

INTERPRETING NOT JUST THE WORDS BUT THE MEANING INTENDED IN END OF LIFE AND ORGAN DONATION DISCUSSIONS WITH CULTURALLY AND LINGUISTICALLY DIVERSE (CALD) FAMILIES

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Background In all end of life and organ donation family conversations specific training of medical and nursing staff is considered essential. Interpreters are asked to deliver the healthcare professional's very challenging and often emotive discussions to grieving families without any specific training, or even awareness of the orientation of these conversations.

Aim Interpreters involved in end of life and organ donation situations need to feel supported in their role, to be familiar with the terms and concepts associated with end of life and organ donation, to have some understanding of the organ donation process and to have considered their own attitudes to, and assumptions about end of life and organ donation.

Methods This DVD highlights the multiple conversations on end of life and organ donation that occur in the emergency department and in the intensive care unit (breaking bad news to families, futility of treatment and withdrawal of care, the very personal lifestyle questionnaire, the organ donation consent process). A number of CALD actors portray families participating in these conversations.

Results Segments of difficult and sensitive conversations are highlighted eliciting a range of family responses. Experienced interpreters provide tips on the successful and effective utilisation of the interpreter when conducting face to face conversations and conversations through the Skype medium.

Discussion Information on end of life and organ donation processes is provided in a logical and contextual format

Conclusion This DVD is a suitable educational tool for all people involved in end of life and organ donation situations—interpreters, pastoral care services, social work, nursing and medical staff.