



Behavioral Health and Linguistically Appropriate Care: A Case Study

5TH ANNUAL HEALTH DISPARITIES CONFERENCE

Partnering Toward a Healthier Future

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Support of Care Process – Interpreter Encounters throughout Care Continuum

Patients in need of Qualified Bilingual Staff intervention are entitled to be supported throughout their entire care:



Case study

- **Situation:**

- 14 y/o Hispanic patient admitted to Partial Hospitalization Program at ABH with mother and mother's boyfriend (BF) present
- Caregiver was a single mother of 3 and victim of emotional abuse back in the Dominican Republic

Case study

- **Background**

- Mother's BF stated he was legal guardian and will handle admission and interpretation
- BF was abusing mother and children emotionally with harsh parenting and punishment methods
- 2nd family meeting mother broke down with BF present indicating she had been selfish and no longer can subject her children to his parental practices

Case study

- **Assessment**

- Patient was provided resources to help cope with issues that affected him, mother, and siblings
- Patient discharged back to school and assigned to outpatient psychiatrist
- QBS involvement provided patient and his family the opportunity to use all resources available

- **Recommendation**

- The primary caregiver is responsible for determining and requesting appropriate interpreter services.
- Interpreter service must be used for any occasion of obtaining consent, explaining medical or surgical procedures and overall care planning discussions.
- The use of an interpreter will be documented in the medical record by the provider.

History of QBS

2003

- Curriculum developed by Gayle Tang at Kaiser Permanente, Senior Director of Linguistic and Cultural Programs, National Diversity in 2003

2007

- Adventist HealthCare is the first organization to adopt the curriculum outside of Kaiser and adjust it to fit a community hospital model

2008

- QBS offered to community organizations and other hospitals

2010

- QBS training became available to all Maryland hospitals in 2010

Qualified Bilingual Staff Program

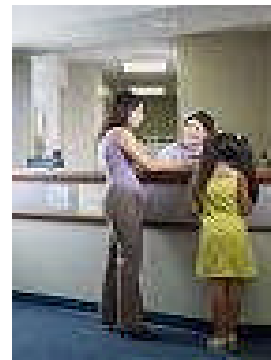
Purpose:

- Increasing our capability for providing linguistically appropriate services to our Limited English Proficient (LEP) patients by training our bilingual staff in proper interpreting skills during a medical encounter.
- AHC QBS program provides interpreting training in 14 languages for conversational and medical terminology levels.
- They provide care that is culturally appropriate inline with the Patient Protection and Affordable Care Act (PPACA).

Course Content:

Three day training in which the student will learn to analyze and apply techniques of effective communication in cross-cultural encounters. Participants learn:

- Ethics of Interpreting
- Legal and Regulatory Requirements
- Medical Terminology
- Cultural Competency
- Diversity
- Modes of Interpretation
- Managing the Session
- Transparency in a Patient-Provider Relationship
- Cultural Broker Role



Level 1:
Conversational
Interpreting



Level 2: Exam
Room Interpreting

QBS IMPORTANCE IN CARE

- Health care is not interrupted due to Limited English Proficiency
- Treatment will be understood and the client may take full-advantage of care
- Not speaking and/or understanding the language will not hinder any level of patient care

BEHAVIORAL HEALTH

- Culturally competent staff are needed to assist individuals that lack of knowledge about behavioral health without altering their cultural beliefs
- Qualified bilingual staff promote the understanding of individuals that do not speak and/or understand English that are receiving behavioral health services

Qualified Bilingual Staff Program 2007-2011

Entity	Trained	Level 1	Level 2	Total Qualified	Languages
WAH	125	35	44	79	Amharic, Arabic, Cantonese, French, Korean, Mandarin, Spanish, Vietnamese (8 total)
SGAH	152	43	54	97	Amharic, Arabic, Cantonese, Farsi, French, Korean, Mandarin, Portuguese, Russian, Spanish, Tagalog (11 Total)
HRMC	2	1	-	1	Spanish
ARHM	25	6	9	15	Farsi, French, Korean, Mandarin, Spanish, Tagalog (6 Total)
ABH	17	6	4	10	Spanish
SC	12	4	3	7	Russian, Spanish
Total	333	95	114	209	12 languages

Total Community Partners Trained	90
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