



Memory Skills and Note Taking for Healthcare Interpreters

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INSTRUCTOR

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Goals and Objectives

- Utilize visualization
- Chunking
- Develop note-taking techniques

Visualization Tips

Visualize what you are listening to as if it were

you

in the story

Visualization Tips

Imagine what you are listening to is extreme...

very colorful,

very comedic,

very dramatic

Visualize numbers in Patterns

1581039264

158 103 9264

Practice

- **Count off in class (2 by 2 by 2 etc.)**
- **Listen to the sentence by the instructor**
- **Write down what you have heard**
- **Use symbols or abbreviations that you understand**
- **Share the bit of information with your class mate.**
- **Was it correct?**
- **Could you read your notes?**

Good Morning, Mrs. Perez, my name is Dr. Simone. I understand you have come to our clinic today because you have not been feeling well and have several health care concerns.

Mrs. Perez:

I have been feeling very tired over the last several months. I have noticed that I have been very thirsty and have been urinating a lot. My blood sugars have been ranging from 200-400 daily.

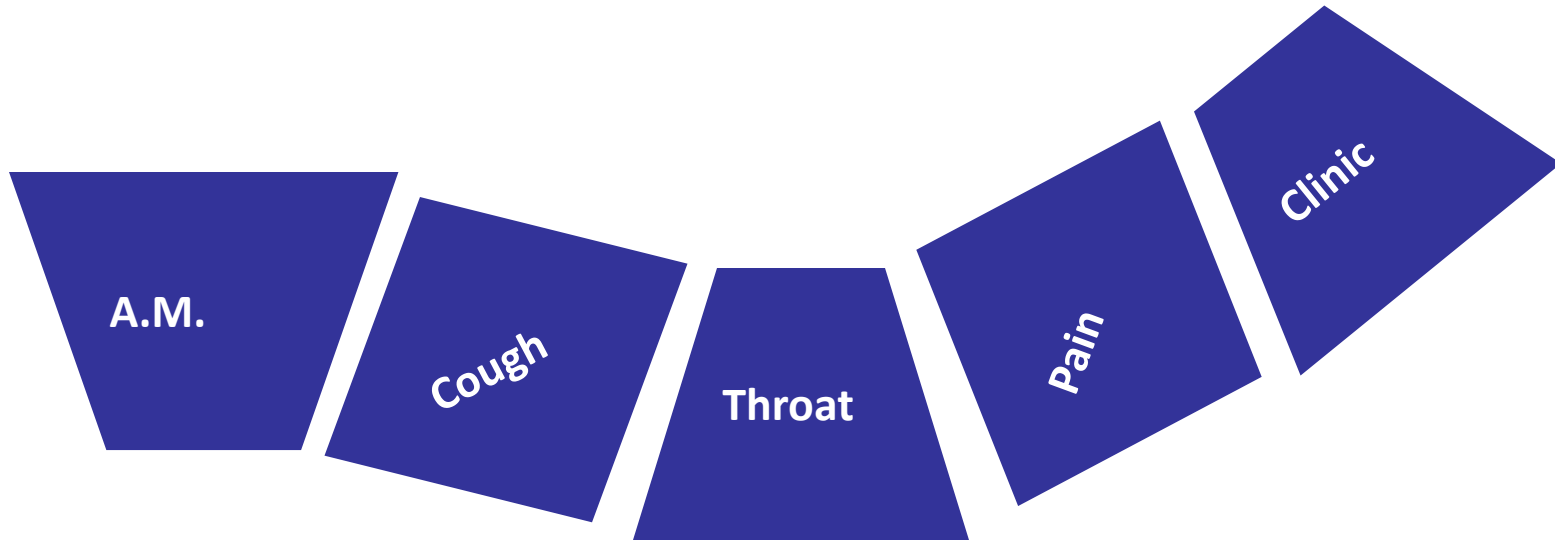
I don't feel light-headed or nauseated but my vision is a little bit blurry. The pain starts in the back of my neck and moves up into my head; it is really strong.

- **Diabetes causes the sugar in your blood to build up. This build up of sugar in your blood can cause you to go blind, suffer a heart attack, lost your foot or let to amputation, stop your kidneys from working or even kill you.**

Diabetes is a disease that affects the way your body uses food. In your body, food turns into sugar for energy. Diabetes keeps your body from using some or all of the sugar in your blood for energy.

Mrs. Perez I am going to explain to you about Hemoglobin A_{1c} testing. As you know, keeping your diabetes in good control is the key to staying healthy. You need to check your blood sugar levels at different times of the day to make sure your diabetes plan is working. These tests tell you what your blood sugar level is at the moment.

Hemoglobin is a protein inside your red blood cells. It is part of the red blood cell that carries oxygen from your lungs to the rest of your body. Hemoglobin also carries sugar, because sugars can stick to all kinds of proteins in your body.



Listen and Group Concepts

Why take notes?

First, the purpose of note-taking is to increase memory efficiency, not to take down everything one has said.

Why take notes?

- Second, the interpreter's notes are especially individual in character. Practicing interpreters develop their own techniques for note-taking.

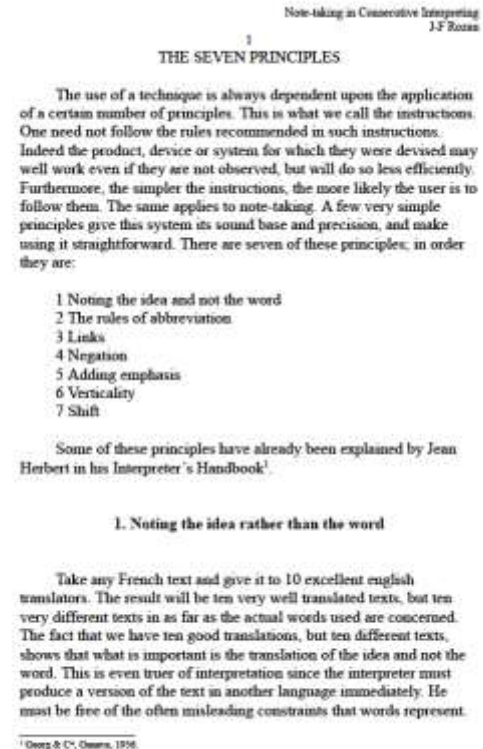
Rozan's seven basic principles

Jean-Francois Rozan (1956)

Rozan established seven basic principles which are still useful today.

Rozan's seven basic principles

- <http://interpreters.free.fr/consecnotes/rozan7principles.pdf>



Rozan's seven basic principles

- Note the idea rather than the exact words used.
- Abbreviate long words by noting the first two and the last two letters only.
- Alternatively, find a short word with the same meaning.
- Negation (ok to approve, no ok to disapprove)
- Abbreviations of linking words are important: as, why
- Underlying idea to stress importance
- Work down the page, grouping ideas using symbols



Be prepared ...

- Know your subject matter
- Look up words before the interpreting event.
- Bring paper and pen

Identify Keywords & Ideas

Before you can have your **surgery**, you will need to see your **primary care physician** to have a full physical **exam**.

Today	t	Signs/symptoms	ss
Tomorrow	t•	Exam/test	x
Yesterday	•t	Blood test	bx
Next week	w•	Urine test	ux
Last week	•w	Fasting	npo
Next month	m•	Prescription	Rx
Last month	•m	Over the counter	otc

Example:

Bx •w –

ux +

nds Rx ASAP

Three weeks ago	•3w	Beginning/start	β
Three weeks from now	3w•	End/stop	Ω
Lower/go down/less	↓	Pain	!
Increase/go up/more	↑	Dizziness	≈
Not sure	?	Nausea and vomiting	n/v

Example: •w Ω Rx
n/v ≈ ↑





Practice

Lab Results

- **Na 126**
- **Glucose 120**
- **Calcium 10.0**
- **Potassium 4.0**
- **BUN 15**
- **Hematocrit 45**
- **Platelet Count 150,000**

Practice

- **Mrs. Chan was admitted to the intensive care unit for diabetic ketoacidosis last month. She was found at home on the floor and her husband called 911. Mrs. Chan recovered very quickly after getting her blood sugars regulated with insulin. Mrs. Chan now is in the clinic as she is complaining of digestive disorders that are commonly associated with diabetes. The nurse Janet is going to do some homecare teaching about gastroparesis so that Mrs. Chan can understand this problem.**
- **You have been called in to interpret for Mrs. Chan and Janet. You have introduced yourself to both parties and have explained that all information must be transmitted.**

- Janet: Diabetes can wreak havoc with your gastrointestinal (GI) tract just as it can affect other major organs of your body. Problems caused by diabetes can occur all along the GI tract, from the mouth to the rectum.
- When the stomach is affected, the condition is called gastroparesis (stomach paralysis). When severe, gastroparesis is one of the most debilitating of all gastrointestinal complications of diabetes.

Mrs. Chan: Is this what I have? Is this why I am having difficulty in controlling my blood sugars?

Janet: Your gastrointestinal tract is a very complicated, dynamic organ, and each section has its own food-processing function. The movement of your GI tract coordinates this process. It controls the delivery of food at the top, elimination of waste products at the end, and the mixing and processing of food in between.

This movement is controlled by muscles that surrounds your GI tract. The muscular coating is controlled by a complex nervous system. Diabetes can damage these nerves, and that may lead to gastrointestinal problems.

- **Mrs. Chan: How do you know that diabetes is the cause of the nerve damage in the stomach?**

Janet: First of all, many people with such GI problems have long-standing diabetes and evidence of damage to other organs.

Second, many of people have other symptoms of nerve damage, such as painful hands and feet, abnormal swings in blood pressure, and unusual sweating brought on by eating.

Mrs. Chan: Does this happen as soon as you have diabetes? Since I have not really had this problem until last month after I left the hospital.

Janet: Nerve damage occurs over the course of years. But even people who haven't had diabetes for a long time may develop GI problems. A clear example is the person who develops diabetic ketoacidosis and experiences nausea, vomiting, and abdominal pain. There is now evidence that even short-term hyperglycemia may cause problems in the GI tract.

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