

# Interpretation Services Planning Worksheet

<b>Determine the scope of interpreting in your organization</b>			
<b>Patient point of contact</b>	<b>Most needed</b>	<b>Somewhat needed</b>	<b>Not needed</b>
Initial contact and appointment scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entering the healthcare organization and navigation through the system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Preparation for visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting in the lobby	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Assessment and clinical encounter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diagnosis and explanation of treatment and discharge plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Procedures, radiology, and lab work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Billing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discussion of referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pharmacy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reminders and followup communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient complaint and incident reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Determine the types of interpreters</b>
<input type="checkbox"/> Bilingual staff and clinicians
<input type="checkbox"/> Dedicated staff interpreters
<input type="checkbox"/> Dual-role staff interpreters
<input type="checkbox"/> Contract interpreters
<input type="checkbox"/> Community volunteers
<input type="checkbox"/> Language agencies
<input type="checkbox"/> Family and friends

<b>Determine predominant modes of interpretation</b>
<input type="checkbox"/> Consecutive
<input type="checkbox"/> Simultaneous
<input type="checkbox"/> Sight translation

<b>Identify the most cost-effective methods of delivering interpretation services</b>
<input type="checkbox"/> Face-to-face
<input type="checkbox"/> Phone line
<input type="checkbox"/> Video

<b>Identify organizational factors related to interpreter's work</b>
<input type="checkbox"/> Ability to go through all the points of contact with the patient
<input type="checkbox"/> Types of interpreters that can be used when demand for an interpreter is low
<input type="checkbox"/> Types of interpreters that is easily accessible for acute needs
<input type="checkbox"/> Types of interpreters that is beneficial for less frequent language groups
<input type="checkbox"/> Interpreters that can substitute for a staff interpreter
<input type="checkbox"/> Interpreter's workflow
<input type="checkbox"/> Type of interpreter that provides most comfort to the patients
<input type="checkbox"/> Type of supervision that interpreters need
<input type="checkbox"/> Paying for interpreter services of the patient does not show up
<input type="checkbox"/> Costs and availability of equipment for interpretation services
<input type="checkbox"/> Availability of interpretation services after hours

<b>Develop a process for ensuring interpreter competence</b>
<i>Identify interpreter skill components to be assessed</i>
<input type="checkbox"/> Basic language skills

<input type="checkbox"/> Ethical case study
<input type="checkbox"/> Cultural issues
<input type="checkbox"/> Healthcare terminology
<input type="checkbox"/> Integrated interpreting skills
<input type="checkbox"/> Translation of simple instructions
<i>Identify the methods of assessment</i>
<input type="checkbox"/> Unstructured oral interviews
<input type="checkbox"/> Structured oral interviews
<input type="checkbox"/> Written tests
<input type="checkbox"/> Role plays
<input type="checkbox"/> Text translation
<b>Train interpreters</b>
<i>Identify training agencies</i>
<input type="checkbox"/> Schools and universities
<input type="checkbox"/> Community-based organization
<input type="checkbox"/> State and country-sponsored programs
<input type="checkbox"/> Private agencies
<i>Identify forms of training</i>
<input type="checkbox"/> In-house training sessions
<input type="checkbox"/> Interpreter-training program
<b>Assess interpreters' performance</b>
<input type="checkbox"/> Utilize standards for healthcare interpretation
<input type="checkbox"/> Observe the work of interpreters
<input type="checkbox"/> Provide feedback to interpreters
<b>Develop policies and procedures for dealing with interpreters</b>
<input type="checkbox"/> Access to interpretation services
<input type="checkbox"/> Scheduling interpretation services
<input type="checkbox"/> Responding to LEP patients
<input type="checkbox"/> When to use bilingual staff members
<input type="checkbox"/> When to use family members
<input type="checkbox"/> Policies and procedures to follow when an LEP patient refuses an interpreter
<input type="checkbox"/> Collecting patient feedback on the interpretation services