

Language Access Interpreter Services - Health Care Provider Communication/Education

Executive Sponsor: Milton Sussman

Project Sponsor: Jeanette Edwards/Sarah Bowen

Program/Dept: Primary Care/Research and Evaluation

Project Coordinator: Rita Melon

Start Date: July 2007

Finish Date: December 2007

The goal of WRHA Language Access Interpreter Services is to reduce risks associated with language barriers and the use of untrained interpreters (e.g. family members, friends, visitors), and to improve health and health outcomes for patients/clients/residents served by WRHA sites, programs, and funded agencies. A central phone number is being used to coordinate service response for Winnipeg's four language constituencies: Aboriginal people (First Nations, Inuit, & Métis), Immigrants & Refugees, Deaf persons (also Deaf-Blind), and French-speaking community.

A phased implementation of the WRHA Language Access health interpreter services began in June 2007 in certain patient care areas at Children's Hospital with a limited list of available languages. Further rollout of Language Access Interpreter Services in the Winnipeg health region will be managed through gradual expansion to other areas as capacity is built over time.

The goal of this sub-project is to develop and implement a communication and education plan to support health care provider utilization of Language Access Interpreter Services for the purpose of promoting effective change in health care provider practice to work with trained health interpreters.