



Gothenburg University

## Cross-cultural encounters through interpreter - experiences of patients, interpreters and healthcare professionals

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Röntgenveckan 2010 Örebro

## Cross-cultural encounters through interpreter-experiences of patients, interpreters and healthcare professionals

1. Fatahi N, Nordholm L, Mattsson B, Hellström M  
**Experiences of Kurdish war-wounded refugees in communication with Swedish authorities through interpreter**  
Patient Educ Couns 2010; 78(2):160-5
2. Fatahi N, Mattsson B, Hasanpoor J, Skott C  
**Interpreters' experiences of general practitioner-patient encounters**  
Scand J Prim Health Care 2005; 23(3):159-63
3. Fatahi N, Hellström M, Skott C, Mattsson B  
**General practitioners' views on consultations with interpreters: a triad situation with complex issues**  
Scand J Prim Health Care 2008; 26(1):40-5
4. Fatahi N, Mattsson B, Lundgren SM, Hellström M  
**Nurse radiographers' experiences of communication with patients who do not speak the native language**  
J Adv Nursing 2010; 66(4):774-83

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## Article I

### Experiences of Kurdish war-wounded refugees in communication with Swedish authorities through interpreter

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## Results

### Experiences of communication through interpreters

Theme	Experiences of communication through interpreters				
Categories	The role of the interpreter as language bridge		Impact of language and culture in clinical encounters		Impact of fear
Subcategories	Interpreters' competence	Confidence in the interpreter	Different sets of cultural values	Differences in mother tongue	Unpleasant experiences
Codes	Misinterpretations Inexperienced interpreters Lack of language knowledge Unqualified interpreters Health terminology deficiency	Safekeeping reality Feeling of irresponsibility Distinguish social life from work life Confidence Neutrality	Health believes Conception of diseases in different cultures Handicap in the various cultures Body language Culture competency Ethnic background	Trust interpreters in communication Illness refugees Same mother tongue Lack of knowledge in Persian Understanding the interpreter	Suspicion Feeling of fear Feeling of insecurity Fright of revealing identity

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## Article II

### Interpreters' experiences of general practitioner-patient encounters

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## Results

Subcategories	Categories
Attitudes among staff The triad problem Patients' demands of the interpreter	The interpreter's role
The time-related stress Information shortage The time and quality problem	Lack of time
The role of the GP Health beliefs and patient satisfaction Further education	Cultural aspects

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## Article III

**General practitioners' views on consultations with interpreters –a triad situation with complex issues**

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## Result

Subcategories	Categories	Theme
Neutrality Unbiased Balancing	<i>The interpreter - capacity of bridge constructing</i>	<b>Intertwined triadic relationship</b> <small>Underbyg</small>
Cultural openness Acceptance Patient orientation	<i>The general practitioner - capacity of embracing cultural circumstances</i>	
Cooperation Language knowledge	<i>The patient - capacity of participation</i>	
Spatial orientation Continuity Time Technical support	<i>Tangible prerequisites</i>	

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## Article IV

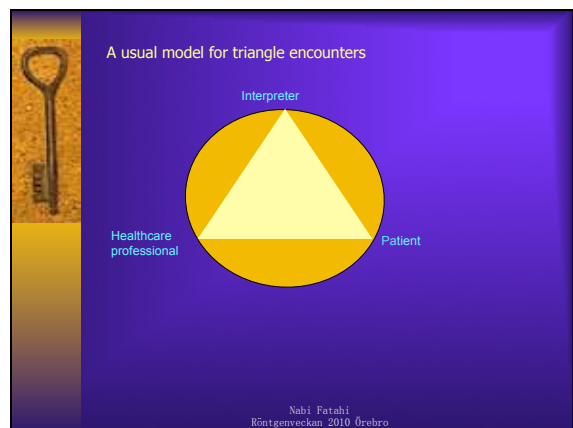
Nurse radiographers' experiences of communication with patients who do not speak the native language.

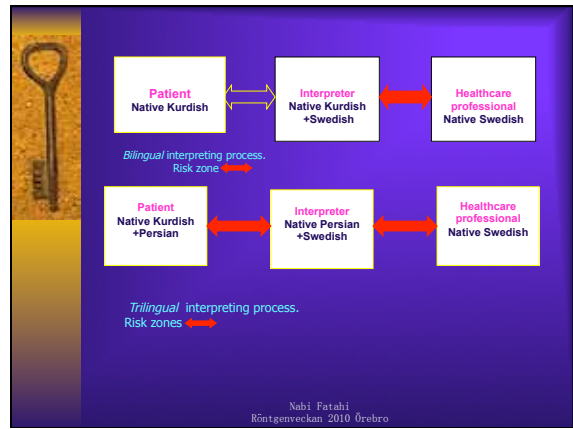
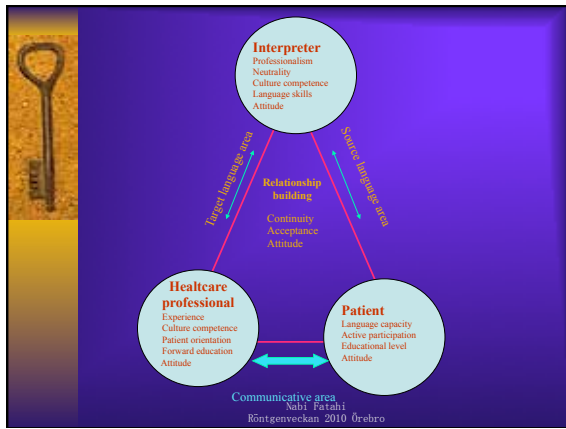
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## Results

Subcategories	Categories	Theme
Professional interpreter Relative or friend as interpreter Staff as interpreter Without interpreter	Modes of interpreting	<b>The interpreting setting- a variety of scenarios</b>
Absolute necessary Fairly necessary Not necessary	Needs of interpreting	
Interpreter's qualifications Time aspects Cultural aspects	Quality of interpreting	
Specific interpreter training Scheduling of interpreter Employment of interpreters Education of radiographers in intercultural communication	Improvement of interpreting	

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"Enligt en studie är kommunikation det mest avgörande för hur nöjda patienterna är med sjukvårdens kvalitet" (Regionmagasinet nr 1, 2010)