



Health Education Administration
Office of Communications &
Public Affairs

#### Team members:

Linda Quilizapa, MSW, MPH Tania Villalobos, MPH, CHES Jackie Valenzuela, MPH, MCHES Teresa DeAnda, MPH, CHES Zena Yusuf, MPH

Translation Project

### **PLAN**

# **Getting Started**

Health Education Administration (HEA) is currently the only program that provides translation and interpretation services for the entire Department of Public Health. As a result, translation requests from various SPAs and programs have been steadily increasing since 2011.

### **Assemble the Team**

Linda Quilizapa – previous PI
Specialist
Zena Yusuf- current PI Specialist
Tania Villalobos – previous
Translation & Interpretation
Specialist
Teresa DeAnda- current
Translation & Interpretation
Specialist
Jackie Valenzuela – previous
Program Director

# **AIM Statement**

To reduce the percentage of documents that take more than 4 hours to translate by 30% by June 2016.

# **Current Approach**

HEA is often pulled to create and translate health information during emergency situations. Since translations services are very costly and time consuming, HEA provides most English to Spanish translations in-house. Although time sensitive translations are prioritized, it is still a time intensive process.

### DO

### Test the theory

- Recorded the number of hours it took to complete translations on an Excel document
- Developed a Spanish translation glossary in order to decrease the time it takes to translate documents
- Compiled a list of DPH Spanish-speaking staff
- HEA staff created a Survey Monkey questionnaire to collect data on use of translation glossary
- Survey was sent to limited number of Spanish speaking staff



#### **STUDY**

# **Evaluate the Results**

- Tracking number of hours taken to translate documents proved cumbersome
- Almost all documents still took longer than 4 hours to translate even after using the translation glossary
- Glossary helped to standardize words, but did not reduce amount of time taken to translate documents

 Only received 1 survey response about translation glossary

#### **ACT**

# **Future plans**

- Continue updating the glossary for frequently used words to help standardize words
- Discontinue tracking number of hours it takes to translate documents because not proven to help translation efforts
- Explore other avenues to supplement translation budget

# **Lessons learned**

- Human resource department
  was unresponsive to requests
  of Spanish bilingual bonus
  recipients. This resulted in a
  smaller number of
  participants receiving the
  translation glossary and
  participating in the survey.
  Might be helpful to establish
  a relationship with a human
  resource representative to
  identify process for
  requesting information
- Staff turnover contributed to lack of familiarity with the project and lack of buy in.
  With 3 staff members transferring out, and 2 new staff members, original project aim was unclear making project difficult to carry out. Might be helpful to close out project or train staff member before staff members transition out