Language mediation in psychiatry

Lingua franca or interpreting?
Face-to-face interpreting or video interpreting?

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Universiteit Antwerpen
RESEARCH CONTEXT
Expert / non-expert communication

- **Research group** Expert / Non-EXpert Communication (ENEX-COM)
  - Expert: someone who acquired domain specific knowledge through education, training and professional activities. He also developed a specific way of thinking and communicating.
  - *Expert* is not a characteristic. Being an expert is related to the role one plays or has to play regarding a specific field of knowledge.
  - The research group aims to investigate written and oral forms of communication between partners who have a different entry to a field.

- **Research line within the research group TricS** (Translation, Interpreting and Intercultural Studies)

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ABOP and OptiPIL

ABOP

= Automatische Bijsluiter Optimalisator / Automatic Patient Information Leaflet Optimiser (IWT-TETRA project) - 01/12/2007 – 31/12/2009

OptiPIL

= a readability Optimizer for Patient Information Leaflets (POC-project) - 15/02/2010 - 14/02/2011
ABOP and OptiPIL

MS word plug-in that aims to improve the readability of PILs while focusing on four issues:

• Detection of scientific terms
• Detection and completion of the common PIL structure as imposed by the EMA
• Detection of redundant constructions
• Detection of the implied speech acts in passive constructions.
<table>
<thead>
<tr>
<th>angststoornis</th>
<th>ziekelijke angst</th>
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</thead>
<tbody>
<tr>
<td>anorexia nervosa</td>
<td>psychische eetstoornis</td>
</tr>
<tr>
<td>dementie</td>
<td>geestelijke achteruitgang</td>
</tr>
<tr>
<td>hallucinatie</td>
<td>waanvoorstelling</td>
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</tbody>
</table>

psychische stoornis waarbij sprake is van een ziekelijke angst (bijvoorbeeld een paniekstoornis, specifieke angst of pleinvrees)

OK

psychische eetstoornis, die vooral bij jonge vrouwen voorkomt. Hierbij heeft de persoon een grote angst om te dik te zijn, een verstoord lichaamsbeeld en wil de persoon gewicht verliezen. Het gaat vaak gepaard met amenorroe (het wegblijven van de menstruatie), extreme vermagering en psychische stoornissen

OK

blijvende verzwakking van de intellectuele vermogens / verzamelnam voor ziektebeelden die gekenmerkt worden door geheugenproblemen, stoornissen in het denkvermogen en veranderingen in het gedrag.

waarneming van dingen die er niet zijn.
LINGUA FRANCA
COMMUNITY INTERPRETING AND INTERCULTURAL MEDIATION
• We are focusing on oral mediated communication between experts and non-experts.

• Since we already acquired some experience in the medical field, we carry out the research on mediated oral communication in this field too.

• The choice of psychiatry is in line with the interest of the PhD candidate.
Constructing therapeutic relationships in mediated discourse: A conversation-analytical study of interpreted and lingua franca consultations in psychiatry
Motivation

“The discourse between client and therapist is arguably the strongest element of the working relationship through which the therapeutic healing or restorative process occurs.”

(Leahy 2004)
Motivation

- doctor’s language ≠ patient’s language
- Psychiatry → language!
Objectives

1. Construction of relationship between doctor – patient in mediated conversations
   - Face-to-face interpreter
   - Remote interpreter (internet)
   - Lingua franca (English/French)

2. Potential of conversation analysis (CA) to analyse mediated therapeutic discourse in psychiatry
Research questions

- How is the therapeutic relationship constructed when a (remote) interpreter is involved?
- Is this different from when a lingua franca is used?
- Does the interpreter influence the relationship?
  - What is the role of non-verbal elements?
  - Etc.
Conversation analysis (CA)?

- Sociology
- empirical, qualitative research method
- talk in naturally occurring interactions
- specific actions: asking questions, greet, invite, deny, (dis)agree, etc.
“how these actions are performed and responded to: what kind of words and syntactic structures are involved in them, what kind of presuppositions about the participants are created through them, and how the participants align or misalign while producing them”

- Turn-taking, sequence organisation
• Recordings  
  - Preferably video recordings  
• Transcription  
• Turn-by-turn analysis
• Therapist’s
  - Formulations (suggests a meaning of what patient has said: “you mean ...” or “so...”)
  - Interpretations (caught and expressed from therapist’s own perspective: “I think ...”)
  - Extensions (speaks within the client’s experience)
  - Empathy

• Patient’s
  - Agreement
  - Resistance

• Facial expression, gaze and gesture, intonation, pauses, etc.

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Cl= client, An= Analyst)

08 Cl: or that I will become like [that
09 An: [((coughs)) hmm
10 (.)
11 Cl: old relative of mine so I will just walk
12 around then and say oh I wish I could get away.
13 (1.0)
14 Cl: I mean that is no (.). hhh .hh (0.3) way to live.
15 (0.4)
16 Cl: You either live or you ↓don’t live.
17 (1.8)
18 An: .hhh I do think that it has (0.5) uh considerable
19 dimensions that thing so that it .hhh again I would
20 indeed connect it to your (0.4) childhood situations
21 to these (.). great sorrows.
22 Cl: [Yeah:,}
Cl= client, An= Analyst

12 Cl: .hhhhhhnfff so (it comes) >could one think that if<
13 we think about it like this that we have a-
14 we have this feminine side and we have this
15 this masculine side but >somehow this< my feminine side
16 now is, (0.5) very much is (0.8) °is sort of° (0.8)
17 ehhh <activated>.
18 (3.2)
19 → An: .hhhh and is somehow very hostile.
20 (.)
21 Cl: ye::s.
• **Choice of words**
  - Same terminology when interpreter is involved and when lingua franca is used?
  - How do interpreters deal with terminology?
  - Are words being replaced with other forms of communication?
• *Hypotheses*
  - Less terminology when a lingua franca is used
  - More non-verbal communication when a lingua franca is used
  - Interpreters retain terminology
Survey: role of CI and intercultural mediators

Most important benefit of a medical training?

- Better understanding of medical terms: 40%
- Better understanding of syndromes: 20%
- Better understanding of medical techniques: 10%
- Better general medical knowledge: 30%
• **Follow-up study**
  - Expand corpus and extract terms!
  - Translate terms
  - Give simple explanation of the words (cf. ABOP)

- Application?
  - Universal Doctor
  - Project Italy
→ Overview of all initiatives and possibilities
Current situation

- Observations in UPC Kortenberg
- Approval of ethical commission
- Search for other institutions