor | Outstanding |
| 10 | The resident addressed the patient in the first person and not as “he/she.” | **1 2 3 4 5** | |
| Poor | Outstanding |
| 11 | The resident kept me "on track." (Eg. questioned me when lapses led to incomplete translations.) | **1 2 3 4 5** | |
| Poor | Outstanding |
| 12 | Rate your overall satisfaction with the encounter. | **1 2 3 4 5** | |
| Poor | Outstanding |

**Interpreter Comments:**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Resident – Self Assessment Checklist** ©

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_- Interpreter Interstation**

**Evaluating the Patient Encounter with an Interpreter Present**

Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Role (circle one): PGY1 PGY2 PGY3

Instructions: Reflect for a moment on your experience in the last patient encounter where an interpreter was present. How would you rate your own proficiency in each of the following tasks during the patient encounter? (*Select one choice to indicate your rating in each item.)*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Task | Very Poor | Poor | Fair | Good | Very Good | Excellent |
| Setting the limits for and defining the interpreter's role in the encounter. |  |  |  |  |  |  |
| Assessing the interpreter's accuracy during the encounter. |  |  |  |  |  |  |
| Focusing on and attending to the patient instead of the interpreter during the encounter. |  |  |  |  |  |  |
| Preserving patient confidentiality while using the interpreter in the encounter. |  |  |  |  |  |  |
| Knowing when to call on the interpreter to complement your own medical \_\_\_\_\_\_ skills when interviewing this patient. |  |  |  |  |  |  |
| Using the interpreter to help identify and respond to cultural issues that were pertinent to this patient encounter. |  |  |  |  |  |  |
| How satisfied do you think the patient was with how you involved the interpreter during this encounter? |  |  |  |  |  |  |
| How satisfied do you think the interpreter was with how you involved him/her during this patient encounter? |  |  |  |  |  |  |
| How difficult did you find this last encounter compared to one with a patient who is fluent in English language? |  |  |  |  |  |  |
| Overall, how would you rate your own Hmong language fluency in general? |  |  |  |  |  |  |
| Rating | Very Negative | Negative | Some-what Negative | Some-what Positive | Positive | Very Positive |
| Overall, how would you rate the interpreter’s contribution to the last patient encounter you just experienced? |  |  |  |  |  |  |
| Please briefly explain your rating that specifically mentions key features about the interpreter’s presence and behavior that contributed to or did not contribute to the patient encounter. |  | | | | | |

**OSCE (Observed Structured Clinical Exam) Interpreter activity**

Evaluation

1) I understand how to apply cultural humility and assess patient’s socio-economic and health literacy needs to facilitate a partnership to provide high quality care.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

2) This activity enhanced my understanding.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |

3) The information from this activity is relevant to my practice.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Strongly Disagree | Disagree | Undecided | Agree | Strongly Agree |
| 1 | 2 | 3 | 4 | 5 |