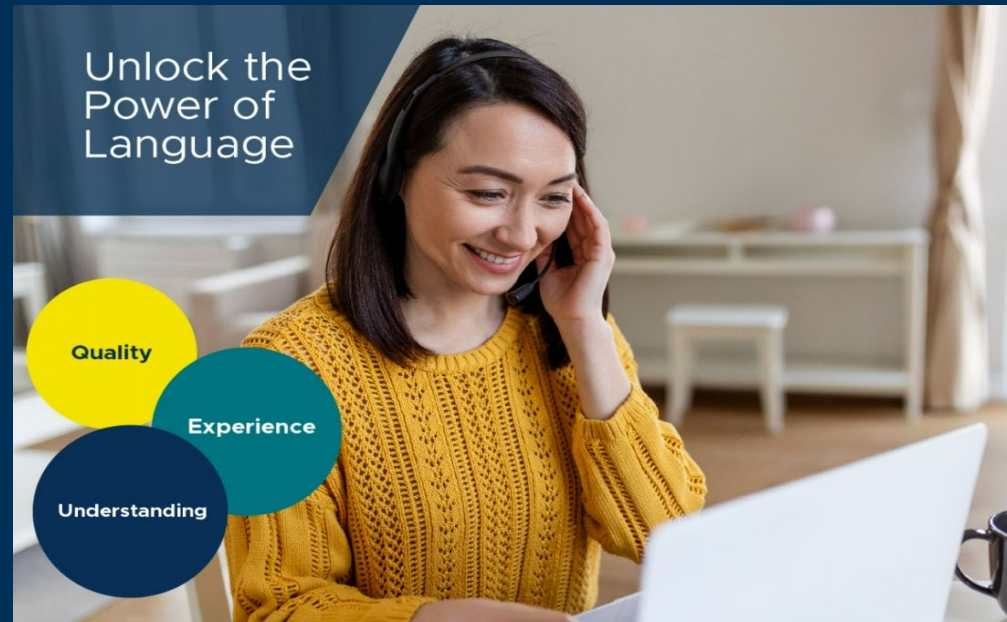


- **Interpreting for Special Populations**





- Define Culture and Cultural Competency
- Explain the three benefits of clear communication
- Explore and understand LGBT (lesbian, gay, bisexual, and transgender) communities
- Address healthcare for refugees and immigrants
- Reflect on strategies when working with seniors and people with disabilities

- Culture and Cultural Competence

- Culture refers to integrated patterns of human behavior that include language, thoughts, actions, customs, beliefs, values, and institutions that unite a group of people.
- Cultural Competence is the capability of effectively dealing with people from different cultures.

# How Does Culture Impact the Care That is Given to Patients

- Culture informs
  - Concepts of health and healing
  - How illness, disease, and their causes are perceived
  - The behaviors of patients who are seeking health care
  - Attitudes toward health care providers

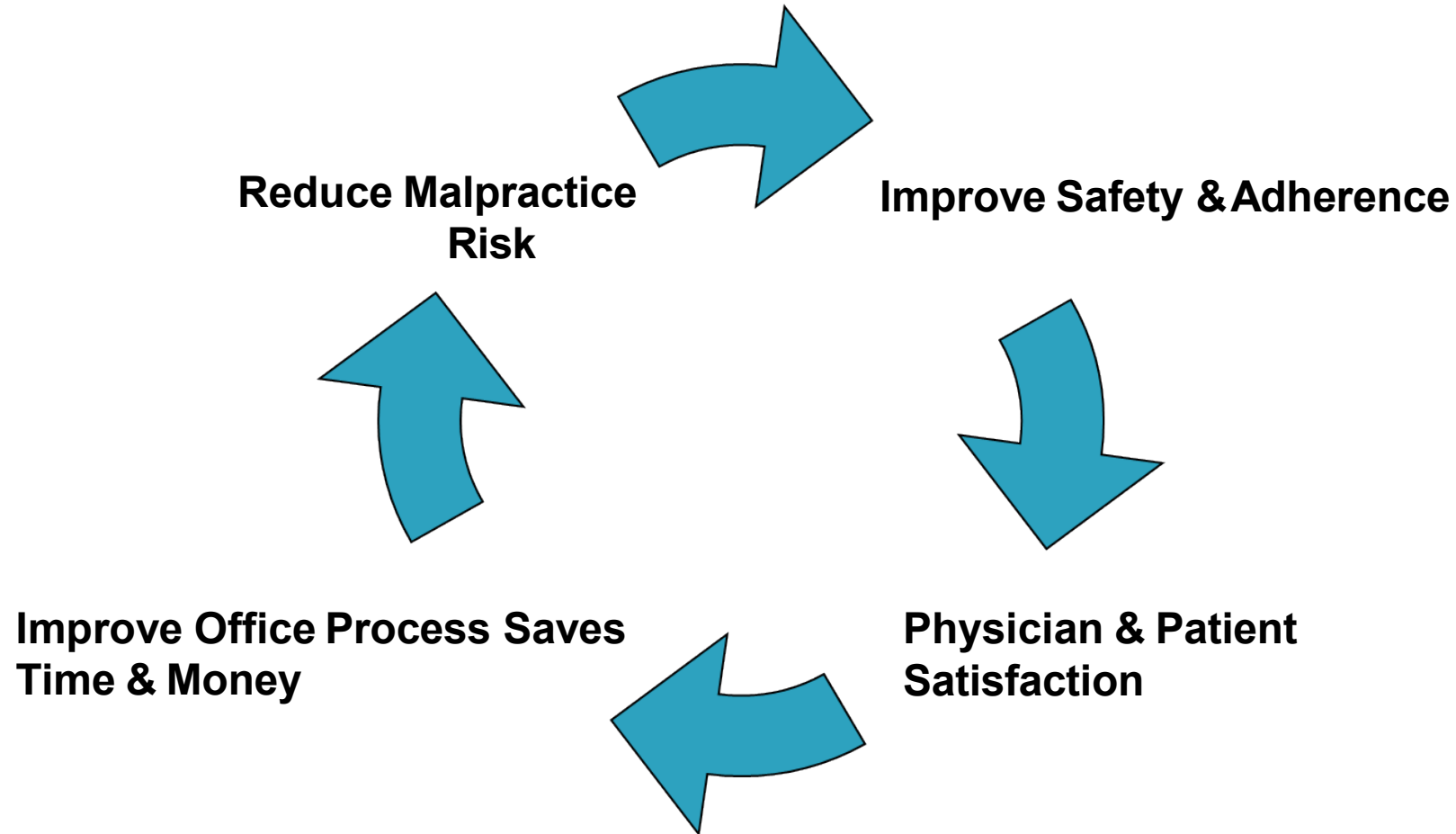
- Culture defines health care expectations:
- Who provides treatment
- What is considered a health problem
- What type of treatment
- Where care is sought
- How symptoms are expressed
- How rights and protections are understood
- Because health care is a cultural construct based in beliefs about disease and the human body, cultural issues are central in the delivery of health services

- Clear Communication: The foundation of Culturally Competent Care

- 20% of people living in the U.S. speak a language other than English at home.
- The Hispanic population has grown by 43% in the U.S. since 2000
- 17% of the foreign-born population in the U.S. are classified as newly arrived (arriving in 2005 or later).
- 1 out of 2 adult patients has a hard time understanding basic health information.
- Average physician interrupts the patient in the first 20 seconds.



# Clear Communication Benefits



- Learn the specific patient needs
  - Hold a brief introductory discussion
    - Your name, organization and nature of the call/visit
- Reassure the patient about confidentiality

- Speak in the first person
- Speak in a normal voice, try not to speak fast or too loudly
- Face and talk to the patient directly
- Be aware of body language in the cultural context

- Cultural Competence & the LGBT\* Communities
  - \* (lesbian, gay, bisexual, and transgender)

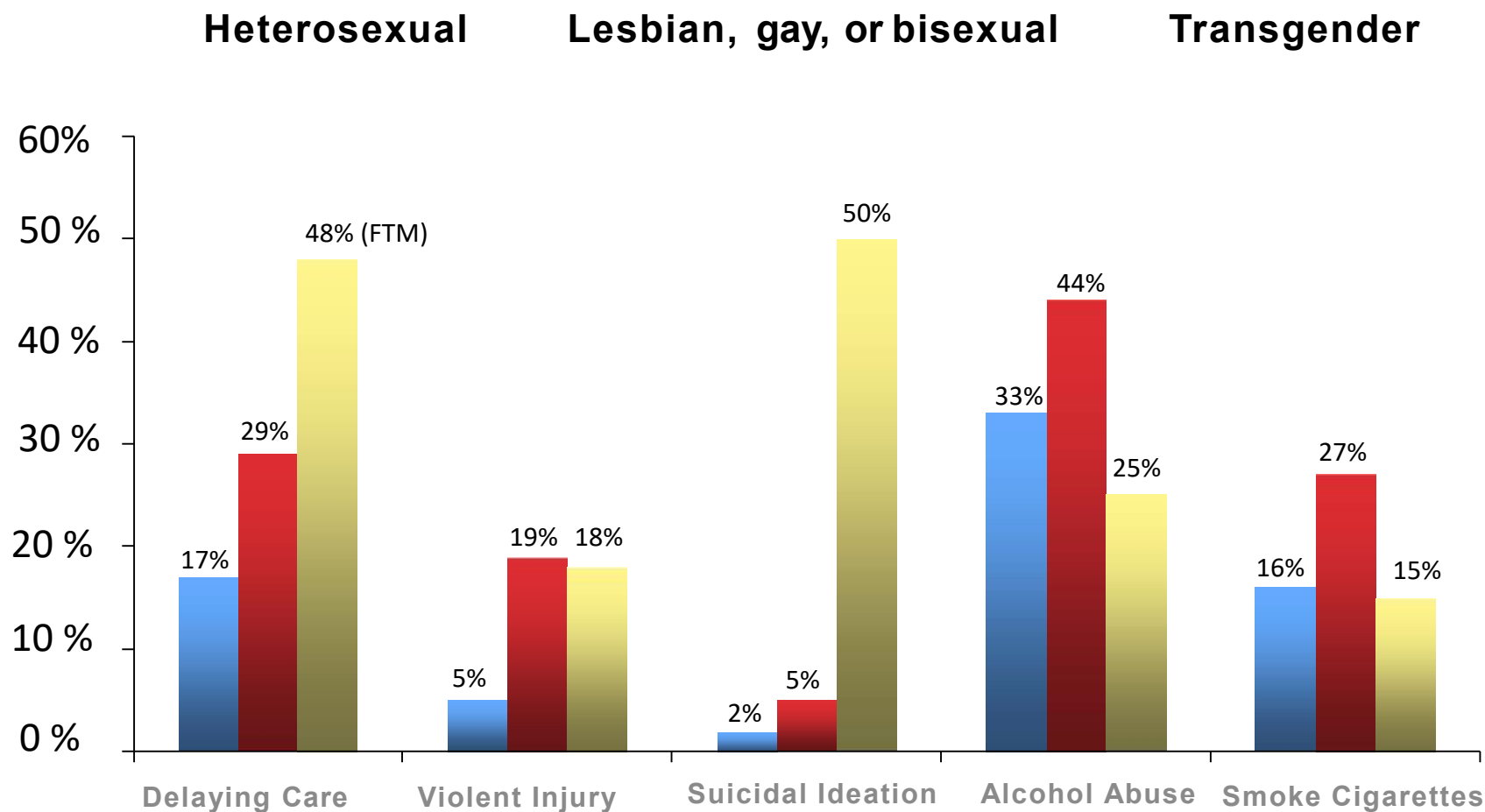
- **Orientation**

- Sexual Orientation: A person's emotional, sexual, and/or relational attraction to others. Usually classified as heterosexual, bisexual, and homosexual (i.e. lesbian and gay).
- Describes how people locate themselves on the spectrum of attraction and identity.
- It is distinct from gender identity or gender expression.
- Transgender people exhibit the full range of sexual orientations, from homosexual to bisexual and heterosexual.

- Bisexual: One whose sexual or romantic attractions and behaviors are directed at both sexes to a significant degree. Bisexuality is a distinct sexual orientation.
- MSM: Men who have sex with men. Usually identify as gay.
- WSW: Women who have sex with women.
- Usually identify as lesbian.

- Gender Identity
  - Transgender: Describes people whose gender identity and/or expression is different from that typically associated with their assigned sex at birth.
  - Genderqueer: Describes people who sees themselves as outside the usual binary man/woman definitions.
  - Having elements of many genders, being androgynous or having no gender.
  - Also, Gender Non-Conforming (GNC)
  - Bigender: Describes people whose gender identity encompasses both male and female genders. Some may feel that one identity is stronger, but both are present.

- MtF: Male-to-female; a person who was assigned the male sex at birth but identifies and lives as a female. Also, trans woman.
- MtF persons will still need to have prostate exams according to standard guidelines.
- FtM: Female-to-male; a person who was assigned the female sex at birth but identifies and lives as a male. Also, trans man or trans male.
- FtM persons will need to have breast exams and Pap tests according to standard guidelines.
- Transsexual: Medical term for people who have used surgery or hormones to modify their bodies. Some trans people find this term offensive.



- The California Department of Public Health maintains a list of very helpful LGBT-related resources for:
  - Affordable Care Act
  - Census and LGBT Demographic Studies
  - Drug and Alcohol Abuse
  - Gender Identity
  - Health Disparities
  - HIV/AIDS
  - Homelessness
  - LGBT Health Resources
  - LGBT Health Organizations
  - LGBT Curriculum in Schools
  - Mental Health
  - Legal
  - Teen Health

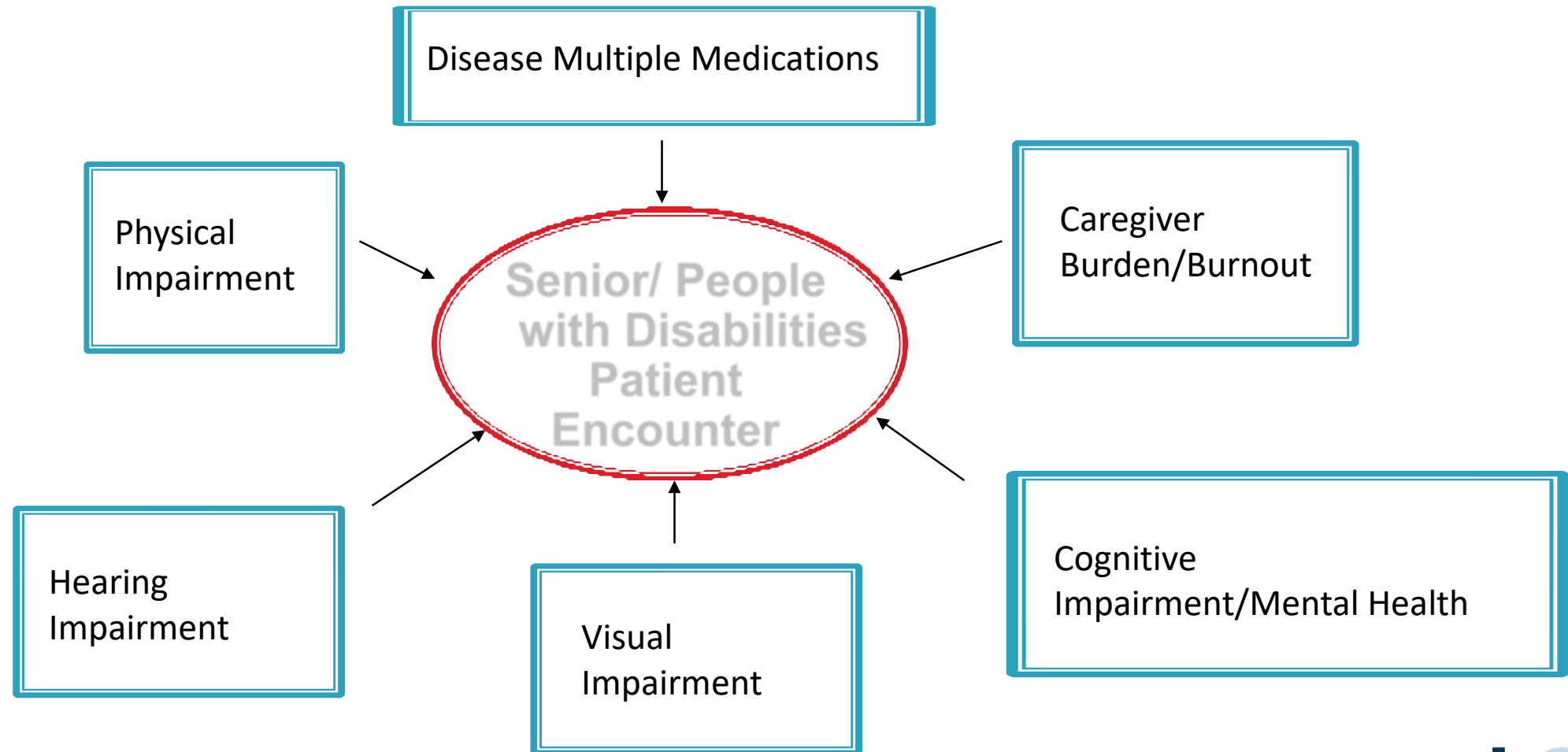
<http://www.cdph.ca.gov/programs/OMH/Pages/LGBTResources.aspx>

- Cultural Competence: Refugees and Immigrants

- **Refugees** and **Immigrants** may:
  - Not be familiar with the U.S. health care system.
  - Experience illness related to life changes.
  - Practice spiritual and botanic healing or treatments before
  - Seeking U.S. medical advice.

- Benefits of Open Communication for Recent Arrivals
  - Builds trust
  - Results in fuller disclosure of patient knowledge and behavior

- Cultural Competence: Seniors and People with Disabilities



Neuro-cognitive processing  
ability impaired

- Pain
- Stroke
- Hypertension, Diabetes
- UTI, Pneumonia

Be aware

- Slow down
- Speak clearly
- Use plain language

Here's What We Wish Our Health Care Team Knew...

Here's What You Can Do...

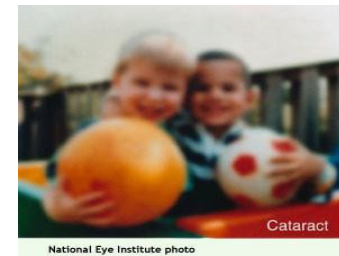
Macular degeneration:



Diabetic retinopathy:



Cataract:



Glaucoma:

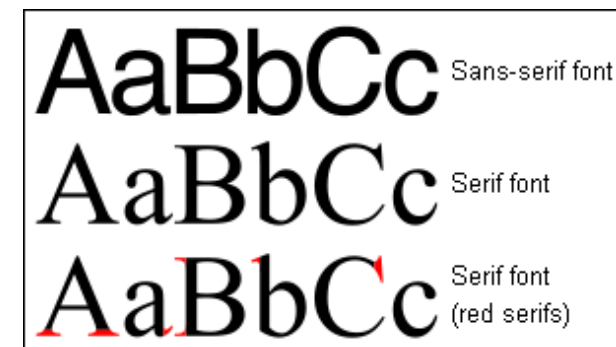


## **Problems**

- reading, depth perception, contrast, glare, loss of independence

## **Solutions**

- decrease glare
- bright indirect lighting
- bright, contrasting colors
- LARGE, non-serif fonts



Presbycusis: Gradual, bilateral, high- frequency hearing loss

- Consonant sounds are high frequency
- Word distinction difficult
- Speaking louder does NOT help

- Face patient at all times
- Speak slowly and enunciate clearly
  - Do not use contractions
- Rephrase if necessary
- Do not cover your mouth
- Reduce background noise  
Air conditioner, TV, hallway noise etc. Audible Solutions- offer listening devices

Here's What We Wish Our Health Care Team Knew...

Here's What You Can Do...

**THANK  
YOU!**

**LSA**  
LANGUAGE  
SERVICES ASSOCIATES