

INTERPRETING DEBRIEFING PROCESS

Mental checklist to use before saying anything about any interpreted situation.

Why do I need to talk about this situation?	<u>What</u> will I discuss?	<u>With whom</u> will I discuss this situation? [See guidelines]*	<u>Where</u> will we discuss this situation?
Share frustration or feelings in order to “dump” them; Appropriate “venting”	No need to reveal any identifying info;** Speak in first person, ex. “I feel...”	Team Point of Contact (team lead’s name)	Confidential Area
Gain insight and improve skills as a medical interpreter	No need to reveal any identifying information	Team Point of Contact (team lead’s name)	Confidential Area
Discuss something that happened while not interpreting.	No need to reveal any identifying information	Team POC or Interpreter Coordinator (team’s supervisor)	Confidential Area
Expect patient or provider will call supervisor to give feedback (positive or negative)	No need to reveal any identifying information	Interpreter Coordinator (team’s supervisor)	Confidential Area
Just to have something to say; share common ground; share stories; gossip	Nothing; serves no purpose	No one, ever.	No place, ever.

Guidelines

1. When the need arises to discuss something that happened with a patient, his or her family members, or providers, the interpreter may say, *“I would like to speak with you in private. I need to vent/talk about an interpreting situation.”*
2. If it is essential that someone knows about the situation, think about what specific information is essential to share in order to resolve the situation. The answer will be different in every situation because every appointment is different.
3. Never talk about interpreted appointments/assignments, even in general terms, in the interpreter offices, break rooms, restrooms, cafeteria, halls, any public area, or away from work, i.e., at school, home, on the bus, at the movies, etc. Always find a confidential place within Gundersen Lutheran.

*The term “identifying information” includes names, locations, departments, gender, age, appearance, ethnicity, diagnoses, prognoses, medical history, treatment plans, etc. Basically, any information you see or hear during an interpreted appointment or event is confidential. Be creative and make your point without this information.