

COMMUNICATION BARRIERS**POLICY NO. PC.C 50****Page 1 of 4**

TJC Standard(s): RI.01.01.01; RI.01.01.03; PC.02.03.01; PC.04.01.05 **NHPCO Standard(s):** PFC 11.3

Regulatory Citation / Other: 418.52(a); Title VI HHS Guidance for LEP (August 8, 2003, 68FR 47311)

POLICY:

Hinds Hospice respects the patient's right to and the need for effective communication and the right to receive information in a manner he or she understands. Every attempt is made to ensure meaningful access to hospice services by persons with communication challenges.

PROCEDURES:

1. The patient's ability to communicate, in addition to communication challenges, if any, are assessed during the referral/intake process.
2. If a patient has a language or sensory impediment that hampers meaningful communication, efforts are made to ensure the patient's communication needs are met during the admission process.
3. **For patients with limited English proficiency (LEP):**
 - a. Hinds Hospice will provide necessary interpreter (verbal communication) and translation (written communication) services needed to meet the needs of LEP persons.
 - b. **Reasonable interpreter services may include, but are not limited to:**
 - (i) Hiring or contracting with staff interpreters
 - (ii) Using telephone interpreter lines
 - (iii) Using staff or hospice volunteers proficient in the target language
 - (iv) Using family members or friends of the patient (if the patient is in agreement). This will only be done as a last resort.
 - c. **Reasonable translation services may include, but not be limited to:**
 - (i) Determining which documents provided to patients/representatives are essential for translation and into which languages
 - (ii) Obtaining professional and competent translation services and ensuring the translated documents are provided to LEP persons as needed and appropriate
 - d. **Resource for Interpreting and Translation Services**
Panational International Language Service
1025 North Abby Street, Fresno, CA 93701
Phone (559) 486-5638, Toll Free (800) 556-1316; FAX 486-5648
4. **For Visually Impaired Patients:**
 - a) Members of the Hinds Hospice Interdisciplinary Team will read aloud all documents normally provided to the patient during admission process and throughout the course of care. Patient/caregiver understanding is documented.

b) Resource:

Valley Center for the Blind and Visually Impaired
2491 West Shaw Avenue, Suite 124, Fresno, CA 93711
Phone (559) 222-4447, or (559) 222-4088, FAX (559) 222-4844

The Valley Center for the Blind and Visually Impaired can assist with talking watches, writing guides, bold lined paper, 20/20 pens, portable magnifiers and low tech aides and other resources.

5. For Hearing Impaired Patients:

- a. The admission nurse determines if writing, lip reading or signing is the most effective means of communication with the patient.
- b. If sign language is the most effective means of communication, the hospice will contact resources in the community that provide signing services.
 - (i) The Hinds Hospice Volunteer Coordinator will be notified to determine if there are any volunteers available for sign interpretation.
 - (ii) If a volunteer is not available for American Sign interpretation contact:
Deaf and Hard of Hearing Service Center, Inc.
5340 N. Fresno Street, Fresno, CA 93710
Phone: (559) 225-3323 voice, (559) 225-0415 TTY
FAX (559) 221-8224
Emergency/Immediate Needs: (559) 375-0902
Service is provided for Fresno, Madera and Merced Counties

When requesting an interpreter staff will provide the following information:

- (i) Time, date, and location of the assignment.
- (ii) Names of the persons involved.
- (iii) Name and phone number of a contact person (Hinds Hospice)
- (iv) Nature of the assignment (medical).
- (v) Name and address of the agency/person responsible for payment. (Hinds Hospice)
- (vi) Medical Record number.

The Deaf and Hard of Hearing Service Center can assist with patients and/or caregivers who are deaf, deafened or hard of hearing. They can also provide specialized communication equipment via the California Telephone Access Program.

6. See Communicating with the assistance of an Interpreter Guidelines attached to this policy.

Core IDG Approval N/A	Board Approval 6/25/2010; 2/15/2011; 7/31/2012	Effective Date 4/1997	Revised Date 3/2010; 6/2012
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**GUIDELINES WHEN USING THE SERVICES OF
AN INTERPRETER:****GUIDELINES WHEN USING THE SERVICES OF AN INTERPRETER**

1. Always face and look directly at a person you are talking with and not the interpreter.
2. Use eye to eye contact.
3. Always address your comments directly to the person you are speaking with, never to the interpreter.
4. Look at the person who is speaking to you, even though this may feel awkward since the message is coming through an interpreter.
5. Address the person directly: Appropriate communication: "Where were you born?"
Inappropriate communication: "Ask him where he was born."
6. When possible, please share any notes, outlines, or handouts with the interpreter in advance, or at the very least, provide a copy of these items to the interpreter during the assignment.
7. Speak in your normal tone of voice at a moderate pace. The interpreter will tell you if you need to pause, slow down or repeat the information.
8. Be aware that the interpreter should interpret everything said, so avoid discussing subjects you do not wish the person you are talking with to know.
9. When separated from the person you are communicating with, avoid giving messages to the interpreter to relay at a later time to the individual.

Guidelines When Communicating With a Person Who Is Deaf or Hard Of Hearing

1. It is appropriate to use the terms deaf or hard of hearing person when referring to a person with a hearing loss.
2. Hard of hearing, and deaf individuals do not communicate in the same ways. Deaf people tend to utilize their visual skills, hard of hearing people tend to utilize their listening and speaking skills.

GUIDELINES WHEN USING THE SERVICES OF AN INTERPRETER:**Page 2 of 2**

3. To get the attention of a person with a hearing loss, call his/her name. If there is no response, you can lightly touch him/her on the arm or shoulder, or wave your hand in his/her field of vision an appropriate distance from his/her face.
4. Always look directly at a person who is signing/speaking to you, even though this may feel awkward since the message is coming through an interpreter.
5. Watch the individual's eyes to ensure understanding - do not depend on affirmative head nodding only.
6. Make sure that your mouth can be seen.
7. Use facial expressions and body language to communicate the emotion of a message, such as displeasure or approval.
8. If you are asked to repeat yourself several times, try rephrasing your sentence.
9. Speak directly to the deaf or hard of hearing person at a moderate pace while using sign language.
10. Be aware of the environment. Large, crowded rooms and hallways can be very difficult for persons with hearing loss. Bright sunlight and shadows also present barriers.
11. Always address your comments directly to the deaf person, never to the interpreter.
12. Always face the individual, and not the interpreter.