

Beaumont®

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Content Expert(s) Diversity Committee	Prior Issue Date 07/24/12	Issue Date 07/24/15	

Beaumont Health System has adopted the following policy for Beaumont, Grosse Pointe, Beaumont, Royal Oak and Beaumont, Troy

POLICY:

To provide translated written materials, including patient education materials, that are accurate and easily understood and appropriate to the populations served based upon volume and procedure.

PROCESS:

Development:
Individual(s) developing patient education materials/programs should contact Nursing Education and Research. Patient education materials developed internally will follow the departmental sign-off procedure:

1. Create draft of materials
2. Check for cultural sensitivity
3. Check for age appropriate reading level – 5th grade
4. Conforms with Beaumont Mission and Standards
5. Review by content expert(s)
6. Review by Medical Administration, if appropriate
7. Review by Nursing Education and Research
8. Review by Legal Affairs as appropriate
9. Submit materials to Diversity/Beaumont University Department, 275 PNC.

Translation: All materials submitted to the Translation Committee for translation must include:

1. Supporting data of need
2. Beaumont Translated Materials Checklist
3. Content Approval Form

The Translation Committee will approve material to be translated after the development process has been followed. The Translation Committee may also select new material to be translated and approve translation of new materials. The committee is responsible for prioritizing the material to be translated.

Materials may be considered for translation into other languages based on:

1. Number of requests for language interpreters
2. High volume / high risk
3. Annual volume of patient's primary languages spoken at each Beaumont Hospital

PATIENT CARE – CORPORATE POLICIES

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Materials may be translated internally or externally, however, any documents requiring patient consent must be translated by a qualified translation services provider. Translation services will be selected / approved by the Translation Committee for use based on:

1. Validation of translators
2. Native speaker of target language
3. Near-native fluency of source language
4. Professional accreditation/association
5. Writing skills at standard reading levels
6. Awareness of cultural difference and linguistic nuances
7. Translation experience
8. Health care experience when appropriate

When the translated materials have been returned, the following approval should be used by the Translation Committee:

1. Quality Assurance Process
 - a. Proof reading
 - b. Consistency and appropriateness of terminology
 - c. Accuracy of formatting
2. Language reviewers (internal employees, competent in the translated language) – review and approve translated content by comparing to original English text.
3. Nursing Education and Research – review and approve layout

Materials that have been approved may be submitted for printing for reproduction and distribution.

ON-LINE MATERIALS: Patient education materials are available on-line in English and Spanish through “Care-Notes” the “Nursing Reference Center” and the “Up to Date” Patient Education site. These sites are accessible through *Inside Beaumont*. It is a comprehensive patient educational tool containing health and medication documents written at the industry wide standard of 6th to 8th grade reading level.

Translated forms are available on Inside Beaumont Online.

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