

Health Education Administration
Office of Communications &
Public Affairs

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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

