Process Issues Chart

- Initial greeting – lack of skills
- Lack of training in process
- Uncomfortable to have male translator for female clients
- Staff are uncomfortable using the service
- Staff are not aware of the service
- Staff are not accepting of the service

- Client doesn’t feel empowered, uncomfortable
- Presence of an outside person can be problematic to therapeutic care
- Role of the family

- Policy of no family translation
- Process not easily accessible
- Process not documented
- Service not always captured correctly for billing

- Phone issues (speaker phone)

- Timeliness of document translation
- Log used to document use of service

- Lack of private spaces
- Noisy environment

Increase use of translation services