

# Services & Infrastructure

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## Medical Translation & Companion Services

**Issues Identified:** Medical translation and companion services are important for the quality of care, safety and comfort of community members traveling outside the community for medical services. With the assistance of a translator, Elders can communicate their needs and understand the care they receive. Safety issues for both Elders and youth can be addressed by traveling with a companion, which can also reduce the stress of such trips.

**Proposed Indicator:** **# 27** – Medical translation and companion services available and funded

**Suggested Measure:** Compare the number of medical trips where translation and/or companion services are provided to the number of medical trips where these services were requested, or were deemed to be needed, but were not provided.

**Information Source:** Local survey

### How to use this measure:

**Step 1)** Identify the # (number) of medical trips where translator or companion was requested or deemed to be needed, within a given timeframe. This could also be broken down by group (i.e. Elders, youth).

**Step 2)** Identify the # of trips where a translator or companion was provided and funded, within the timeframe (and for the specific group).

**Step 3)** Use the 'Indicator Calculation Tool' formula to calculate the measure.

Indicator Calculation Tool	Calculation Example
$\frac{(\quad) \text{ trips - translator/companion provided}}{(\quad) \text{ trips - translator/companion requested or needed but not provided}} \times 100$ <p>= % translation/companion needs met</p>	$\frac{15 \text{ trips - translator/companion provided}}{25 \text{ trips - translator/companion requested or needed but not provided}} \times 100$ <p>= 60% translation/companion needs met</p>
<p>X = multiplied by      ( ) = Insert number here      _____ = divided by</p>	

### What does this information mean?

Only ten percent (60%) of the needed or requested translation or companion services are being provided. This information could be used to demonstrate the need for more funded services, or to identify the level of service provided to particular groups, such as Elders.