

**AmeriCorps National Performance Measures  
Pilot Year 2: 2011-2012  
Output Instrument Packet  
LANGUAGE TRANSLATION AND INTERPRETATION SERVICES**

**Healthy Futures Focus Area**

<b>National Performance Measure</b>
<b>Output:</b> Number of unduplicated clients receiving language translation services at clinics and in emergency rooms (H7).

**Definition of Key Terms<sup>1</sup>**

- **Clinic** is defined as any medical facility or establishment where medical services are provided, and where more than one medical specialty is practiced. This may include public health clinics, hospitals, etc.
- **Emergency rooms** are located in hospitals or care facilities and handle cases that require immediate attention.
- **Translation:** is the conversion of a written message from one language into another language.
- **Interpretation:** is the conversion of a spoken or signed message from one language into another language. *The Terminology of Healthcare Interpreting: A Glossary of Terms* <http://data.memberclicks.com/site/ncihc/NCIHC%20Terms%20Final080408.pdf>

**Considerations for this National Performance Measure<sup>2</sup>**

**General**

- Is the primary service activity of your program to ensure that the non-English speaking medical patient gets accurate information? Will your program provide translation services (provision of written documents in a non English language) or interpreting services (interpretation of conversations between patients and service providers) tailored to meet the needs of the particular patient?

**Output**

- Will you be able to document unduplicated number of individuals receiving translation or interpretation services?

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<sup>1</sup> 2011 National Performance Measures: Background Information References and Authorities, Definitions, Suggestions Regarding Data Collection, and Additional Notes, CNCS:

[http://www.americorps.gov/pdf/11\\_1018\\_ameriCorps\\_nofa\\_background\\_document.pdf](http://www.americorps.gov/pdf/11_1018_ameriCorps_nofa_background_document.pdf)

<sup>2</sup> For more on alignment of performance measures, see the AmeriCorps Toolkit:

<http://nationalserviceresources.org/star/ac-program-toolkit>].

**Outcome**

- You will be required to identify and measure an intermediate outcome for the output selected, a change that you expect those clients receiving your translation or interpretation services to achieve. What measurable gain can be expected of the individuals receiving your services (e.g., knowledge, skills, attitudes, behaviors, health status, ability to access services)? What impact will you have on the family (for example, sometimes children are used inappropriately as interpreters in medical situations)?
- Will the clients receive the level of service needed so that measurable gains can be expected as stated in your intermediate outcome?

**Data Collection Challenges**

- If clients “drop-in” to receive translation or interpretation services in a clinic or emergency setting, will you be able to document unduplicated number of individuals receiving those services?
- After collecting output data (i.e., unduplicated number of clients), will you be able to collect outcome data to show measurable gains in these individuals because of your service activities?
- After collecting data to document clients, do you have a safe place to store these instruments? These “raw data” will serve as evidence that you collected the outputs in a systematic manner and will verify the results reported.

**Data Collection Strategies**

- To avoid counting individuals (clients) more than once, develop your instrument in an Excel Spreadsheet or other electronic database. This will allow you to add new clients and then sort your list so that it remains in alphabetical order. The sorting function will provide a check to ensure that no client is counted more than once (as listed in your spreadsheet).
- If your program offers services in a structured format with a finite number of units (e.g., a series of diabetes classes offered in Spanish at the clinic), and clients do not repeat the service, you can collect your output data in groups. You just need to make sure you do not double-count individuals within the group.
- In addition to counting unduplicated individuals, you will also need to collect data on these individuals to measure outcomes; the benefits individuals gained by participating in your program. Therefore, be sure you can track the progress of these individuals and/or know how to contact them again to collect this data. The type of data to collect will depend on the intermediate outcome you identify.

**Sample Instrument in this Packet*****Medical Interpretation and Translation Service Log***

This instrument can be used to track the number of individuals who receive language interpretation or translation services in clinic or emergency room settings. This log also collects client contact information for future tracking.

# **Language Translation Services**

## **Sample Instrument:**

### **Medical Interpretation and Translation Service Log**

## Medical Interpretation and Translation Service Log

### Instructions

What is the purpose?	To determine how many clients received language translation or interpretation services in clinic and emergency room settings. To record client contact information.
Who should complete this instrument?	An AmeriCorps member should be responsible for recording information for each language service contact provided.
When should we complete this instrument?	At the end of each client contact.
What should we do to prepare?	<p>Modify the “Medical Interpretation and Translation Service Log” to fit your language translation services. Developing this log as an Excel Spreadsheet will allow you to easily add more names and sort alphabetically for duplications. Additional columns to track other client information are also easy to insert.</p> <p>If you already have an idea of the most common needs and service activities of your clients, consider establishing codes to lower the burden of recording data and to assist in categorizing needs and services. Consider the level of detail needed when establishing codes. See the final page of this packet for sample codes.</p>
What should we do afterwards?	Keep all the attendance logs together in a safe place; <b>this is your data</b> . You will aggregate this data later to determine if you met your output target
Can I use an alternative instrument?	<p>Different forms can be developed/used to document unduplicated individuals who receive language services by your program. It is recommended that you develop an electronic tracking system (e.g., Excel Spreadsheet). However, whether your instrument is in paper format or electronic format, remember to save this “raw” data as proof that a systematic process was used to document these outputs.</p>

## Medical Interpretation and Translation Service Log

**Health Program Name:** \_\_\_\_\_ **Clinic/Hospital (emergency room):** \_\_\_\_\_

**AmeriCorps member completing this Log:** \_\_\_\_\_ **Week/Month:** \_\_\_\_\_

**Instructions:** Enter the clients’ names and contact information in the first columns; enter the date and presenting need (see suggested codes for “type of need”). During or immediately after the contact, note the service, (see suggested codes for “type of service”), the time spent with the client and any referral or action suggested. If an encounter involves more than one person (e.g., family members), count each individual separately.

CLIENT CONTACT		MEDICAL TRANSLATION AND INTERPRETATION SERVICE						
Client Name*		Phone	Email	Date of service	Need (1)	Service (2)	Time spent with client	Action and/or Referral
Last	First							
Example								
Nava	Elisa	333-123-4567	abc@def.com	5-11-11	A	B	30 min.	After interpreting conversation with doctor, gave Ms. Nava Spanish language pamphlet on stroke.
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.	<i>add rows</i>							

\* For a contact with multiple individuals (patient, family members and/or friends), list each individuals separately

(1) See the suggested list of needs on the following page. Enter the appropriate code in the **need** column.

(2) See the suggested list of services on the following page. Enter the appropriate code in the **service** column

**H7. Total number** of clients who received language interpretation or translation services: \_\_\_\_\_.

**(1) Suggested List of Translation or Interpreting Needs**

This is not a complete list of all possible translation or interpreting needs. You may have your own list that you can code, or you may want to adapt this list.

**Code    Type of Need****Interpretation**

- A..... Patient or family member (e.g. mother of injured child) with limited or no English fluency unable to understand service providers.
- B..... Patient or family member (e.g. mother of injured child) with limited or no English fluency using child as interpreter.
- C..... Patient or family member (e.g. mother of injured child) with limited or no English fluency returned to clinic/hospital due to not understanding previous care instructions and/or payment requirements.
- D. .... Other interpretation need \_\_\_\_\_

**Translation**

- E..... Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of medical forms/payment forms.
- F. .... Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of care instructions.
- G. .... Patient or family member (e.g. mother of injured child) with limited or no understanding of written English needs translation of prescription instructions.
- H. .... Other translation need \_\_\_\_\_

**(2) Suggested List of Translation or Interpreting Services**

This is not a complete list of all possible translation or interpreting services. You may have your own list that you can code, or you may want to adapt this list.

**Code    Type of Service****Interpretation**

- A..... Interpretation of conversations between patient and service providers (e.g. doctor, nurse, psychologists, community outreach worker)
- B..... Interpretation of conversation between family of patient and service providers (e.g. doctor, nurse, psychologists, community outreach worker)
- C..... Interpretation of conversation between patient/family of patient and administrative personnel (e.g. billing, financial services, benefits programs)
- D. .... Other interpretation service \_\_\_\_\_

**Translation**

- E..... Translation of medical forms
- F. .... Translation of care instructions
- G. .... Translation of prescription instructions
- H. .... Other translation service \_\_\_\_\_