

## FAMILY CENTERED ROUNDS STANDARDS FOR USE OF INTERPRETER SERVICES

### Role of interpreters

The interpreter is a key member of the care team. Their role is to help bridge the language and cultural barriers to convey accurate and complete medical information and to advocate on behalf of the family if needed. It is ideal to have direct, meaning for meaning, interpretation for any interaction with a non-English speaking family. However because of time constraints, the team may use a comprehensive summary statement to convey the discussion of past events. It is not the interpreter's role to remind providers of missing pieces of information or filter the information discussed.

### Tips for working with interpreter services:

1. Medical student/intern will be responsible for the introduction of team members and their roles
2. Clarify for the family **when and why** certain information will not be interpreted (physical exam, teaching points, labs, imaging)
  - a. **Clearly explain the transitions** for the family. For example:
    - i. Address the family: "We will now discuss the physical exam, lab findings, which antibiotic will be used and which lab tests will be ordered. Then we will provide a summary for you."
    - ii. Discussion occurs among the team members.
    - iii. Readdress the family:
      1. "The pertinent findings for your child's exam is x, y, z" (discuss pertinent vitals, physical exam findings, labs, imaging results)
      2. A **comprehensive summary** includes the following: key topics that were discussed, highlights of the discussion, and ultimate decisions that were made.
      3. "We discussed which antibiotic will be used to treat the infection and which lab tests to order. We will use the antibiotic ampicillin because of x, y, and z. We will check the blood count and inflammatory markers to evaluate your child's response to treatment and monitor kidney/liver tests to monitor for medication side effects."
3. Directly address the family in the first person and **look at the family** (not the interpreter)
4. **Pause frequently** so interpreters can perform consecutive (not simultaneous) interpretation. Interpreters will manage the flow/pace of communication and may interrupt if more pauses are needed
5. Use **lay terms** instead of medical jargon
6. At the end, ask family if they need additional clarification. Offer to meet with family after rounds with interpreter to address additional questions or concerns.

**For New Patients:**

STEPS	COMPREHENSIVE SUMMARIES	MEANING-FOR-MEANING INTERPRETATION
1		<b>Invite family to rounds</b>
2		<b>Introduce the team members and roles</b>
3	<p><b>Admission History and Physical</b></p> <p><i>“I am going to share your child’s story with the team so that everyone knows what brought your child to the hospital. This is the same information you have provided to last night’s team. Once we are ready to discuss overnight events, the summary, and plan for your child, we will have the interpreter interpret the details. After the discussion please let us know if you have any questions or concerns.”</i></p> <p>Present admission H&amp;P</p> <p><i>“Now that I have discussed what brought your child to the hospital, we will discuss overnight events, the summary, and plan for your child.”</i></p>	
4		<b>Overnight Events</b> <b>Ask nurse and family for input</b>
5	<p><b>Pertinent Data:</b></p> <p><i>“Now I will discuss with the team the key exam and test results and will give a summary at the end.”</i></p> <p>Present only PERTINENT FINDINGS:</p> <ul style="list-style-type: none"> <li>■ Vital signs</li> <li>■ Physical exam findings</li> <li>■ Labs</li> <li>■ Imaging</li> </ul> <p><i>“The key parts of her exam are the fever, fast breathing, and low oxygen. Her exam showed fluid in the lungs. The xray showed an infection in the right lung called pneumonia.”</i></p>	
6		<b>Assessment</b> <b>Include differential diagnosis/teaching points</b>
7		<b>Plan by Problem List</b> <ul style="list-style-type: none"> <li>■ IV access</li> <li>■ Pain issues</li> </ul>
8		<b>Discharge Planning</b> <ul style="list-style-type: none"> <li>■ Discharge goals</li> <li>■ Target discharge date</li> </ul>

		<ul style="list-style-type: none"> <li>■ Discharge needs (transportation, equipment, prescriptions, appointments)</li> </ul> <b>Ask nurse and family for input</b>
9	<b>Teaching points:</b>  “Now we will be discussing some teaching points for the rest of our team. If you would like me to review this points, I can come back later after rounds to discuss them with you.”	
10		<b>Conclusion</b> Ask if family if they need clarification. Offer to meet after rounds with interpreter to address concerns. Thank Family For Participation

**For Established (Followup) Patients:**

STEPS	COMPREHENSIVE SUMMARIES	MEANING-FOR-MEANING INTERPRETATION
1		<b>Invite family to rounds</b>
2		<b>Introduce the team members and roles</b>
3		<b>Overnight Events</b> <b>Ask nurse and family for input</b>
4	<b>Pertinent data:</b>  <i>“Now I will discuss with the team the key exam and test results and will give a summary at the end.”</i>  Present only PERTINENT FINDINGS: <ul style="list-style-type: none"> <li>■ Vital signs</li> <li>■ Physical exam findings</li> <li>■ Labs</li> <li>■ Imaging</li> </ul> <i>“The key parts of her exam are the fever, fast breathing, and low oxygen. Her exam showed fluid in the lungs. The xray showed an infection in the right lung called pneumonia.”</i>	
5		<b>Assessment</b> <b>Include differential diagnosis</b>
6		<b>Plan by Problem List</b> <ul style="list-style-type: none"> <li>■ IV access</li> <li>■ Pain issues</li> </ul>
7		<b>Discharge Planning</b> <ul style="list-style-type: none"> <li>■ Discharge goals</li> <li>■ Target discharge date</li> <li>■ Discharge needs (transportation, equipment, prescriptions, appointments)</li> </ul> <b>Ask nurse and family for input</b>
8	<b>Teaching points:</b>  “Now we will be discussing some teaching points for the rest of our team. If you would like me to review this points, I can come back later after rounds to discuss them with you.”	
9		<b>Conclusion</b> Ask if family if they need clarification. Offer to meet after rounds with interpreter to address concerns. Thank Family For Participation