

PROJECT TO IMPROVE INTERPRETER SERVICES WITHIN THE CREE BOARD OF HEALTH

PROJECT IS ON-GOING AT PRESENT.

STEP 1:

DELIVERABLE: A REPORT ON THE SURVEY OF USE OF INTERPRETING SERVICES IN THE CREE HEALTH BOARD.

A Survey Monkey questionnaire was sent to all doctors, nurses, community health workers and anyone else involved with using or providing Cree interpretation while delivering services to patients and families. Results showed how interpreters are being used within services, who is doing interpreting, and the issues around interpreting at the present time.

STEP 2:

WORK WITH CREE LINGUISTS AT CARLETON UNIVERSITY, CREE LANGUAGE SPECIALISTS AND CREE INTERPRETERS.

1. To make some tools for non-Cree speakers available within health services

a) An existing language tool consisting of modules for non-Cree speakers was adapted for delivery through a phone app.

Status: completed except we will do more work on the app in 2015.

b) As the language project continues, we will work to expand on improving language tools for non-Cree speakers to other areas of service delivery. For example, once the cancer terminology dictionary is more or less completed, the terms will be presented to groups of doctors to determine if there are other terms that remain to be developed in order to help their work in clinical settings.

Status: initial work will begin in late spring of 2014 and continue throughout the project.

c) An example of this, beyond the cancer project, are plans to improve Cree language tools for speech language professionals working with Cree children.

Status: this work will happen in 2015.

2. To improve language tools for interpreters

Pauktuutit, the Inuit Women's Association shared a draft of their cancer terminology with us before it had been released. The list was revised and adapted to the types of cancer which are prevalent in the region with help from Eeyouch providing interpreter services to patients in Montréal. The terms which already existed in the East Cree Dictionary were identified. A first workshop was organized in October with linguists, Cree language specialists, Cree Health Board employees who do

interpreting and an oncology nurse pivot from Montréal. Play acting was used to elicit vocabulary used in clinical encounters. The sessions were videotaped. On the second day, the detailed work to develop terminology with definitions for use of the term in context. The second workshop took place on a weekend in November and continued the focus on developing terminology. A series of four more workshops are planned, one each month until March.

After the terminology workshops, the Cree language specialists verify the results with selected inland and coastal elders and then meet with the Cree linguist. At the end of the six sessions, verification processes will take place with more Cree language specialists. Once verified, these terms will be added to the East Cree dictionary, with definitions, pictures and audio files for inland and coastal dialects. Later, these dictionary terms for cancer will be available through the Web and smart phone apps for interpreters, medical escorts, medical personnel, and patients.

3. To develop training for Cree Board of Health employees who are providing interpreter services.

There has never been any interpreter training in the Cree Board of Health. Over coming years, the project plans to develop a training course for interpreting for cancer patients, identify interpreter competencies in this area, and establish standards for interpreting.

STEP 3:

DEVELOPING TOOLS TO HELP PATIENTS NAVIGATE THE SYSTEM AND KEEP CONTROL OF THEIR CANCER 'PATH'.

- These tools will be designed to ensure a certain involvement of the patient and families in the care trajectory and provide an information database which can be shared (including patient escorts who frequently change).
- Québec has developed a Cancer Passport for patients to help them keep track of important and useful information while they are involved with services.
- We are reviewing the Passport in order to adapt it for Eeyouch. Some parts – for example, questions to ask the doctor – we will also make available on apps.
- As well, the hospitals have developed guides to help patients. We are reviewing these and hope to develop a guide for Eeyouch. We will make it available in paper, on-line, and through a phone app.