Written Material Translations

How Hard Can It Be?

Diane Moyer, MS, RN
Associate Director, Patient Education
The Ohio State University Medical Center

Objective for Session

• Identify 3 issues related to developing translated health education materials.

What Languages are Needed?

• Census data
• Interpretation requests
• Community service organizations
• Chart audits
• HHS Title VI “Safe Harbor”-language group of 1000 persons or 5%, whichever is less, of population eligible to be served

Also Consider

• Country of origin
• Dialect
• Literacy in native language

Which Documents/Topics?

• High risk, high volume
• Vital documents, as defined by hospital
• What is already available in needed language?
• Are there state or federally required forms that can be shared?

I Need this Translated…

• Interpreters have a different skill set than translators
• Do not expect interpreters to “site translate”
• Computer translation programs are not accurate and reliable
• Qualifications of translators
• Levels of quality control
• Cost will be based on translated word count and will vary by language
Before Translation

• Plain language
• Formal vs. conversational
• Slang or confusing terms or phrases
• Cultural aspects or beliefs – know your audience

Software Saga

• Language fonts
• Squiggles – conversions
• Matching software
• Transferring files
• Left to right vs. right to left orientation

Levels of Quality

• Expertise of translator
• Back translation
• Proof reading
• Final edits
• Certification of translation

Adding Pictures That Look Like “Me”

• Simple line drawings
• How many variations?
• Male and/or female
• Inter-mixing “looks”
• Access to illustrator

매모그램 (유방 X선 검사)

Translate vs. Purchase

• Is the language available?
• Commercial products in Spanish but few other languages
• If purchased, do clinicians know what text addresses? (Dual language?)
Resources

- HealthInfoTranslations.org
- HealthyRoadsMedia.org
- Medline Plus-Multiple Language
- EthnoMed.org
- HablamosJuntos.org
- Others-Pages 83-84 of Roadmap

Contact Information

- Diane C. Moyer, MS, RN
- Associate Director, Patient Education
- The Ohio State University Medical Center, Columbus, Ohio
- Ph: 614-293-3191
- Fax: 614-293-3690
- Email: diane.moyer@osumc.edu