

## LET US HELP

**H**RET offers customized interpreter training sessions for groups of healthcare facilities or individual facilities with 50 or more eligible employees.

### *The program will help hospitals:*

- Comply with federal and state mandates for providing linguistically and culturally appropriate services;
- Establish a pool of interpreters to meet communication needs of ethnically diverse populations; and,
- Decrease the need for telephonic interpreter services and reduce related costs.

HRET also will work closely with designated staff to market the program, recruit your bilingual staff and schedule a training session convenient to your facility.

For more information and a fee structure, contact HRET at [research@njha.com](mailto:research@njha.com) or 609-275-4145 or visit us at:

[www.njha.com/research/IntprForBilingualStaff.aspx](http://www.njha.com/research/IntprForBilingualStaff.aspx)

# Effective Communication in Healthcare

*Interpreter Training Program  
for Bilingual Staff*



Produced by the HEALTH RESEARCH AND EDUCATIONAL TRUST OF NEW JERSEY, a nonprofit affiliate of the New Jersey Hospital Association.

# EFFECTIVE COMMUNICATION IN HEALTHCARE

## Interpreter Training Program for Bilingual Staff

### WHY EFFECTIVE COMMUNICATION IN HEALTHCARE MATTERS

New Jersey is one of the most racially and ethnically diverse states in the country. About 1 million residents are unable to speak English well, and more than 165,000 do not speak English at all. Language access and effective communication can help prevent unnecessary testing, misdiagnosis and inappropriate treatment and result in greater patient compliance, satisfaction and improved health outcomes.

### WHY TRAIN BILINGUAL STAFF AS MEDICAL INTERPRETERS

It is critical that qualified medical interpreters are available to facilitate communication between patients and providers. Healthcare facilities that do not provide appropriate interpreter services could be vulnerable to civil rights violations or other federal or state actions.

Because there is no pool of trained medical interpreters and no available interpreter training program in New Jersey, the optimal choice is to train bilingual staff to serve in this role as they reflect the diversity of communities hospitals and other healthcare facilities serve.

*“This training is very well structured and interactive, and helps trainees develop cross-cultural communication skills. My staff who attended would recommend it to all bilingual staff interested in interpreting.”*

— CHESTER B. KALETKOWSKI  
President & CEO, South Jersey Healthcare



### HRET'S HEALTHCARE INTERPRETER TRAINING PROGRAM

HRET's training program is designed to train volunteer, bilingual hospital staff to serve as dual-role interpreters within their working units in hospitals and other healthcare settings. The curriculum is based on pre-validated interpreter training curricula and a hospital consortium model. The program uses a modified version of the curriculum originally developed through support from the Department of Health and Senior Services.

Participants will learn about: policies for provision of interpreter services; interpreting skills and protocols; the role of the interpreter following the national code of ethics and national practice standards; and cultural competency and why it's critical.

### WHO SHOULD RECEIVE MEDICAL INTERPRETER TRAINING

Candidates for this training include: bilingual employees from diverse ethnic communities, including RNs, LPNs, technicians, medical assistants, medical students and residents and physicians who are likely to have baseline knowledge regarding cultural issues and medical terminology. Familiarity with terminology is an important prerequisite for applicants, as terminology training is not included in the curriculum.