

Exploring Access to Mental Health Care Services for Linguistically and Culturally Diverse Patients

Isabelle Perez

**Centre for Translation & Interpreting Studies in Scotland
(CTISS)**

Partners



St John's Hospital, Livingston

Scottish Universities Insight Institute

Context

- **Rising prevalence of mental illness**
- **Ever increasing diversity of population**
- **Access to mental health: one of top public health priorities**
- **Mental Health Strategy for Scotland**
- **Growing awareness of challenges**
- **Initial core group collaborations**

St John's Hospital

**Input as external speakers to St John's
Journal Club (psychiatric postgraduate
research programme)**

INTERPRETER

« The tests psychologists give require the patient to answer questions (often written in English) or perform some sort of task (like putting a puzzle together). Since the test instructions, questions, and scoring rules are usually designed for persons who were raised in the US and/or who speak English as their native language, making large adjustments or encountering other problems in the translation of instructions, questions, or answers can lead to biased (inaccurate) results in the psychological testing process. This can be a very serious problem, especially if the psychologist thinks the translation went fine. »

[Pollard]

Main Feedback

1. MWC Toolkit
2. St John's Journal Club

**NEED FOR JOINT
RESEARCH & TRAINING**

Aims and objectives

- **Bring together stakeholders to better understand systemic issues**
- **Ensure equal, fair and accurate access to MHC support for diverse patients**
- **Enable MHC professionals to use full range of skills and strategies when working with diverse clients**
- **Inform practice of interpreters working in MHC**

Events and activities

- Scoping seminar – November 2014
- Focus Group seminar – February 2015
- International research & stakeholders' seminars – April 2015

Scoping seminar

- **Background information**
- **Discussion of current state of affairs**
- **Perceptions and analysis of behaviour during an interpreted-mediated event (role play/pairs)**
- **Three-level discussions (small/expert/plenary-group discussions)**

Therapist probes patient's reasons for presenting at the clinic

1

- T Is this the first time you've attended a session like this, Mrs Sun?
- I *Interprets*
- P Yes, my boss insisted that I come.
- I *Interprets*
- T And what about you? Do you want to be here?
- I *Interprets*
- P I don't really want to be here. (low voice)What if neighbours know...
- I *Interprets ONLY*

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- P I don't really want to be here. (low voice)What if neighbours know...
- I *Interprets + adds: ...and think I have problems - I'll be so ashamed*
- T *(Addressing Interpreter)* Can I ask you a question, are Chinese people particularly reluctant to talk about mental health issues?
- I *(Addressing Therapist)* Yes, often, because if people know someone has mental health problems, they may feel like they have lost face.

Therapist probes patient's reasons for presenting at the clinic

3

- P I don't really want to be here. (low voice)What if neighbours know...
- I *Interprets + adds: ...and think I have problems - I'll be so ashamed*
- T *(Addressing Interpreter)* Can I ask you a question, are Chinese people particularly reluctant to talk about mental health issues?
- I *Interprets question literally to patient*

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- P I don't really want to be here. (low voice)What if neighbours know...
- I *Interprets + adds: ...and think I have problems - I'll be so ashamed*
- T *(Addressing patient)* Is it particularly hard for Chinese people to talk about mental illness?
- I *Interprets*

Focus Group seminar

- Interpreters – European and non-European languages + sign language
- MHC providers – junior and senior incl. students, clinicians, nursing staff, counsellor, both hospital and community based
- Policy makers – NHS health policy both Scotland-wide and regional, public sector and third sector, users' representation

International research event

- Australia: Erminia Colucci
- Canada: Lola Bendana
- China: Wen Ren
- England: Rachel Tribe
- Netherlands: Hanneke Bot
- South Africa: Leslie Swartz
- Sweden: Solvig Ekblad
- USA: Carole Siegel

International research event

Global Issues and Challenges =

- Review of provision of mental health care to linguistically and culturally diverse patients in relevant parts of the world
- Mixed audience of stakeholders

International research event

Research applications =

- Examples of good practice in specific national contexts and/or research findings successfully applied to practice
- Mixed audience of stakeholders

Outcomes and impact

- Scottish stakeholders and multidisciplinary international network
- Good examples provided feeding back into practice
- ... and policy: stated intention by MWC to give more prominence to needs of LACD in next MH Strategy
- Development of a research agenda

Planned follow-up

- Ongoing analysis of collected data
- Databank of relevant materials and resources
- Develop proposal for a larger scale project
- Build capacity for the provision of MHC in LACD Scotland e.g. through CPD training for MHC providers, interpreters, carers...

Thank you!

i.a.perez@hw.ac.uk