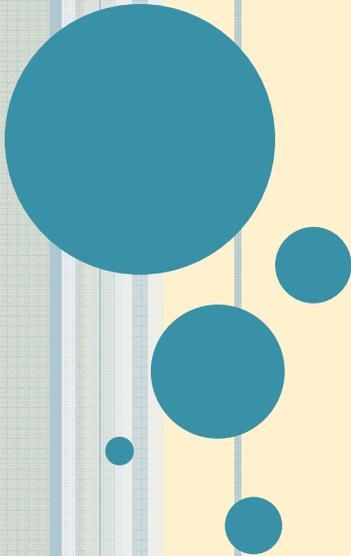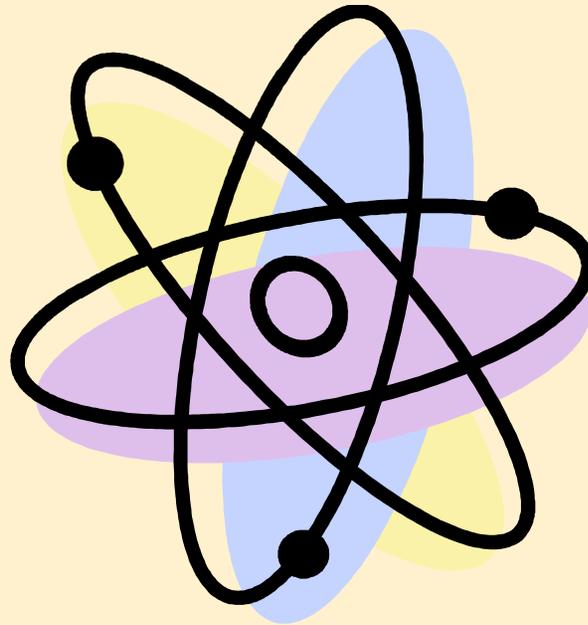# DEVELOPMENTS IN TECHNOLOGY FOR LANGUAGE ACCESS
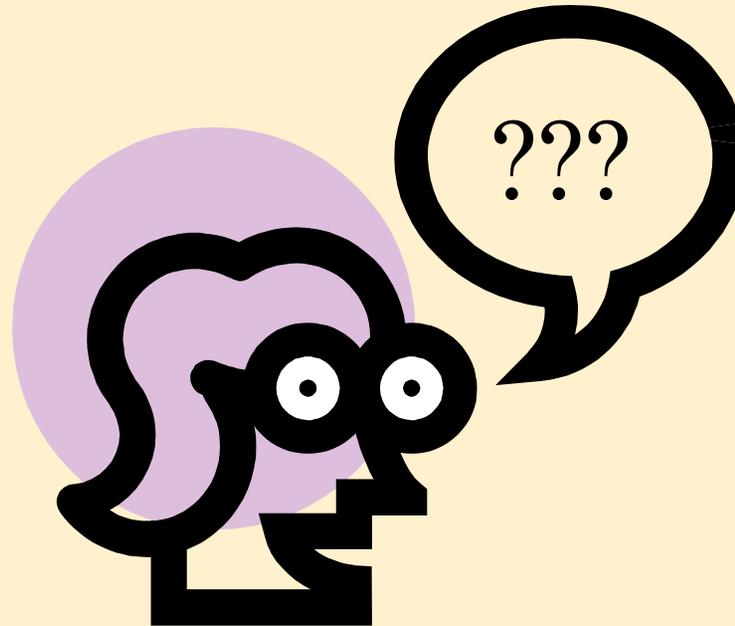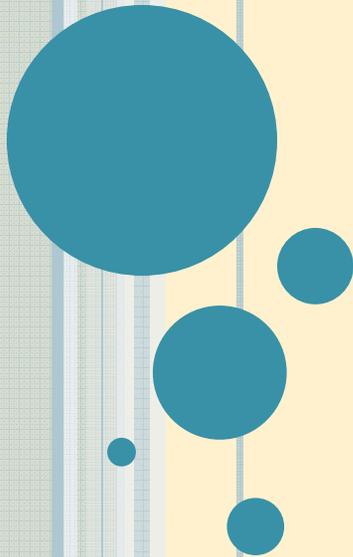
DISCLAIMER!!

- This is not an endorsement of any company!

- This is basic information – I only know *so* much!

- For prices – please shop around. I don't have quotes for you.

- Technology has its role, serves a purpose, but oftentimes the old fashioned way is still preferable.

ASSESSING LANGUAGE SPEAKING AND COMPREHENSION SKILLS

SPEAKING & COMPREHENSION ABILITIES:

- Bilingualism is an asset to public and private organizations

- But, it's a subjective standard

- "Native" speakers may still lack level of sophistication needed for a job type

TELEPHONIC TESTING

- Easy and accessible

- Provides an objective analysis

- Telephonic interviews w/ trained evaluator designed to elicit grammatical and vocabulary challenges

LANGUAGE TESTING INTERNATIONAL

- www.LanguageTesting.com
- Oral Proficiency Interview (OPI)
- 48 Languages
- Evaluated by Two Certified Testers
- Rating Levels & Descriptions (e.g. Superior, Advanced High, Advanced Mid, etc.)

ALTA LANGUAGE SERVICES

- www.AltaLang.com
- Speaking and Listening Assessment
- 86 Languages
- Evaluated by One Certified Tester
- Rating Levels on a 1-12 Scale & Descriptions

IS ONE *EASIER*? MY RESULTS:

ALTA: Skill Level 10

"The candidate can handle successfully a variety of communicative tasks feeling comfortable enough to conduct business meetings, converse effectively on the telephone, present a new idea and discuss details."

LTI: Advanced Mid

Speakers are "able to handle with ease and confidence a large number of communicative tasks. They participate actively in most informal and some formal exchanges on a variety of concrete topics relating to work, school, home and leisure activities, as well as to events of current, public and personal interest or individual relevance...."

REMOTE INTERPRETING
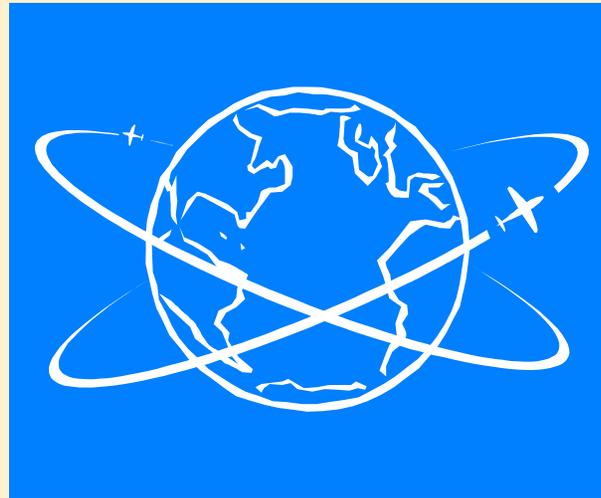
REMOTE INTERPRETING

Advantages

- Less expensive
- Convenient
- Can use interpreters from any location

Disadvantages

- More challenging for the interpreter
- Quality may be more easily compromised
- Requires active management

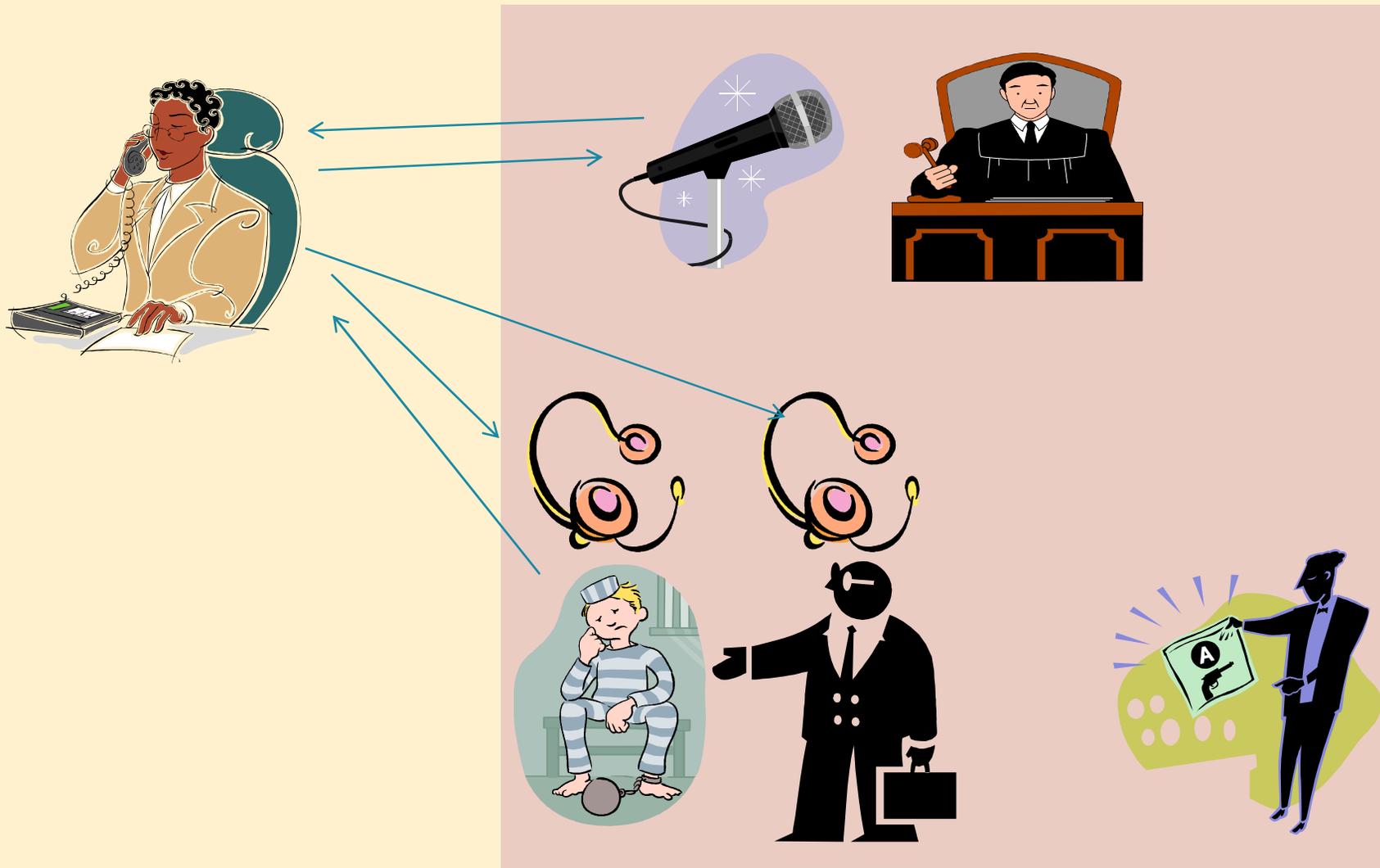# Three Key Elements for Successful Telephonic Interpreting:

1. Trained, Skilled Experienced Interpreters
2. Active Management
3. Proper Technology

The "Old School" Approach
Telephonic Court Interpreting

The "New School" Approach
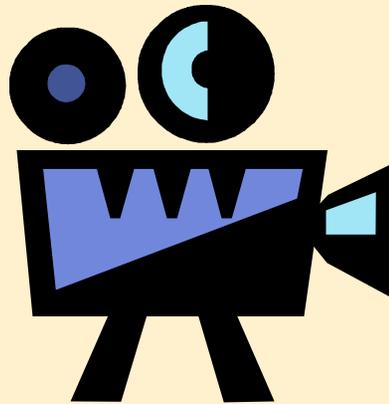# Telephonic Court Interpreting

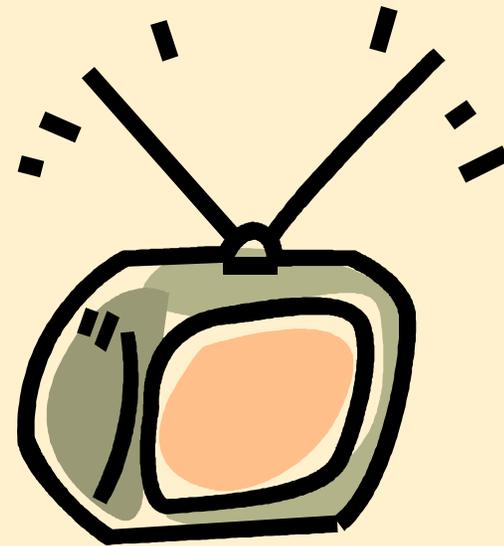# VIDEO DEMONSTRATIONS

Telephonic Courtroom Interpreting

http://www.biamp.com/systems_dci.php

Telephonic Courtroom Interpreting with Video

http://www.ninthcircuit.org/programs-services/court-interpreter/

VIDEO REMOTE INTERPRETING: SIGN LANGUAGE

COMMUNICATION NEEDS OF THE DEAF

Myth   Sign Language is a universal language

Myth   Any certified sign language interpreter can interpret for any deaf customer.

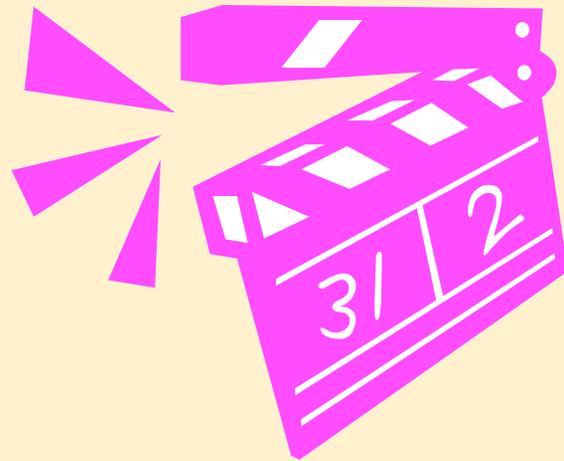Myth   If an interpreter isn't available, you can always communicate effectively in writing.

Three Key Elements for Successful Video Remote Interpreting:

1. Trained, Skilled, Experienced Interpreters
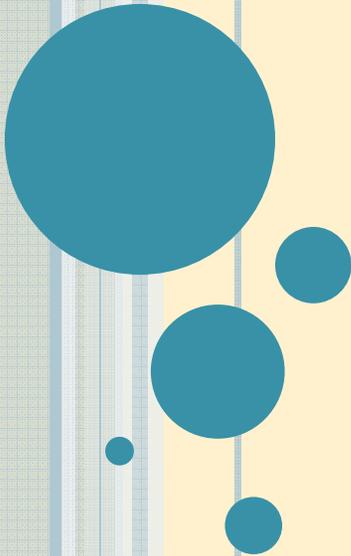2. Active Management
3. Proper Technology

VIDEO REMOTE INTERPRETING

Video Demonstration

QUESTIONS? COMMENTS?

NEW TECHNOLOGIES FOR LANGUAGE ACCESS IN HEALTH CARE

Distance Learning for Interpreters

On-line training

1. UMass at Amherst
2. Southern California School of Interpreting

Urban trainings brought to rural areas through video links

1. University of Minnesota
2. Portland Community College
3. City College of San Francisco

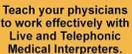# On-line Testing of Interpreting Skills

1. MITI test from Fluency
   www.gofluently.com

2. Second Language Testing
   (still in pilot phase)
   www.2lti.com

On-line Training for Healthcare Providers

Communicating through Healthcare Interpreters
www.vlh.com

Virtual Lecture Hall™
Over 95,000 Hours of Online CME Issued since 1998
www.VLH.com

ERASE Doctor-Patient Language Barriers in Your Healthcare Facility!

Teach your physicians to work effectively with Live and Telephonic Medical Interpreters.

"COMMUNICATING THROUGH HEALTHCARE INTERPRETERS"

A cost-effective, multimedia, online CME program that teaches your MDs, PAs, and APNs to communicate successfully with their Limited English Proficient patients.

Doctors too busy to come to training?
Bring the training to them!

This online CME course utilizes interactive video lessons and a case-based learning methodology to help your doctors:

- Understand the legal requirements and clinical importance of working with interpreters.
- Better manage their communications with patients who do not speak English
- Appropriately use interpreters and interpretive services in their practice settings
- Improve their levels of cultural competency

This course was authored by Cynthia E. Roat, MPH, and Elizabeth Jacobs, MD, both nationally recognized experts in language access in health care. Access to the course is available for $30 per person, including the CME certificate. Discounts are available for larger bulk purchases.

The program is sponsored for 2 AMA PRA Category 1 Credits™ by:

RUSH UNIVERSITY MEDICAL CENTER

To demo the program for free, REGISTER TODAY at:
www.vlh.com/cr2008

Or, include the code CR2008 in an email to bamend@md-inc.com
For further information, contact Bob Amend at 520-722-1970

Video-interpreting

Vendor model

1. Language company provides all service

Mixed model (Harborview, San Francisco General)

1. Staff provide video, telephone and on-site interpreting as provider chooses
2. "Overflow" goes to commercial vendor

Computer-based Communication Aids

1. Prolingua / Meducation
   www.pgsi.com

2. Computerized wayfinding kiosks
   University of New Mexico hospital

3. Continuous loop video
   University of New Mexico hospital

On-line
Location and Scheduling
of Interpreters

1. Interpreter Registries

2. Through language service providers

3. As an independent service

Simple technologies can be the most effective . . .

1. Patient initiator cards

For more information, contact

Cindy Roat

at

cindy.roat@alumni.williams.edu