UNIVERSITÄT LEIPZIG

Medizinische Fakultät

Olomouc School in Midwifery

Palacký University Olomouc

Interpreted Interactions

– Triadic Communication in Midwifery

LernKlinik Leipzig

Daisy Rotzoll, 09.09.2025

UNIVERSITÄT LEIPZIG

Medizinische Fakultät

Olomouc School in Midwifery

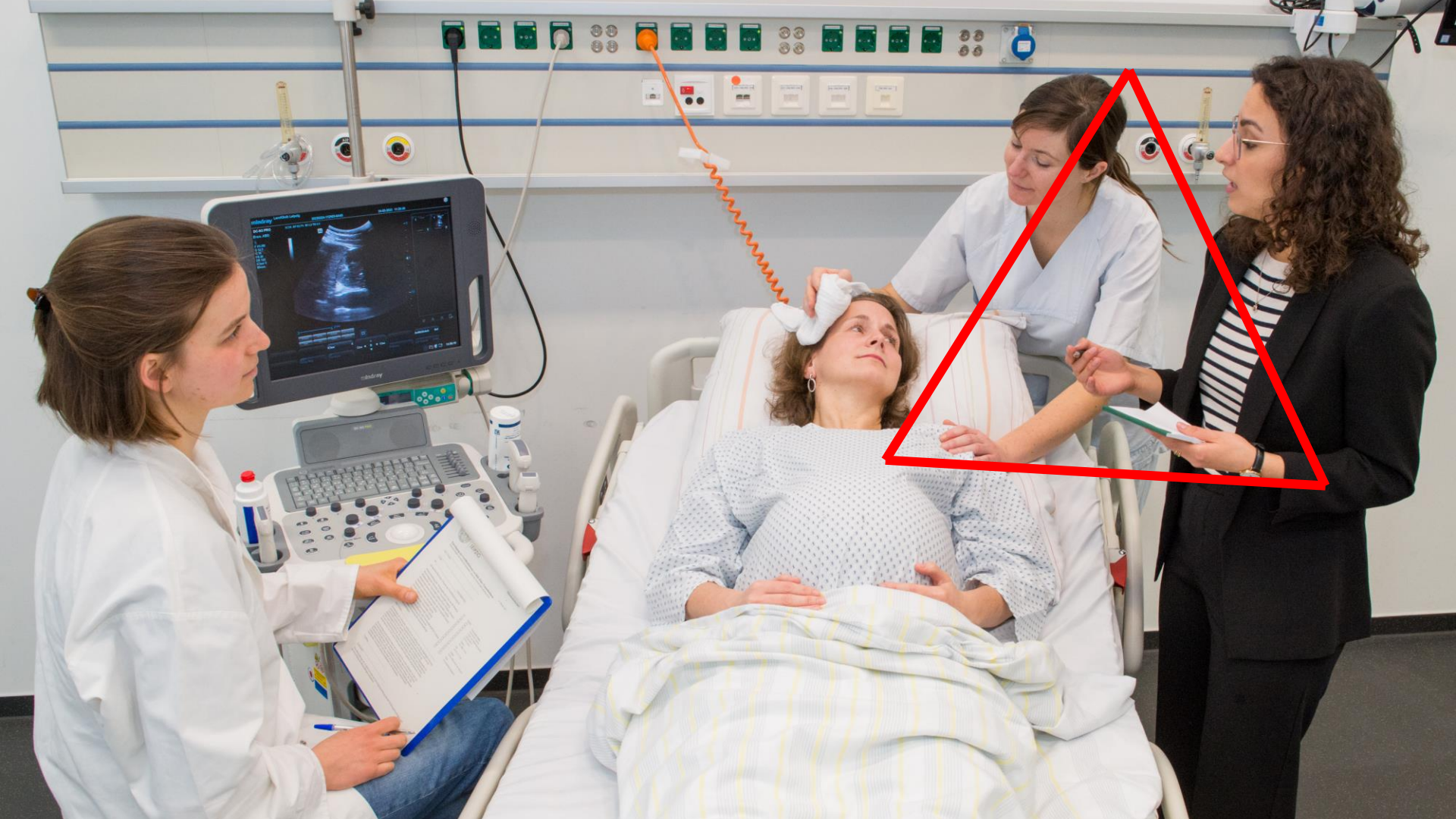
Palacký University Olomouc

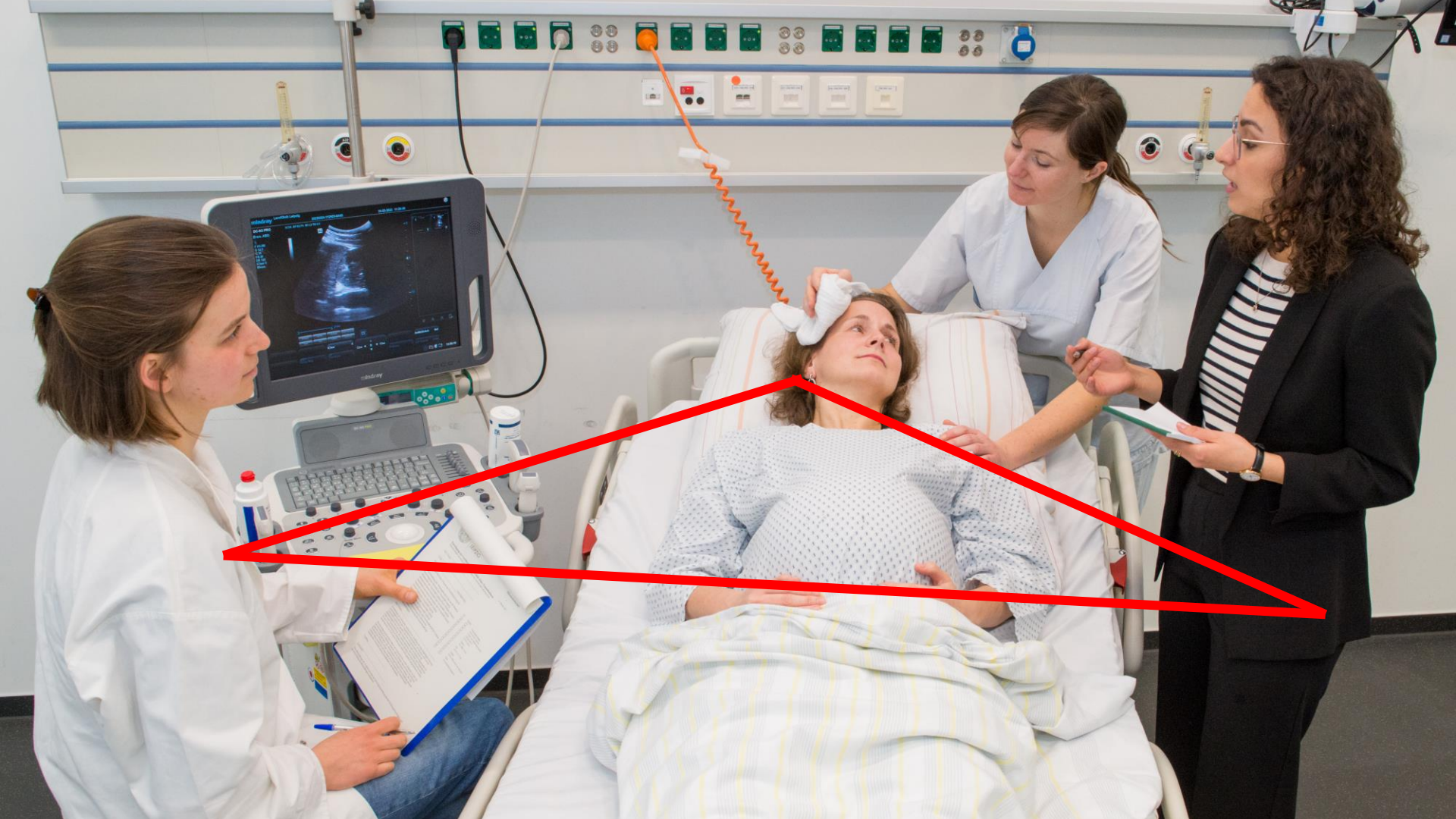
Interpreted Interactions

Triadic Communication in Midwifery

LernKlinik Leipzig

Daisy Rotzoll, 09.09.2025





One word:

When I think of interpreting in healthcare, I think of...

Tandem formation with your neighbour:

What kind of situations have you encountered during your studies where interpreting was required ?

Discussion:

What do you think is important to make triadic communication successful?

Who is the ideal interpreter ?

Family members

Healthcare personnel

Interpretation devices

Professional Interpreters

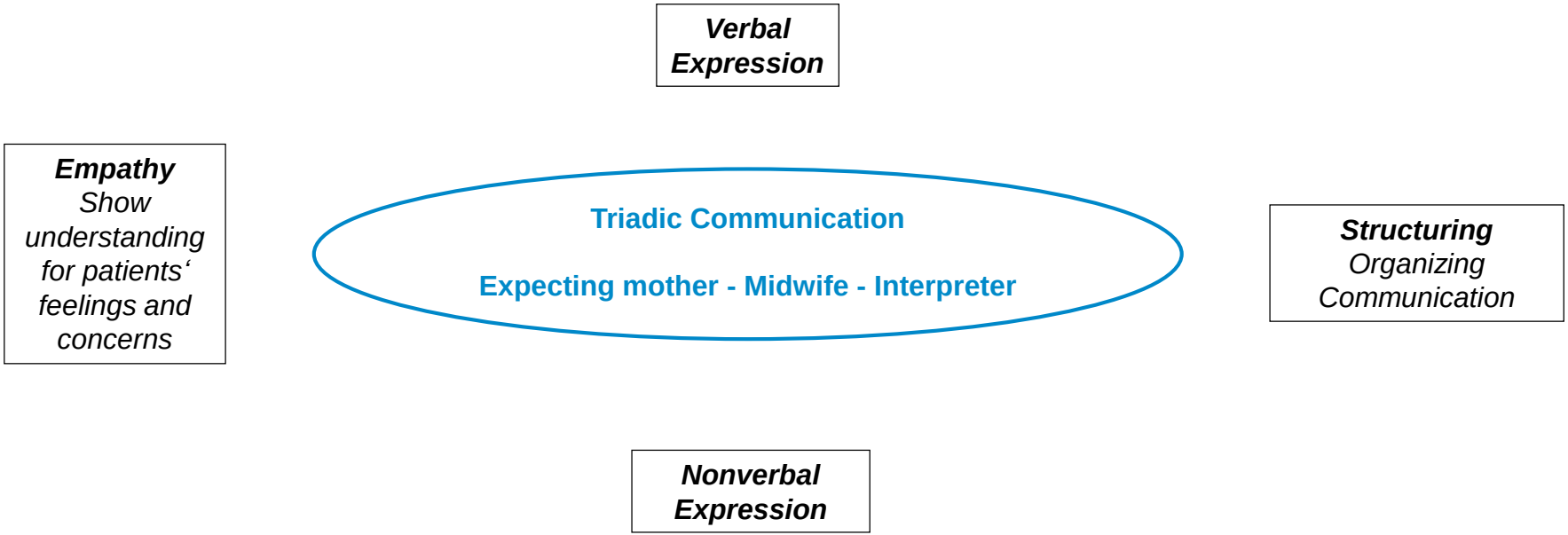
Pictures created with DALL·E via ChatGPT, OpenAI 2025

Learning objectives:

The objectives of this workshop are to:

- get to know the **Berlin Global Rating Scale (BGR)** for evaluating conversations.
- identify **possible difficulties** when communicating with clients with limited mother-tongue language skills and describe the resulting deficits in care.
- name various forms of **language mediation** and apply them according to the situation.
- name and evaluate **communication techniques** for appropriate and effective communication with patients via interpreters.

Berlin Global Rating Scale



Scheffer S. 2009. Validierung des „Berliner Global Rating“ (BGR) - ein Instrument zur Prüfung kommunikativer Kompetenzen Medizinstudierenden im Rahmen klinisch-praktischer Prüfungen (OSCE). Dissertationsschrift.

Berlin Global Rating Scale

Empathy
Show understanding for patients' feelings and concerns

Verbal Expression

Nonverbal Expression

Triadic Communication

Expecting mother - Midwife - Interpreter

Structuring
Organizing Communication

Scheffer S. 2009. Validierung des „Berliner Global Rating" (BGR) - ein Instrument zur Prüfung kommunikativer Kompetenzen Medizinstudierenden im Rahmen klinisch-praktischer Prüfungen (OSCE). Dissertationsschrift.

Role-play

You will come together in three groups...

Participants

1) Expectant mother (Nationality 1)
2) Neighbour (Nationality 1)
3) Midwife (Nationality 2)
4) Observer(s) (Nationality 2 or other)

Role-play

Group 2 (12:30-14:00 pm)

Sterre Dirkx (Belgium) - Mo
Sharie Eersels (Belgium) - Ne
Karlotte Orav (Estonia) - Mi
Lilly Schreiter (Germany) - Ob
Vivien Kovács (Hungary) - Ob

Viktória Elisabeth Chovancová (Slovakia) - Mo
Dominika Dečmanová (Slovakia) - Ne
Kitti Telkes (Hungary) - Mi
Virginia Badjonkina (Estonia) - Ob

Valeria Kremer (Germany) - Mo
Lilli Roehner (Germany) - Ne
Simona Adamusová (Slovakia) - Mi
Miriam Sangolt Tjelflaa (Norway) - Ob

Mo – Mother / Ne – Neighbour / Mi – Midwife / Ob - Observer

Role-play

Group 1 (14:15-15:45 pm)

Mira Strümke (Germany) - Mo
Marie Schoolmann (Germany) - Ne
Catharina Vandepoel (Belgium) - Mi
Csenge Alina Tóth (Hungary) - Ob
Anna-Krete Kuning (Estonia) - Ob

Hana Zelinová (Slovakia) - Mo
Barbora Špačková (Slovakia) - Ne
Wiktoria Banasiak (Norway) - Mi
Andra Bergmann (Estonia) - Ob
Hanna Krasznai (Hungary) - Ob

Emilie Briers (Belgium) - Mo
Saartje Panis(Belgium) - Ne
Tonja Mayer (Germany) - Mi
Karoliina Trankmann (Estonia) - Ob

Mo – Mother / Ne – Neighbour / Mi – Midwife / Ob - Observer

Role-play cards !

Role-play

Setting:

The midwife visits the expectant mother at her home for the **first consultation**. The mother does not speak the local language fluently. A **neighbour** who speaks both languages is helping to interpret.

Language Note:

The neighbour is **not a professional interpreter**.

OBSERVER DEBRIEFING...

REFLECTIVE PRACTICE

Let’s summarize…

Recommendations for medical communication with an interpreter

Before the conversation:

- Gender ?
- Preparation time !
- Inform interpreter: goals, content, duration ?
- Remind interpreter: confidentiality, completeness, accuracy

Recommendations for medical communication with an interpreter

During the conversation:

- Interact directly with the patient
- Be attentive for nonverbal cues
- Use clear and simple language
- Pause regularly
- Avoid culturally specific expressions, jokes, figurative language or metaphors
- Let the patient decide on conversation speed
- Ask for clarification
- Use of non-verbal tools

Recommendations for medical communication with an interpreter

After the conversation:

- Debriefing: What went well? What didn’t go well?

Source: © Wolfram Kastl / dpa / picture

If further conversations are planned:
same interpreter possible to participate ?

Thank you for your participation !

REFERENCES

- Reichmann T, Carvalho Fonseca L, Brückner D, Rotzoll D, Todorow H, Tauscher A. 2024. Teaming in Translation: training interpreting, medical, and midwifery students in simulated birth settings. *FITISPos International Journal* **11**(2): 112-132.

- Reichmann, T, Rotzoll D, *et al.* 2024. Dolmetschen in der Geburtshilfe: Gesprächssteuerung, Fachsprache und interprofessionelle Zusammenarbeit. In: Adams, M. (eds) Internationalisierung neu denken?!. Forum für Fachsprachen-Forschung. Frank & Timme, Berlin (*in German*).

- Brisset C, Leanza Y, Laforest K. 2013. Working with interpreters in health care: A systematic review and meta-ethnography of qualitative studies. *Patient Educ Couns* ***91***: 131-140.

- Davidson B. 2001. Questions in cross-linguistic medical encounters: the role of the hospital interpreter. *Anthropol Quart* **74**: 170-178.

- Scheffer S, Muehlinghaus I, Froehmel A, *et al.* 2008. Assessing students' communication skills: validation of a global rating. *Adv in Health Sci Educ* **13**: 583–592.