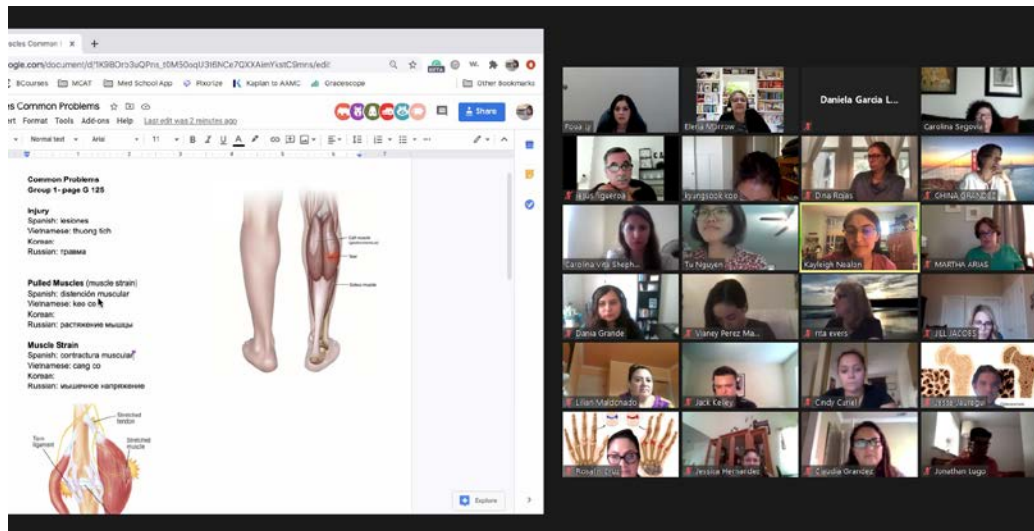


Year 2020: The 40 Hour Healthcare Interpreter Training Goes into Cyberspace

In September and October of 2020, the UCDH Medical Interpreting Services department hosted its largest group of trainees in the 14 years that this training has been offered at our facility. Due to the COVID-19 restrictions, department trainers had to improvise. They took this interactive training into cyberspace and utilized the full scope of Zoom capabilities to facilitate group work. 45 students speaking 13 different languages with experience in many fields of interpreting came together on five Fridays to learn the basic skills of healthcare interpreting.

The 40 hours of instruction included lecture time and homework, activities, terminology reviews, interpreting practice, case studies, role play, and an in-depth study of medical interpreter roles, ethics, and legal issues. All participants received a full training binder and a certificate of completion.



Students especially appreciated an overview of the latest apps and video technology, networking opportunities with industry professionals, training tips from guest speakers, an overview of the two national certification exams, and tips on national exam preparation and requirements. *“I enjoyed learning about the roles of a medical interpreter, the training was very informative! A great road map to begin career in interpreting. I would recommend this to anyone who is interested in a career in this field”* – said one of the 2020 class participants.

This training is an industry standard and was developed in California in 2002. It satisfies the prerequisite requirement of both the NBCMI and the CCHI national certification tests for healthcare interpreters. The list of interested trainees for the 2021 class is filling up already! For more information, please visit: https://health.ucdavis.edu/interpreting_services/



November 2020 Calendar

Lung Cancer Awareness Month
Children's Grief Awareness Month

- 1 – All Saints Day (Christian)
- 3 – Election Day (US)
- 11 – Veteran's Day (US)
- 12 - Birth of Baha'u'llah (Baha'i)
- 13 – Jain New Year (Jain)
- 13-19 – World Antibiotic Awareness Week
- 14 – Diwali (Hindu-Jain-Sikh)
- 15 - Vikram New Year (Hindu)
- 22 - Christ the King (Christian)
- 26 – Thanksgiving (US)
- 30 - St. Andrew's Day (Christian)

UC Davis Health Medical Interpreters Share Their Experiences Interpreting for Palliative Care

In September of 2020, three UCDH medical interpreters for Spanish, Cantonese/Mandarin and American Sign language had a rare opportunity to share their experiences with a large audience of providers at the medical center. They were invited to the Schwartz Rounds session – a session of open discussion of successes and difficulties in patient care. This particular Schwartz Rounds session focused on the intricacies of interpreting for palliative care – a concept widely unknown in cultures outside of the United States. The interpreters shared that many times patients do not understand what “comfort care” means, and they have to step out of their role of a message converter/conduit to check for understanding with the patient. This may be difficult to do, as interpreters are trained to assume the least invasive role in all encounters. However, since the ultimate goal of the medical interpreter who is a part of the care team is patient’s health, interpreters are often the only person in the encounter who can see a cultural clash or misunderstanding unfolding in real time.



Some key takeaways from the session:

- In many cultures the soft words and descriptions such as “comfort care” do not make sense. More direct language is needed to let patients know what their options are: medical treatment or no medical treatment.
- Decision making may not be up to the patient in many cultures. Providers need to ask who the decision maker is in the family.
- Interpreters will intervene when they see a cultural misunderstanding or conflict unfolding. They will inform both parties when such intervention is needed.
- Intervening feels uncomfortable but may be a necessary step to ensure full understanding between provider and patient.
- In Chinese culture, it is preferred that the patient passes away at another location, not at home. Families may request that their loved one be brought to the hospital in his/her final days.
- Interpreters feel satisfaction when they are able to ensure complete communication.
- Working with palliative care patients makes interpreters appreciate their health and the health of their families that much more!



New Staff Profile: Zully Rodriguez

Zully is the newest bilingual professional to join the UCDH Medical Team. Zully was born and raised in Columbia and received a scholarship to Hawthorne College in Melbourne, Australia where she learned English. She also holds a Law degree from The Catholic University of Columbia (Universidad Católica de Colombia). To this day, her Colombian attorney’s license is still active and in good standing. Zully came to the U.S. in 2005 with aspirations and hope for a new life in a new place. She worked with a law firm in California where she started her journey into interpretation by starting off translating and interpreting for attorneys, staff and clients.

These experiences led her to explore a career as an interpreter. Zully stated, “I told myself that my other love was Spanish, and I wanted the opportunity to speak my native language in a more professional setting”. Interpretation has opened the doors for her to a world of service and compassion that is more in line with her principles and values. She has been pleasantly surprised by UCDH where she has seen kindness from providers towards patients, the camaraderie of fellow interpreters and the entire management team who are always willing to help. Welcome to the Medical Interpreting team, Zully!