

HOW HEALTHCARE INTERPRETING TRAINING (DIS)AGREES WITH THE EXPECTATIONS OF HEALTHCARE PROVIDERS

Sofía Antequera-Manzano
sofia.antequera@uah.es



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INTERPERTING: HEALTH
CARE**



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PUBLIC SERVICE INTERPRETING

PSI

- Caused by the rise in **migratory movements**.
- It **gives a voice** to those that couldn't communicate without it (Bancroft 2015) and aids them in the access to **basic rights**.

MIGRANTS EXPERIENCES

- Linguistic **difficulties**
- Cultural **differences**
- **Vulnerable** situation because of:
 - Power differences with healthcare providers
 - Unfamiliarity with Spanish system
 - Their individual situation as migrants (Corsellis, 2010).

SPECIALISATION

- Very high linguistic and terminological proficiency
- **Cultural** specialists
- High **social** skills
- Firm sense of **ethics**
- Prepared to face **emotionally taxing** situations

LACK OF REGULATION

- In Spain, no official test or organisation that regulates its standards

RELATIONSHIPS BETWEEN HEALTHCARE PROVIDERS AND INTERPRETERS

PSI's power:

- Controls the flow of the conversation
- Only member with full knowledge

**POWER = TRUST = CONTROL
BALANCE**

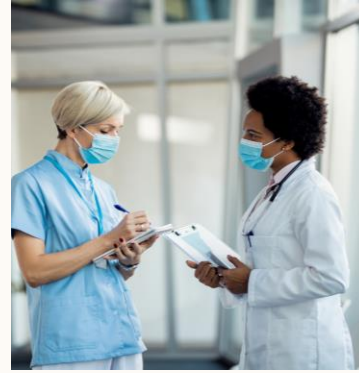
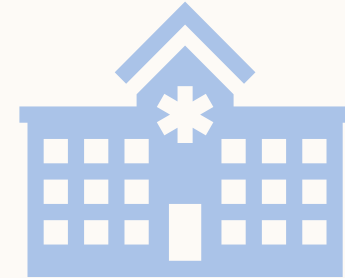
Experiences of healthcare providers:

- Providers may develop sense of anxiety, exclusion, uncertainty and even competitiveness (Costa, 2022)

Interprofessionalism:

- Teach professionals how to work with each other
- Undeveloped area of study

SUBJECT AND OBJECTIVES



Students of the European Master in Intercultural
Communication, Translation and Interpreting in Public
Services (Máster CITISP)

Healthcare providers of Hospital La Paz (Madrid)



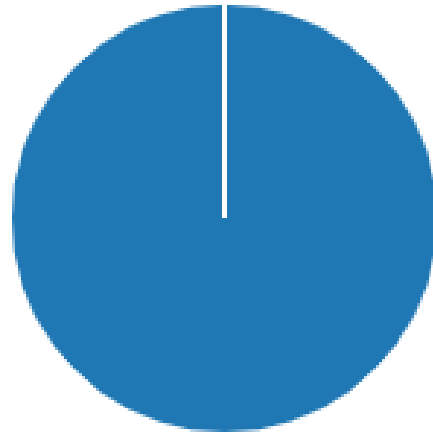
Do their needs and expectations agree?



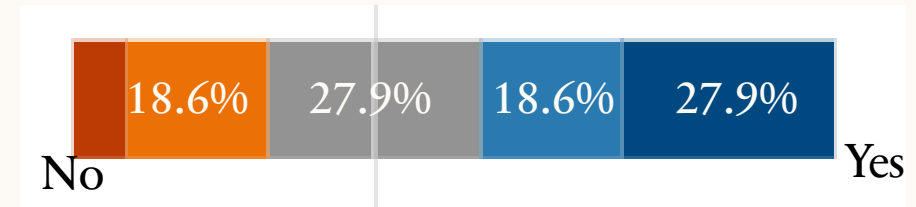
METHODOLOGY: SURVEYS

SURVEYS FOR HEALTHCARE PROVIDERS

Experiences dealing with intercultural communication and PSI



Have you ever attended a patient in a language other than Spanish?



Do you feel inhibited in the way you communicate when there is an interpreter?

What are your main concerns regarding the interpreter's job?

- "Are they interpreting everything accurately?"
- "Do they follow any codes regarding confidentiality and such matters?"

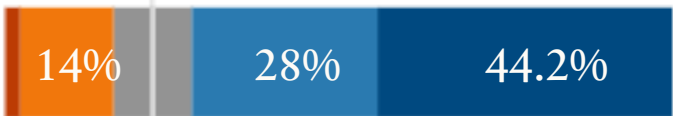
TENDENCY TOWARDS INTERVENTIONISM⁸ FROM INTERPRETERS



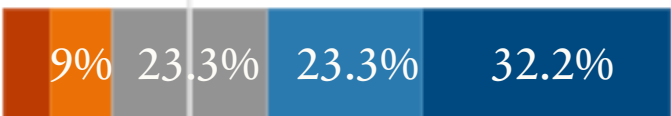
The interpreter should translate everything without summarising



The intervention of the interpreter is useful to avoid cultural issues

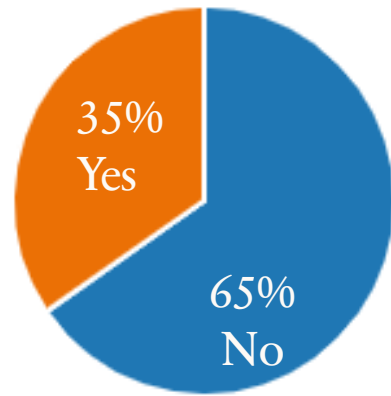


If the interpreter has any relevant information on the patient's health, I'd prefer to be told directly



The interpreter should offer support to the patient and advocate for them

SURVEYS FOR INTERPRETING TRAINEES



Do you think interpreters advocate for patients in the healthcare setting?

How important are the following skills for interpreters?

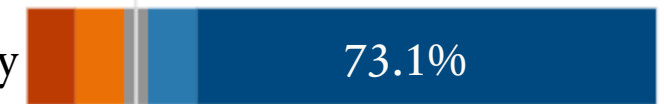
Fidelity



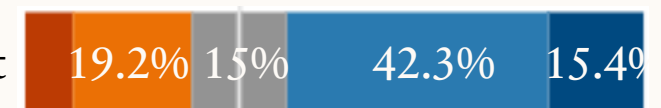
Cultural competence



Confidentiality

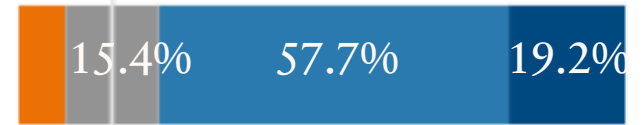


Patient support



EXPECTATIONS OF INTERPRETING TRAINEES

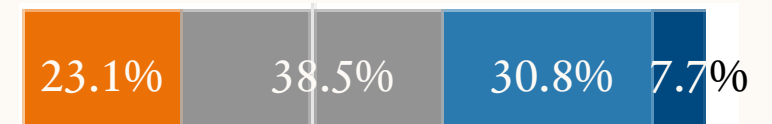
I'd intervene if I perceive communication problems



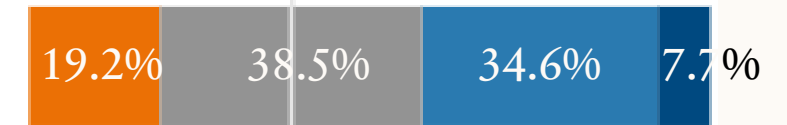
I'd explain cultural differences that result in communication problems



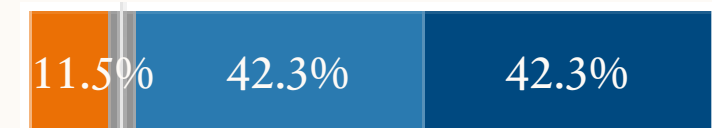
The relationships between interpreters and patients are important



The relationship between interpreters and healthcare providers are important



Knowledge of the national health system is important



CONCLUSIONS



There are large knowledge gaps in the understanding healthcare providers have of PSI

Healthcare professionals expect a larger level of intervention from interpreters than they expect to provide

Interpreters will encounter ethical dilemmas regarding the relationship they have with both healthcare providers and patients

FUTURE WORK

- Increase interprofessional opportunities between healthcare providers and interpreters, both professional and trainees
- Emphasising the important of communication between professionals (briefing)



THANK YOU FOR YOUR ATTENTION!

Sofía Antequera-Manzano
sofia.antequera@uah.es



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INTERCOMSALUD



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