The training of Community Interpreters in healthcare

An Italo/Belgian comparison between teaching activities and real interpreter mediated talk
What this presentation is all about...

It is NOT a list of all I have done so far (that you may find at http://www.dailynterpreter.com/my-writings)

It is:

- A general overview on the project
- A reflection on what has changed over the last months with a special emphasis on:
  - What seems unproblematic
  - What is problematic (feedback is needed)
General Overview

- Growing number of foreign patients
- Growing need for community interpreters
- Real interpreting is different from the guidelines of the profession
- Communicative problems may be better managed through specific training & education

1° Research Question: DIDACTIC = REAL?
2° Research Question: ITALY = BELGIUM?
Key words 1

Linguistic-cultural mediation

Cultural
- Intercultural Mediation
- Cultural Mediation
- Mediation

Linguistic
- Dialogue Interpreting
- Liaison Interpreting
- Public Service Interpreting
- Community Interpreting

The interpreter-mediator

Interpreter / linguistic mediator

Cultural Mediator
- Ministry
- Associations
- AUSLs
- CNEL

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Key words 2

Intercultural Communication

Communication in medical care

- Doctor
  - Doctor-centred
  - Voice of medicine
- Patient
  - Patient-centred
  - Voice of lifeworld

Negotiation of meaning
What’s new? 1

2° Research question: IT = BE?

Before

Only recordings of didactic data
(437 minutes of didactic medical interpreting + 135 minutes of business/legal)

1° RQ: are there any differences between didactic and real interpretations?

Now

Recordings of real data
(Reggio Emilia: Italian-English & Italian-French + Charleroi: Italian-French)

2° RQ: are there any differences between doctor-patient-interpreter interactions in IT and BE?

Why?

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What’s new? 2
The question of transcription

Before

Transana
Speech Indexer
XTrans
Exmaralda

Now

Why?

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What’s new? 3

Literature Review

Before

- Community/PS Interpreting
- Intercultural Communication
- CA
- Medical care (from the point of view of academics)

Now

- Medical care (from the point of view of practitioners):
  - Bischoff, A. (2003). Caring for migrant and minority patients in European Hospitals
  - Migrant Friendly Hospitals programme
  - Karliner, L et al. (2007). Do professional interpreters improve clinical care for patients with limited English proficiency? A systematic review of the literature
What’s new? 4
Analysis

Before

- Linguistic “facts” (Levinson)
- Footing changes (Goffman)
- Skills & Abilities (Widdowson)

Quantitative

- Conversation Analysis (Sacks etc)
- Interactional Sociolinguistics (Gumperz)
- Pragmatics (Grice, Austin, Brown /Levinson)

Qualitative

Now

- Ethnographic study
- Analysis of interactions
  - Quantitative
  - Qualitative

Objects of enquiry:
1) Cognitive & Affective
2) Person & “Character” / Professional
3) Story-Telling & Narratives

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And here are the problems...

1. Representative sample of didactic data?
2. Corpora to compare to answer the first research question?
3. Story-Telling and Narratives as aspect to investigate or as a paradigm of enquiry?
PB 1) Representative sample

Problem
- State of the art of mediation training in Italy is impossible (Time, Non representative sample)

Possible solution
- Questionnaire on the use of Role-Play to distribute in Universities and AUSLs / Associations

Problem of the solution
- Not representative
- Results depending more on availability of participants than on soundness of questions
- Supposing that role-play is used systematically

BUT...
PB 2) Corpora to compare

1° RQ: DIDACTIC = REAL?

Multilingual corpora

REAL (It-Fr & It-En)

Didactic/Real Corpora

ITALIAN-FRENCH (Didactic & Real)

ITALIAN-ENGLISH (Didactic & Real)

DIDACTIC (It-Fr & It-En)
PB 3) Objects of Enquiry

Objects of Enquiry:
1) Cognitive & affective
2) Person & “Character”
3) Story-Telling & Narratives

Tested in didactic data (Critical Link)

Applied to real data (PhD)

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Story-Telling & Narratives

Object of Enquiry: story-telling
- Like cognitive-affective
- Like person-character

General Theory: Narratives
- Like Goffman’s footing


References 2

Visit [http://www.dailynterpreter.com](http://www.dailynterpreter.com)


References

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Any questions / comments?