

NATIONAL CERTIFICATION OF INTERPRETERS IN HEALTH CARE: WE'RE ON OUR WAY

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Why National Certification?

We need a valid and reliable, universally available, credible process to guarantee that interpreters in health care are capable of providing accurate, complete and professional interpreter services.

What's Already Available?

- State certification:
only Washington
- Academic Certification:
University of Arizona
(assessment, not certification)
- Commercial certification:
Language Line Services

Steps toward Certification

- NCIHC applies for and receives funding from The California Endowment to convene a certification coalition.
- NCIHC invites the ATA, IMIA and CHIA to join a Coordinating Committee.


Steps toward Certification

- The Coordinating Committee defines the goal, structure and stakeholder groups.
- A general invitation is extended for groups to apply to join the Coalition.
- The Coalition is formed and has its first meeting in May 2008.

The National Coalition for Healthcare Interpreter Certification

Members include representatives from:

- interpreting associations
- hospitals and other providers of health care
- national and local language agencies
- legal advocacy groups

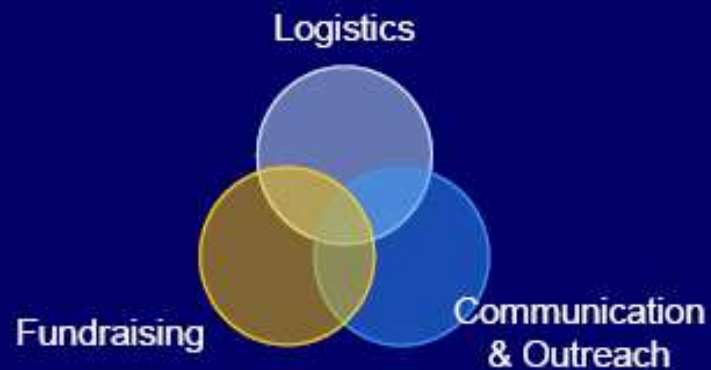


National Coalition on Healthcare Interpreter Certification

Coordinating Committee
ATA, CHIA, IMIA, NCIHC

Organizational Tasks
Committees

Certification Process
Development Committees



Initial Statement of Purpose

The National Coalition on Healthcare Interpreter Certification is committed to developing a ***valid, credible, inclusive*** and ***transparent national*** certification process for healthcare interpreters that will help improve access and quality of care for all the limited-English proficient patients in our culturally diverse communities.

Revised Statement of Purpose

The National Coalition on Healthcare Interpreter Certification is committed to developing *standards* for a valid, credible, inclusive and transparent national process to ensure the competency of healthcare interpreters and improve access and quality of care for all the limited-English proficient patients in our culturally diverse communities.

Next Meeting

The next Coalition meeting will take place on February in Los Angeles.

On-going updates are posted on various websites, including www.ncihc.org.

THE WASHINGTON COURT INTERPRETER PROGRAM

Katrin Johnson

Sr. Court Analyst, Administrative Office of the Courts
Executive Committee Member, Consortium for State Court
Interpreter Certification

The Administrative Office of the Courts Shall:

- Establish a certification preparation curriculum;
- Establish and adopt standards of proficiency, written and oral;
- Conduct period examinations; and
- Compile, maintain and disseminate a current list of certified interpreters.

The Source of Our Written
& Oral Exams:

**The Consortium for
State Court Interpreter
Certification**

The Consortium is a multi-state
partnership dedicated to:

- ⦿ developing court interpreter proficiency tests,
- ⦿ making tests available to member states, and
- ⦿ regulating the use of the tests.

The Consortium was founding
in 1995 by Minnesota, New
Jersey, Oregon and
Washington.

Currently, forty states are
Consortium members.

Two categories of
credentialed court
interpreters:

Certified and Registered

Certified

1. Written exam in English
2. **Written transl.**
3. Orientation
4. Oral **interpreting** exam
5. Criminal check
6. Training / Oath
7. Continuing education

Registered

1. Written exam in English
2. Orientation
3. Oral **language** exam
4. Criminal check
5. Training / Oath
6. Continuing education

Certified Court Interpreters

Currently We Have:

- Spanish
- Russian
- Vietnamese
- Cantonese
- Laotian
- Khmer
(Cambodian)
- Korean

And Yet To Come:

- ▶ Arabic
- ▶ Mandarin
- ▶ Somali

Registered Court Interpreters:

So far....

Bosnian, Bulgarian, Croatian,
Czech, Dutch, Farsi, French,
German, Hebrew, Hindi,
Indonesian, Japanese, Polish,
Portuguese, Punjabi, Romanian,
Samoan, Serbian, Tagalog, Thai
and Urdu

Washington State Department of Social and Health Services

Language Testing and Certification Program Review

Jason Reed

DSHS, Economic Services Administration

LEP Program Manager

DSHS

Language Testing and Certification (LTC) Program Review

- The LTC program was implemented in 1991 for the purposes of testing the language skills of its bilingual employees and contracted interpreters and translators.
- The program, including its policies and procedures, has not been updated in a number of years.
- Review of the program officially started in early 2008.
- Core workgroups:
 - Testing Tool (Contractors)
 - Test Administration (Contractors)
 - Bilingual Employees
 - Language Needs and Resources
 - LTC WAC Revision

Testing Tool

- ⦿ Pre-Test Materials
- ⦿ Test Development Criteria
- ⦿ Review test passing percentages
- ⦿ Selection of Test Reviewers
- ⦿ Review of test exercises
- ⦿ Review of test content
 - English and target languages.
 - Update outdated terminology.
 - Assess whether the content measures the “skills” needed.
- ⦿ Survey
 - Test evaluators
 - Users of service
 - Test candidates
- ⦿ Revise/update tests
- ⦿ External test validation

Test Administration

- Test scheduling
- Test fees
- Testing timeframes
- Test proctoring
- Test grading
- Pre/post testing requirements
- Examination Manual
- Alternative testing programs

Bilingual Employees

- New Bilingual Employee Policy
 - Policy will establish requirements for the use and compensation of DSHS bilingual employees.
- Same Testing Tool and Test Administration actions as outlined for the contractor testing.

Language Needs and Resources

- New LTC Database.
- Identification of interpreter/translation needs by location.
- Identification of interpreter/translation resources by location.
- Interpreter/translator recruitment.

LTC WAC Revision

- Current LTC Washington Administrative Code = WAC 338-03
- All Changes to program resulting from this review will be incorporated into LTC WAC.

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Questions?