

## Purpose

- To assess whether an interactive workshop and case simulation, conducted in partnership with a certified medical interpreter and a bilingual standardized patient (SP), helps internal medicine residents work more effectively with medical interpreters.

## Learning Objectives

- Describe the importance of medical interpreters as members of the healthcare team.
- Adopt strategies to promote effective communication with patients and cultural awareness when working with medical interpreters.
- Recognize and respond to common challenges and pitfalls of working with medical interpreters.
- Recognize risks that arise from *not working with an interpreter, or relying on family members to interpret*, such as false fluency, missed diagnoses, liability and poor patient outcomes.

## Methods

- 50-minute workshop was conducted for PGY2 and PGY3 internal medicine residents in the Global Health Pathway.
- Certified bilingual medical interpreter and a bilingual SP were utilized.

### Topics discussed during workshop:

- Importance of working with medical interpreters
- Risks that arise from *not working with interpreters*, such as false fluency, missed diagnoses, liability and poor patient outcomes.
- Logistics and effective strategies for accessing interpreter services in different hospitals.
- Common challenges that arise while utilizing medical interpreters, and tips for overcoming them.

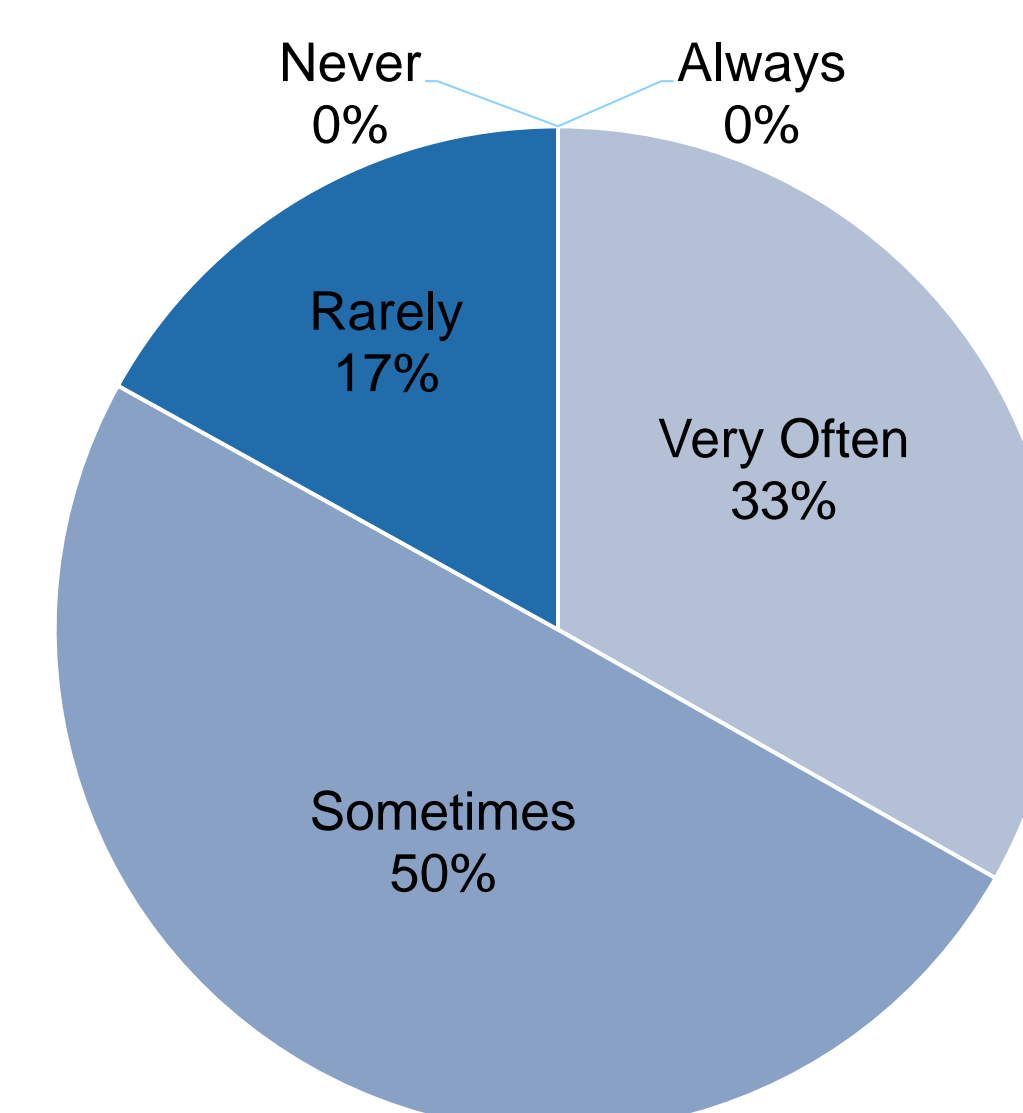
### Organization and evaluation of workshop:

- Residents role-played six different scenarios that are commonly encountered during their rotations that require medical interpreters.
- The certified medical interpreter then provided constructive feedback, along with a checklist of critical tasks completed or not completed, to each resident.
- Anonymous, eight question pre- and post-workshop surveys were completed by the residents.

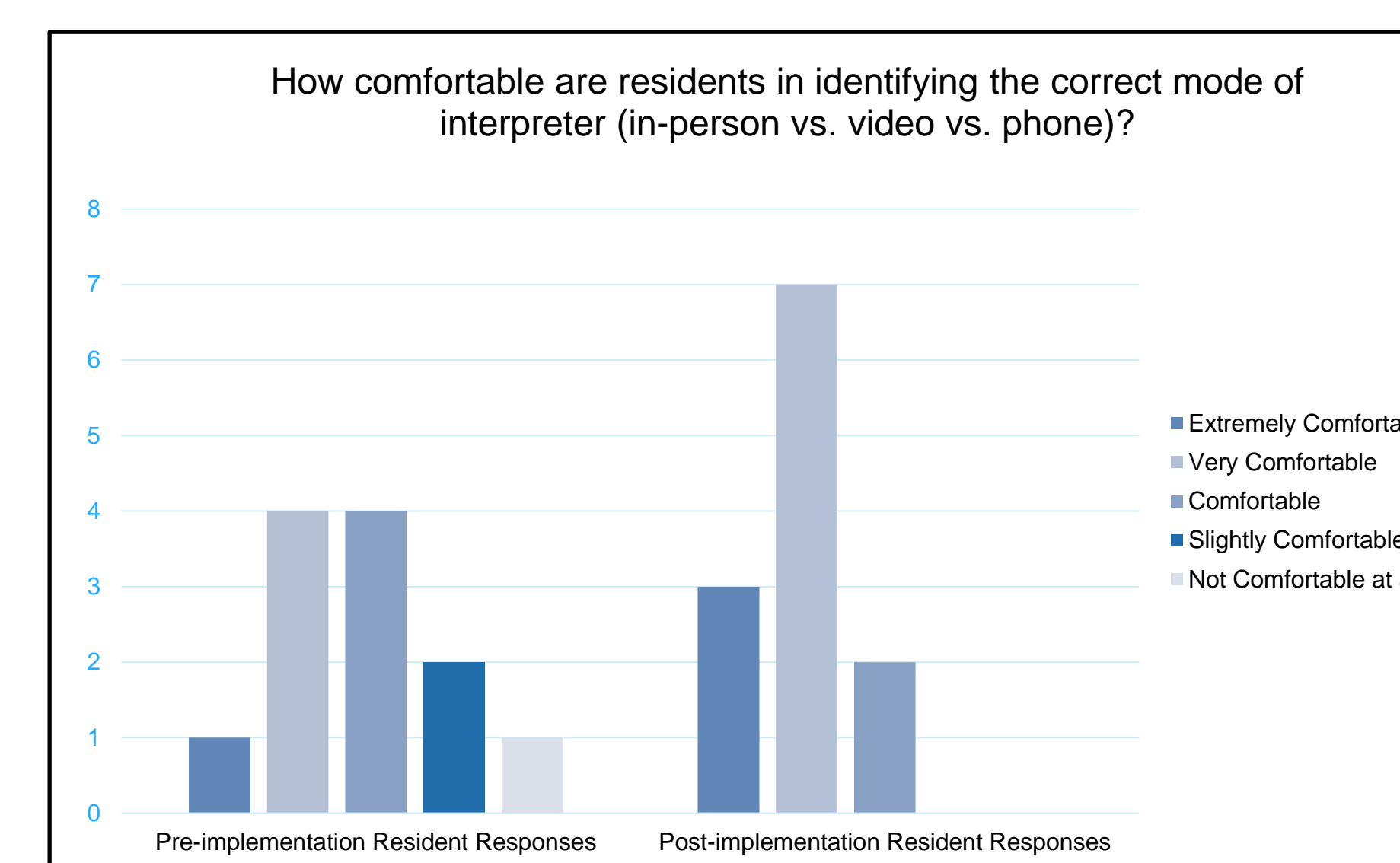
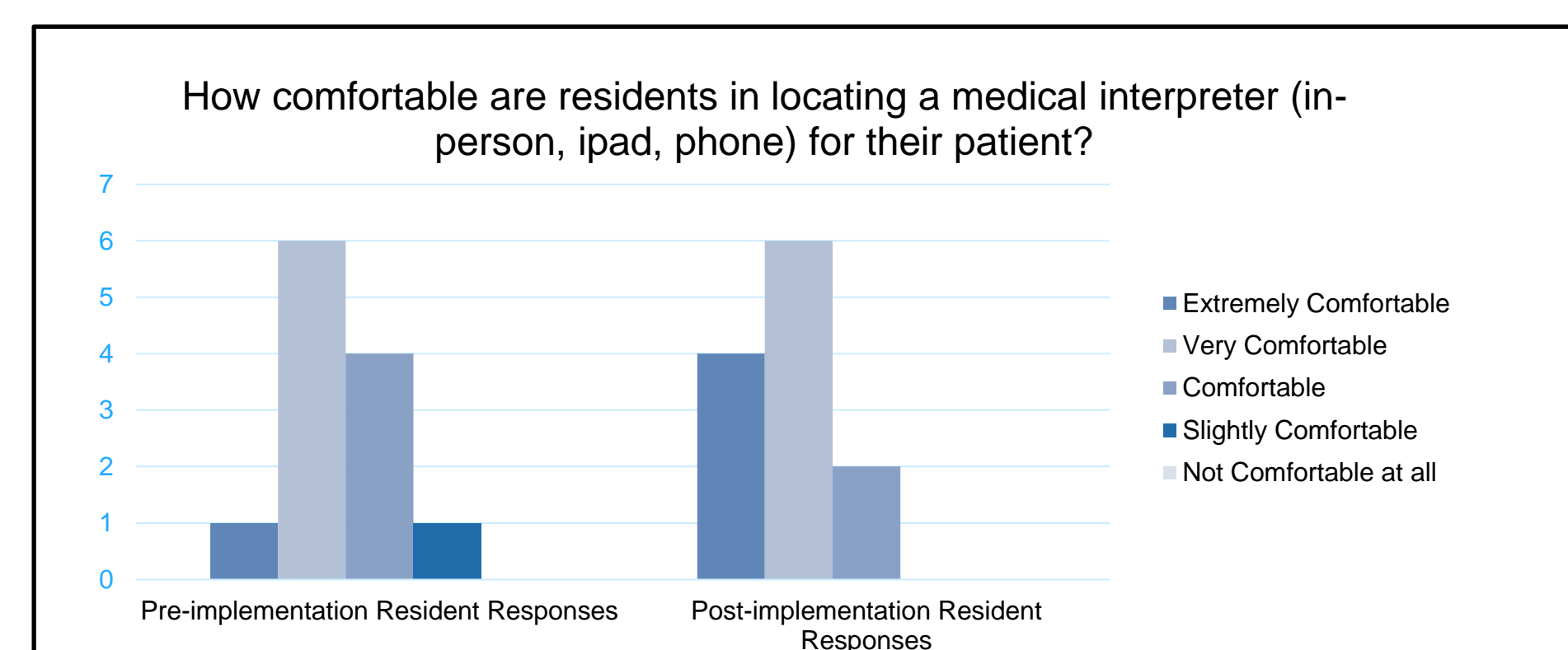
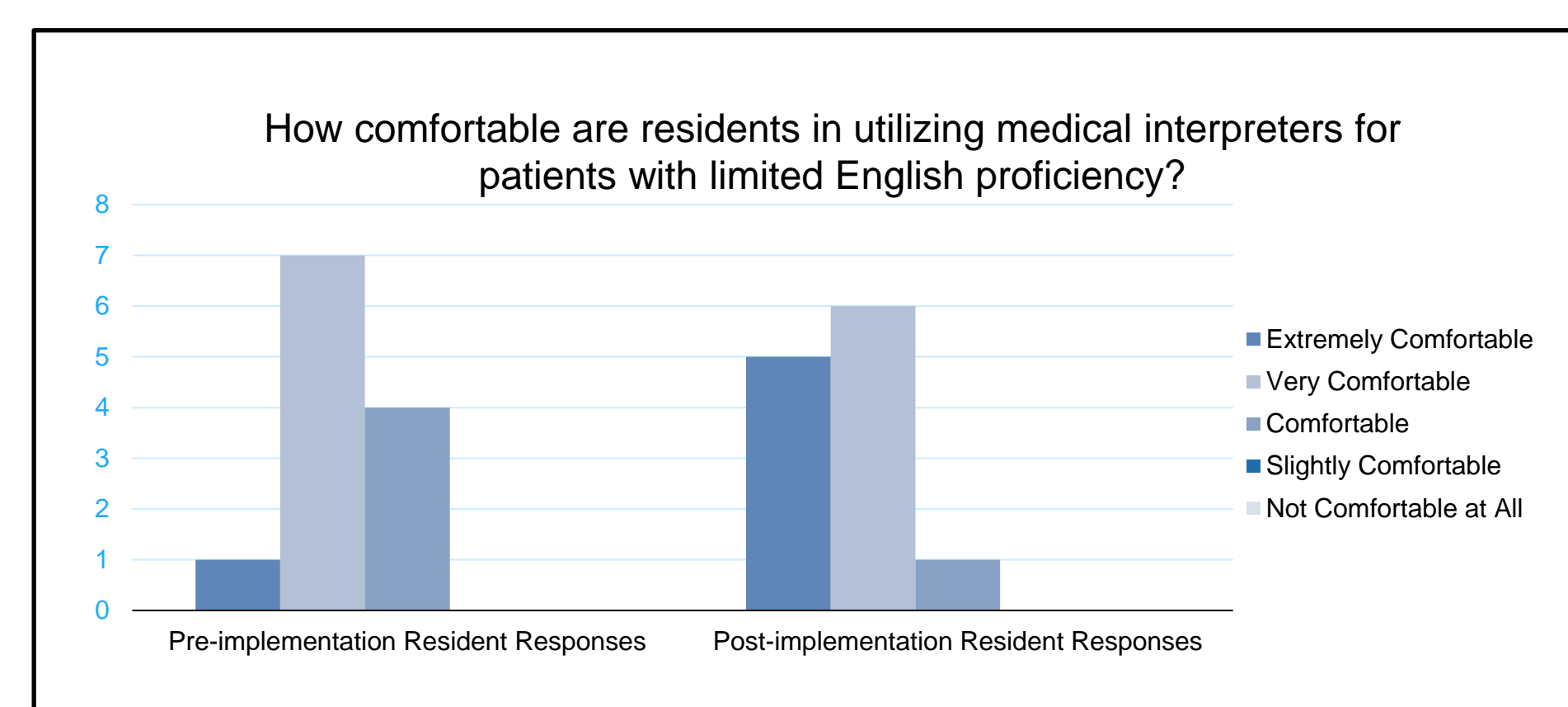
## Results

- Twelve internal medicine residents (5 PGY2, 7 PGY3) completed the workshop.
- 11 of 12 residents reported “Always” or “Very Often” when asked, “how often do you use a medical interpreter for patients with Limited English Proficiency (LEP)?”
- When asked, “when you are caring for hospitalized patients with LEP, and prior to rounding with your team, how often do you use medical interpreters,” 8 reported “very often,” 3 reported “sometimes,” and 1 reported “rarely.”

**Figure 1. How often do residents rely on family members of patients with LEP to interpret instead of utilizing a medical interpreter?**



**Figure 1. Impact of workshop on residents' comfort level of utilizing certified medical interpreters**



- All 12 residents agreed that the session was helpful in identifying common pitfalls in utilizing medical interpreters, in understanding the importance of medical interpreters, and in how to incorporate interpreters effectively in their practices.

## Conclusions

- Internal medicine residents benefitted from an interactive workshop on effective utilization of medical interpreters. Incorporating a certified medical interpreter and a bilingual SP into the workshop was instrumental in simulating realistic patient care scenarios, highlighting challenges, and providing real time feedback to residents.

## Next Steps

- Determining the impact of the workshop on the utilization of medical interpreters six months after completion of the survey.
- Expanding the medical interpreter workshop to other residents and trainees.

## References

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