



NCIHC Home for Trainers Webinar Series

Raising the Bar for Healthcare Interpreting: The Trainer's Role

Johanna Parker, MA, CHI™, FCCI

April 21, 2:00 pm Central





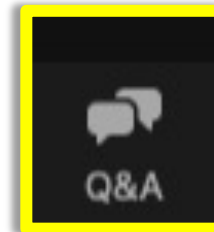
You can access the recording of
the live webinar presentation at
www.ncihc.org/trainerswebinars

Home for Trainers Interpreter Trainers Webinars Work Group
An initiative of the Standards and Training Committee
www.ncihc.org/home-for-trainers



Housekeeping

- This session is being recorded
- Certificate of Attendance
 - *must attend full 90 minutes
 - *certificates will be emailed by May 19, 2021
- Use “Q&A” to send comments and questions to the hosts





Welcome to our guest presenter!



Johanna Parker, MA, CHI™, FCCI

Raising the bar for healthcare interpreting: the trainer's role

Johanna Parker, M.A.

Who am I?



The role of the trainer







GLOBAL WELLNESS
INSTITUTE™
EMPOWERING WELLNESS WORLDWIDE

The Wellness Moonshot™

A World Free of Preventable Disease

GET INVOLVED



<https://x.company/projects/waymo/>

<https://x.company/projects/loon/>

What is our moonshot?

**EQUITABLE ACCESS TO
HEALTH CARE**

My vision

Any patient, any time, in any health care setting, will have language access provided by highly skilled, educated, credentialed, and well-paid interpreters.

My vision

Any patient, any time, in any health care setting, will have language access provided by highly skilled, educated, credentialed, and well-paid interpreters.

**Our profession will be highly-specialized
with multiple career path options.**

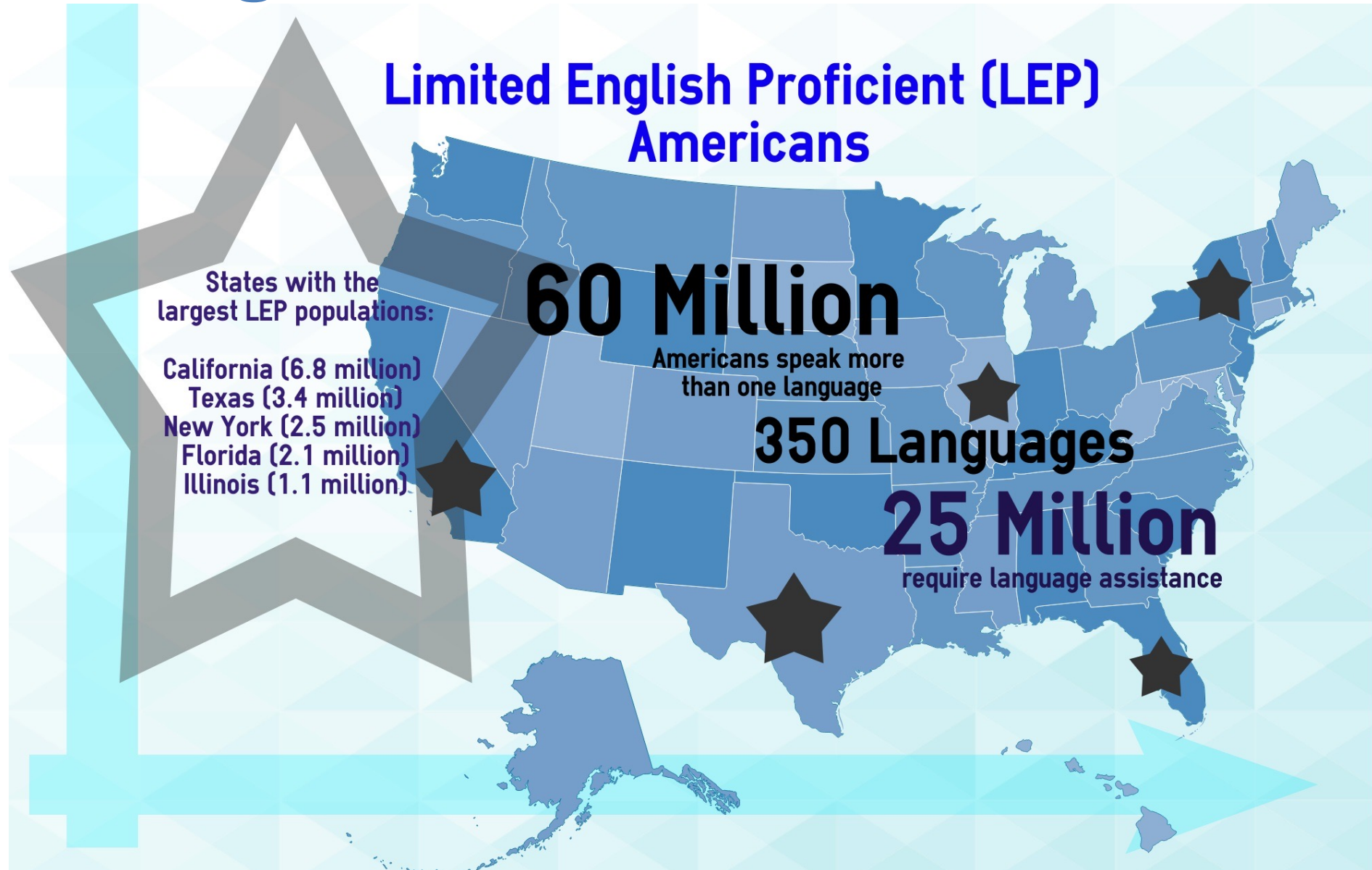
My vision

Any patient, any time, in any health care setting, will have language access provided by highly skilled, educated, credentialed, and well-paid interpreters.

Our profession will be highly-specialized with multiple career path options.

Healthcare interpreters will be understood and respected as medical professionals, and as T&I professionals.

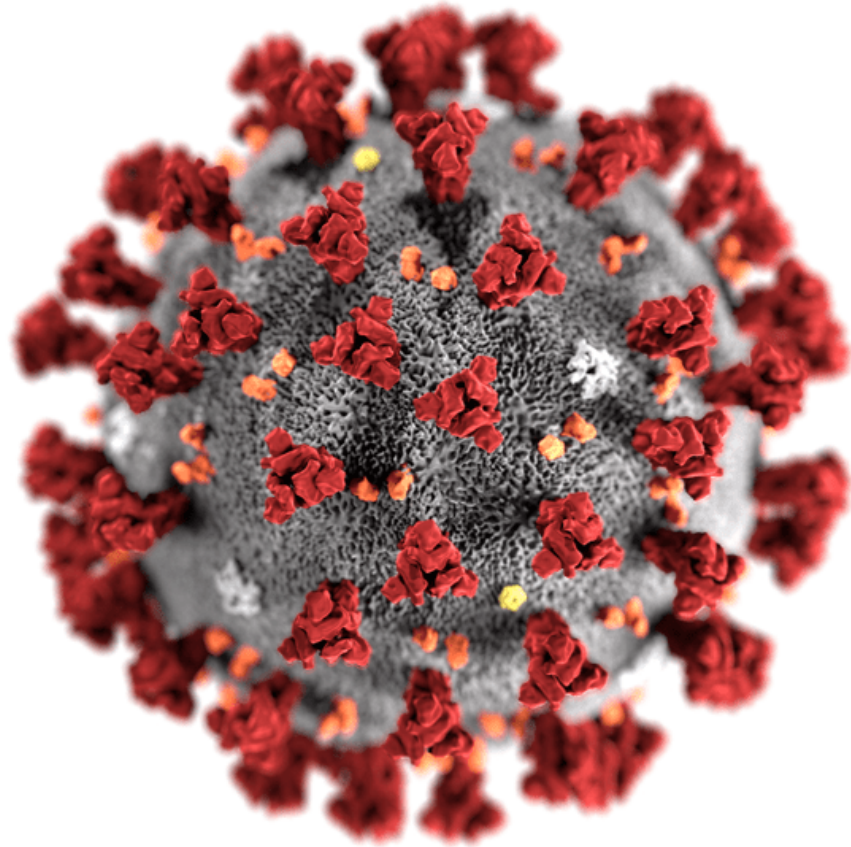
A Daunting Goal



A Daunting Goal



A Daunting Goal



A Daunting Goal



GRETCHEN MCCULLOCH

IDEAS 05.31.2020 07:00 AM

Covid-19 Is History's Biggest Translation Challenge

Services like Google Translate support only 100 languages, give or take. What about the thousands of other languages—spoken by people just as vulnerable to this crisis?

A Daunting Goal



CORONAVIRUS

Hospitals Have Left Many COVID-19 Patients Who Don't Speak English Alone, Confused and Without Proper Care

A Daunting Goal

The New York Times

‘We’re Petrified’: Immigrants Afraid to Seek Medical Care for Coronavirus

Trump administration policies that discourage immigrants from coming forward could hamper efforts to contain the epidemic.

The Virus Slammed Her Neighborhood. She Can’t Find Her Father a Vaccine.

Logistical hurdles, fear and misinformation are threatening to leave some of the city’s immigrant communities behind as the vaccine rollout ramps up.

Why a Medical Interpreter Felt ‘Disposable’ Amid Covid-19

For Marta Rodriguez, helping very sick patients understand their prognosis has become routine — but it hasn’t become any easier.

When Coronavirus Care Gets Lost in Translation

Medical interpreters must now work remotely, multiplying the challenges for front-line doctors and non-English-speaking patients.

It can be done!



An ancient profession

1855 – *Notes on Nursing*

Late 19th century – large hospitals established nursing training programs

Early 20th century – creation of professional associations that set standards, successfully sought licensing

Today – 2.9 million RNs in the US

Specializations beyond RN – CNS, NP, DNP

How far we have come



Wolfgang Sauber [CC BY-SA 3.0 (<https://creativecommons.org/licenses/by-sa/3.0/>)]

How far we have come

1964 American Civil Rights Act, Title VI

1990 Americans with Disabilities Act

1994 Medical Interpreting Working Conference in Seattle and formation of National Working Group

1995 First Edition of Bridging the Gap

1996 MMIA Standards

1998 Working Group becomes NCIHC

How far we have come

2000 National CLAS Standards

2002 CHIA Standards of Practice

2005 NCIHC Standards of Practice

2006 The Joint Commission begins to address language and cultural issues as a matter of patient safety

2008, 2009 National Certification

2010 Affordable Care Act

2021 Covid-19 Language Access Act?

Where we stand today

N. America Language Services	\$21.800.000.000
US Legal Services	\$288.000.000.000
US Healthcare	\$3.500.000.000.000

Who are we?



Still undervalued



**Undervalued in
health care**



**Lower status in
T&I community**

Undervalued/misunderstood in health care



“I took some Spanish in college, so I think we can get by.”

Undervalued/misunderstood in health care



**“You can
do her
job!”**

(To a patient’s 10
year old daughter)

Undervalued/misunderstood in health care

“My friend’s husband just moved here and is looking for work. He doesn’t speak much English. How can he get a job as an interpreter?”



Undervalued/misunderstood in health care

“Could you just summarize what I say for the patient when we finish?”

(In a 2 hour information session)



Undervalued/misunderstood in health care

“We don’t need an interpreter because we have the MA/patient’s friend/patient’s child/resident who did a semester abroad.”



Lower Status in the T&I Community



“Medical interpreting is often the place where new interpreters get started.”

“Interpreting Success: Getting Started as an Interpreter, a workshop held in San Francisco on June 13, 2015.” *Translorial Journal of the Northern California Translators Association*. Vol. 37 No.2 Fall 2015

Lower Status in the T&I Community

MEDICAL

low stress

cooperative

emphasis on helping others

pay less

repetitive

LEGAL

market is broad

**certification
sometimes required**

challenging

specialized training

CONFERENCE

variety

verbal stimulation

high income

specialist knowledge

stressful

Lower status in the T&I Community

MYTHS

The work is easier

Being able to clarify means that interpreters don't need to be as skilled and don't need to know technical terminology

Low stress

FACTS

Lower standards for entry

Technical terminology and a complex role

Lower status in the T&I Community

FACTS

Lower standards for entry

technical terminology

<https://www.flickr.com/photos/syriafreedom/8210809057>

Low stress



Holly Mikkelson



<https://www.middlebury.edu/institute/people/holly-mikkelson>

...regardless of the adjective preceding the word "interpreter," practitioners of this profession the world over perform the same service and should meet the same standards of competence.

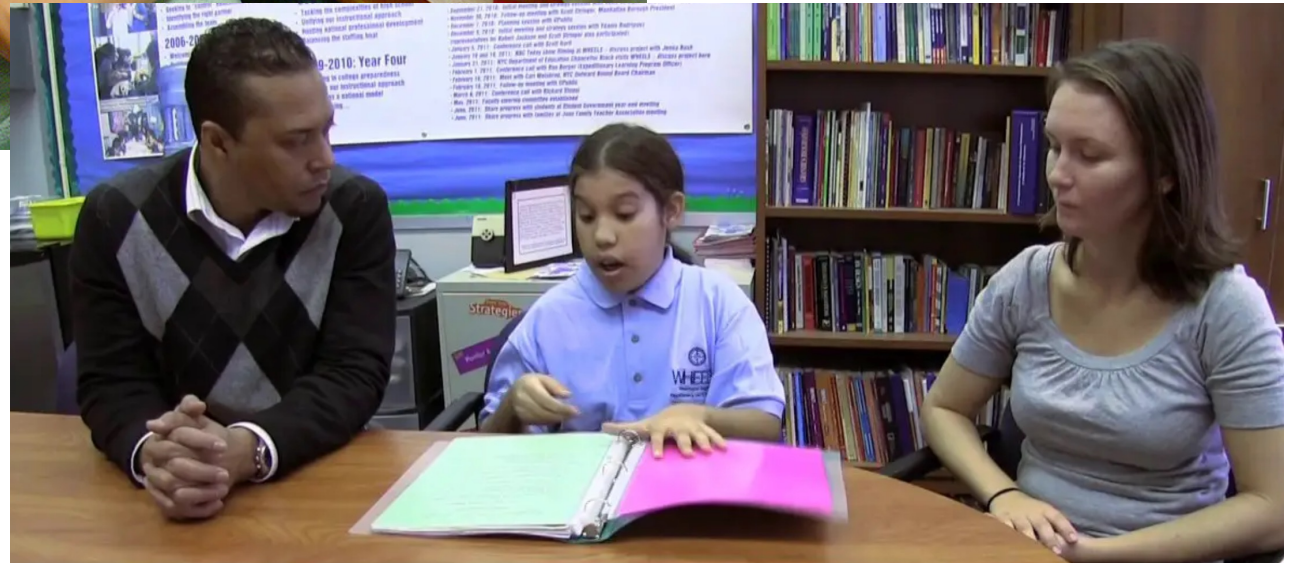
What accounts for the tremendous disparity in working conditions and status is not the nature of the interpreting itself, but external factors that affect the market in which interpreters render their services.

Holly Mikkelson. "Interpreting is Interpreting—Or Is It?" Originally presented at the GSTI 30th Anniversary Conference, January 1999. Accessed September 2019 at acebo.myshopify.com

Who we serve



Who we serve



Who we serve



“Minority patients are more likely to experience lower-quality healthcare than whites. They are less likely to receive kidney dialysis or transplants and more likely to receive less desirable procedures, such as lower-limb amputations for diabetes.”

Covid accentuating the gaps

“I think what we’re seeing is what the system was built to do. We had built this system where these extra tools, these virtual care tools, weren’t for the limited English population...These tools were for the privileged. When we made the shift from these being privileged care to standard care, you see all the people who aren’t able to access them.”

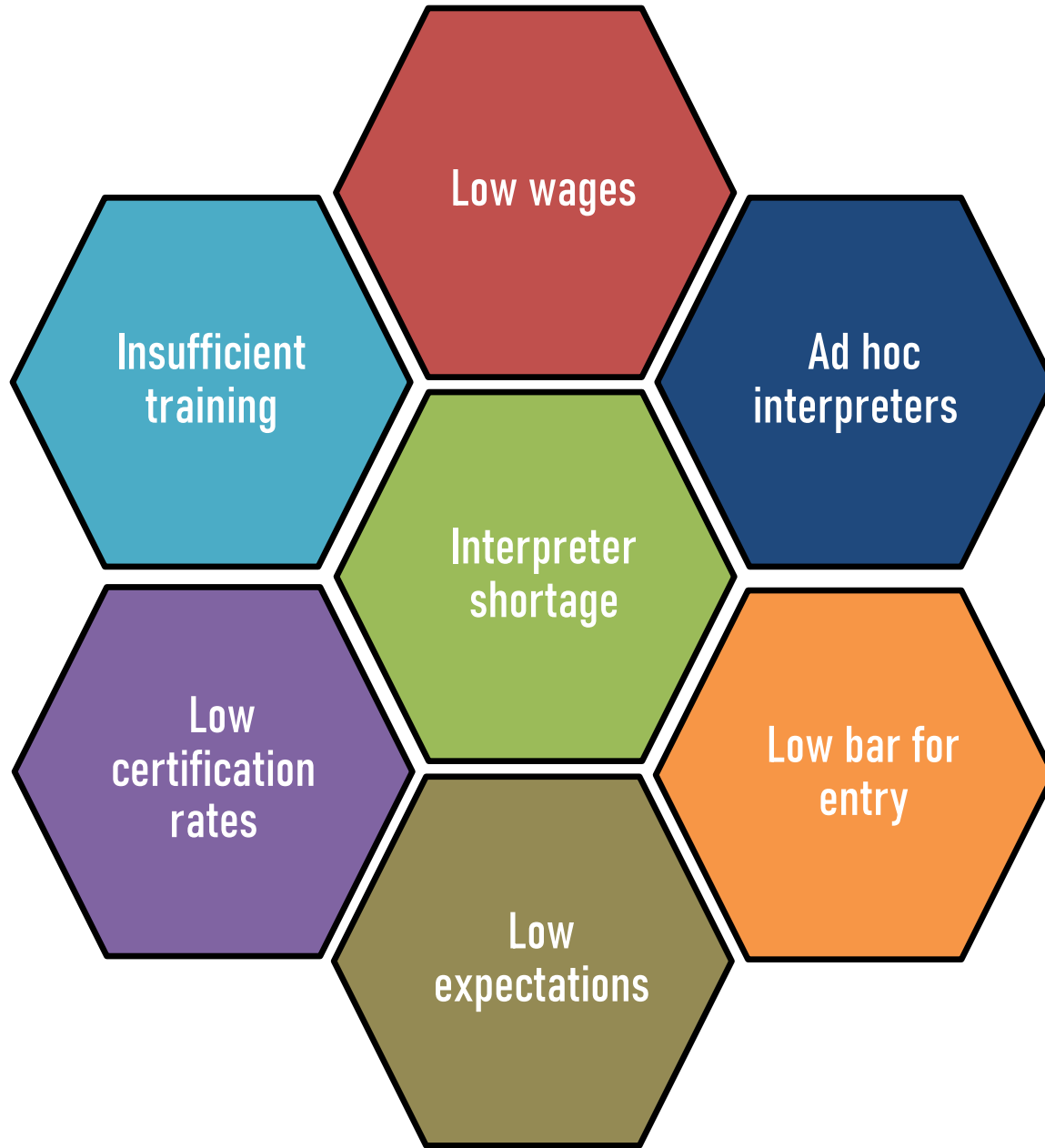
<https://www.theverge.com/21277936/telehealth-english-systems-disparities-interpreters-online-doctor-appointments>

**Disempowered
LEP population**

The diagram consists of three black hexagons arranged in a triangle. The top hexagon contains the text 'Disempowered LEP population'. The bottom-left hexagon contains the text 'Lower status in T&I community'. The bottom-right hexagon contains the text 'Undervalued in health care'. A blue double-headed arrow connects the bottom of the top hexagon to the top of the bottom-right hexagon, indicating a relationship or interaction between these two concepts.

**Lower status in
T&I community**

**Undervalued in
health care**



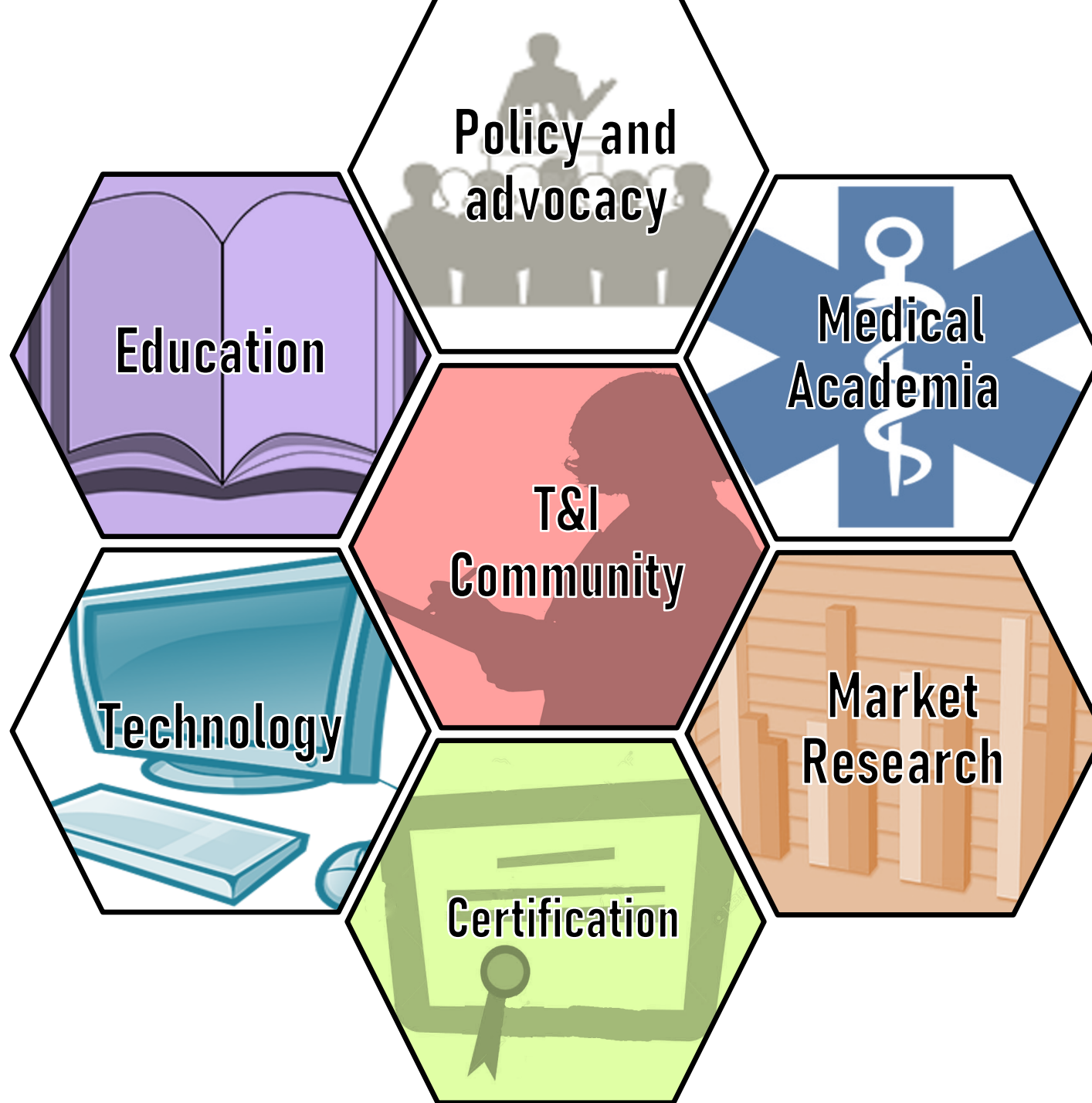
**Decreased
quality of
care for LEP
patients**

How do we raise the status and standards of healthcare interpreting?



CULTURE SHIFT







Regulations drive change

Joint Commission

ACA Section 1557

Hospital Consumer Assessment of Healthcare Providers and Systems

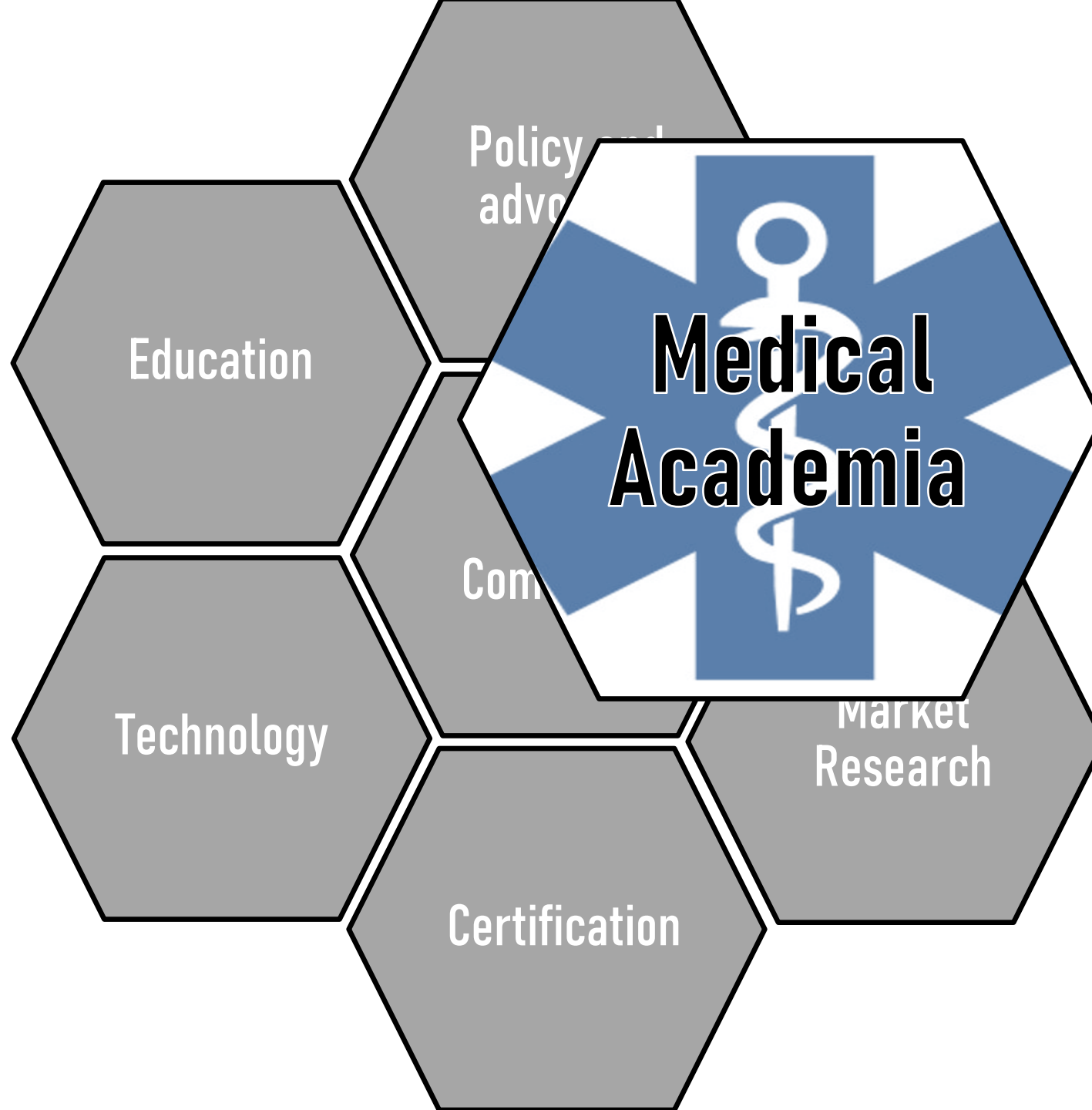
Hospital Readmissions Reduction Program



Advocacy within Institutions



Equity and language access as corporate culture



Medical Education

How do providers know how to “use” an interpreter?



Medical Education

Partnering With Interpreter Services: Standardized Patient Cases to Improve Communication With Limited English Proficiency Patients

[Emily Pinto Taylor](#),^{1,2,*} [Arielle Mulen](#),³ [Avik Chatterjee](#),^{4,5,6} and [Jaideep S. Talwalkar](#)^{7,8}

“...certified medical interpreters from our academic medical center served in their typical capacity as interpreters...”

Medical Education

Yale Medicine, August 2016

A new introduction to medicine

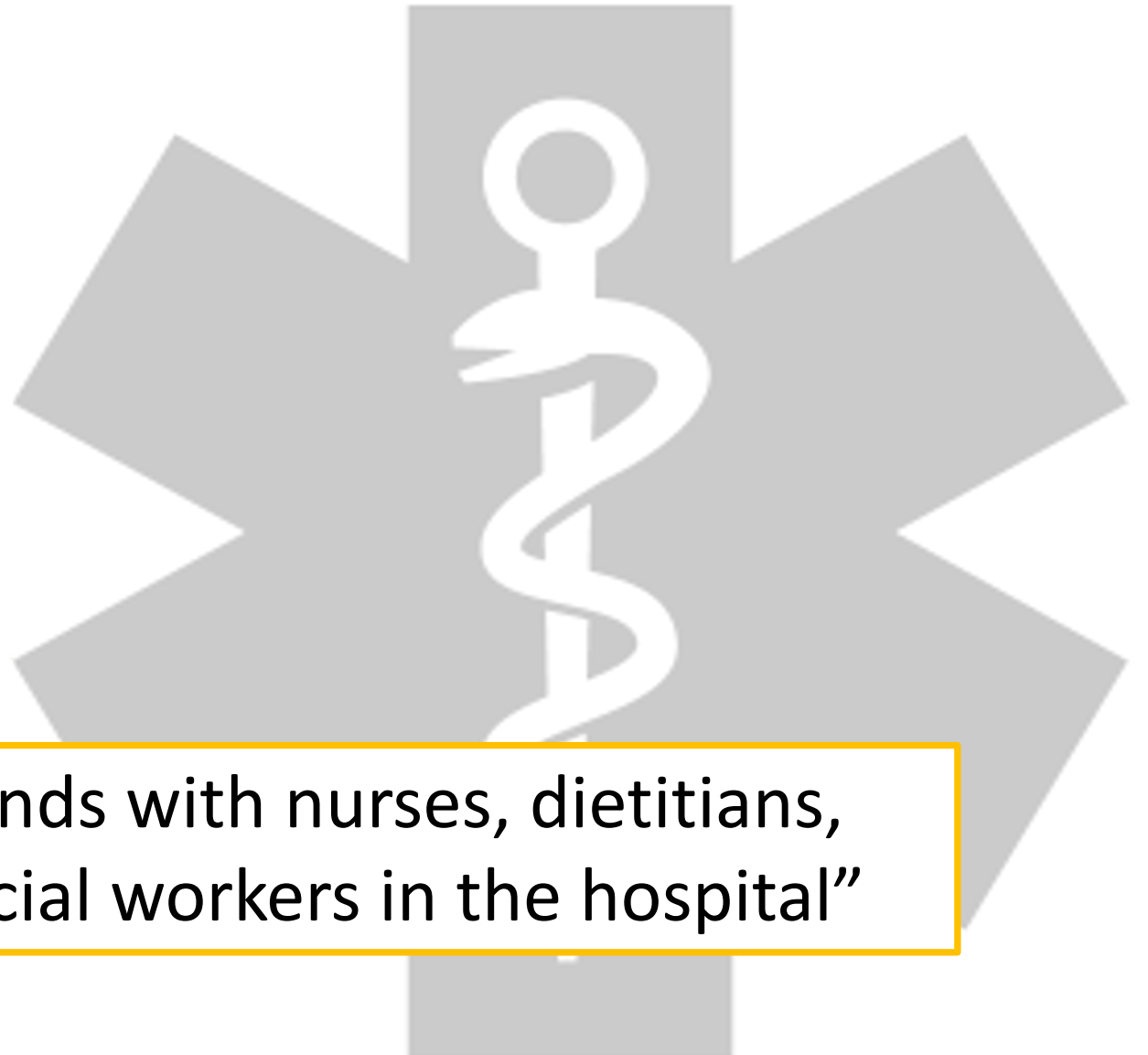
By Kathleen Raven

Last fall, Dervin Cunningham and a few of his classmates gathered around the hospital bed of a young woman who

“Students would make the rounds with nurses, dietitians, chaplains, interpreters, and social workers in the hospital”

their diagnosis: the patient, a female manikin at the Yale Center for Medical Simulation, was pregnant.

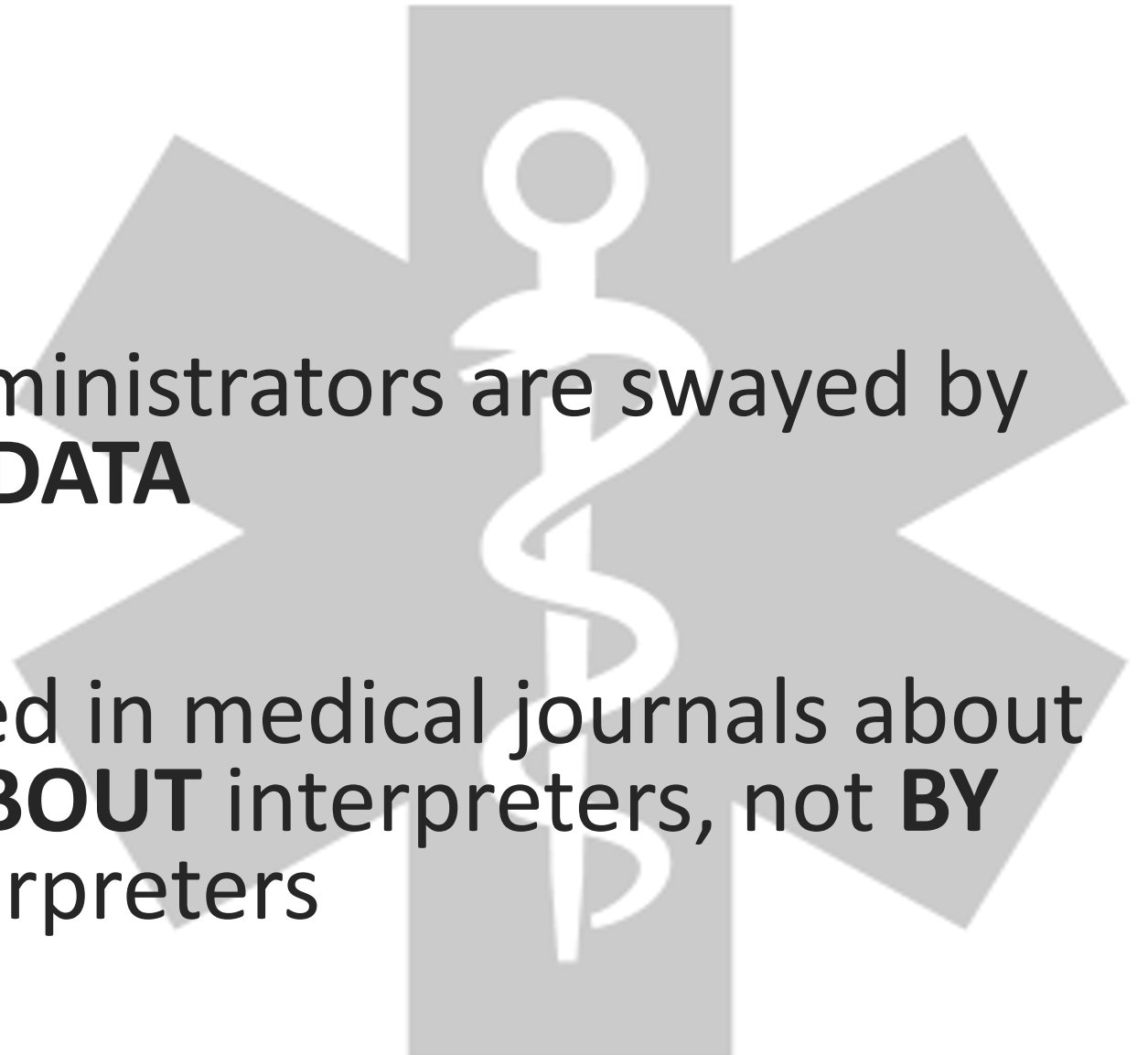
Under the medical school curriculum rolled out last fall, all first-years completed “Introduction to the



Medical Research

MDs and Hospital Administrators are swayed by
DATA

Most research published in medical journals about
language access is **ABOUT** interpreters, not **BY**
interpreters



Medical Research

Patterns of Communication through Interpreters:

A Detailed Sociolinguistic Analysis

Cesar Aranguri, MD,¹ Brad Davidson, PhD,² Robert Ramirez, MBA³

¹King Drew Medical Center, Los Angeles, CA, USA; ²MBS/Vox (a CommonHealth Company), Parsippany, NJ, USA; ³Pfizer, Inc., New York, NY, USA.

Background: “...the presence of an interpreter leads to less satisfactory communication with physicians”

Medical Research

Patterns of Communication through Interpreters:

A Detailed Sociolinguistic Analysis

Cesar Aranguri, MD,¹ Brad Davidson, PhD,² Robert Ramirez, MBA³

¹King Drew Medical Center, Los Angeles, CA, USA; ²MBS/Vox (a CommonHealth Company), Parsippany, NJ, USA; ³Pfizer, Inc., New York, NY, USA.

Results: “Speech was significantly reduced and revised by the interpreter...”

Conclusions: “The presence of an interpreter increases the difficulty of achieving good physician-patient communication...”

Medical Research




Patterns of Communication through Interpreters:

A Detailed Sociolinguistic Analysis

Cesar Aranguri, MD,¹ Brad Davidson, PhD,² Robert Ramirez, MBA³

¹King Drew Medical Center, Los Angeles, CA, USA; ²MBS/Vox (a CommonHealth Company), Parsippany, NJ, USA; ³Pfizer, Inc., New York, NY, USA.

Methods: “...In all interpreted examples, interpreters were either family members ($n=2$) or nursing/office staff ($n=11$)...”



Medical Research



Errors of Medical Interpretation and Their Potential Clinical Consequences: A Comparison of Professional Versus Ad Hoc Versus No Interpreters

Glenn Flores, MD, Milagros Abreu, MD, MPH, Cara Pizzo Barone, MD, Richard Bachur, MD, Hua Lin, PhD

From the Division of General Pediatrics, Department of Pediatrics, UT Southwestern Medical Center, Dallas, TX (Flores, Lin); the Children's Medical Center, Dallas, TX (Flores); the Department of Epidemiology, Boston University School of Public Health, Boston, MA, and the Latino Health Insurance Program, Inc, Framingham, MA (Abreu); the Palo Alto Medical Foundation, Palo Alto, CA (Barone); and the Division of Emergency Medicine, Children's Hospital Boston, Boston, MA (Bachur).



Medical Research



The Joint Commission Journal on Quality and Patient Safety 2019; 45:98–107

Audio-Recorded Discharge Instructions for Limited English Proficient Parents: A Pilot Study

K. Casey Lion, MD, MPH; Kathleen Kieran, MD, MS; Arti Desai, MD, MSPH; Patty Hencz, RN; Beth E. Ebel, MD, MSc, MPH; Ali Adem, MPH; Shannon Forbes; Juan Kraus; Colleen Gutman, MD; Ivor Horn, MD, MPH

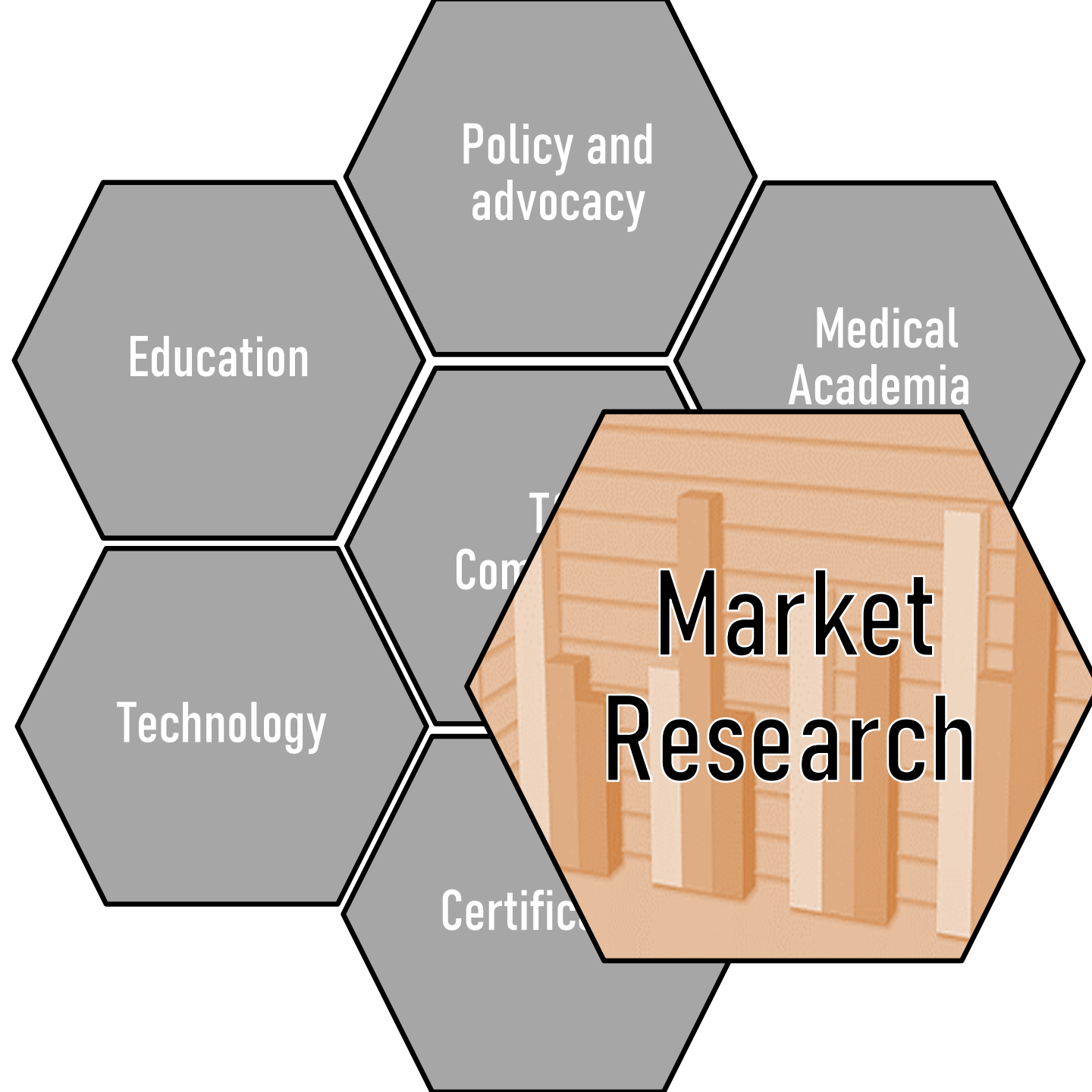


Medical Research

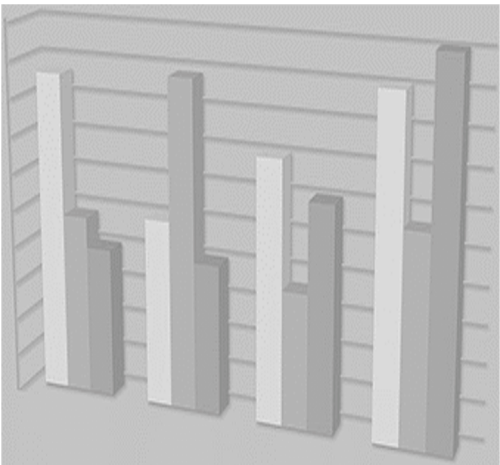
The Joint Commission Journal on Quality and Patient Safety 2019; 45:397–405

Reducing the Use of Ad Hoc Interpreters at a Safety-Net Health Care System

Ranjani Krishnan Paradise, PhD; Megan Hatch, MPH; Avlot Quessa; Fernando Gargano; Mursal Khaliif, MA, PhD; Vonessa Costa, CoreCHI™



Market Research



A NATIONAL FORUM FOR THE INTERPRETING PROFESSION



THE INTERPRETING MARKETPLACE

*A Study of Interpreting in North America
Commissioned by InterpretAmerica*

by Nataly Kelly, Robert G. Stewart, and
Vijayalaxmi Hegde

© 2010, Common Sense Advisory, Inc.

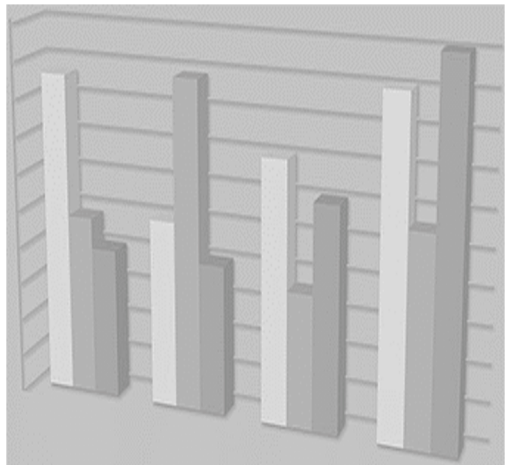


www.interpretamerica.net

WASHINGTON, DC 2010

COMMUNITY CONFERENCE LEGAL MEDICAL MILITARY SIGNED LANGUAGE

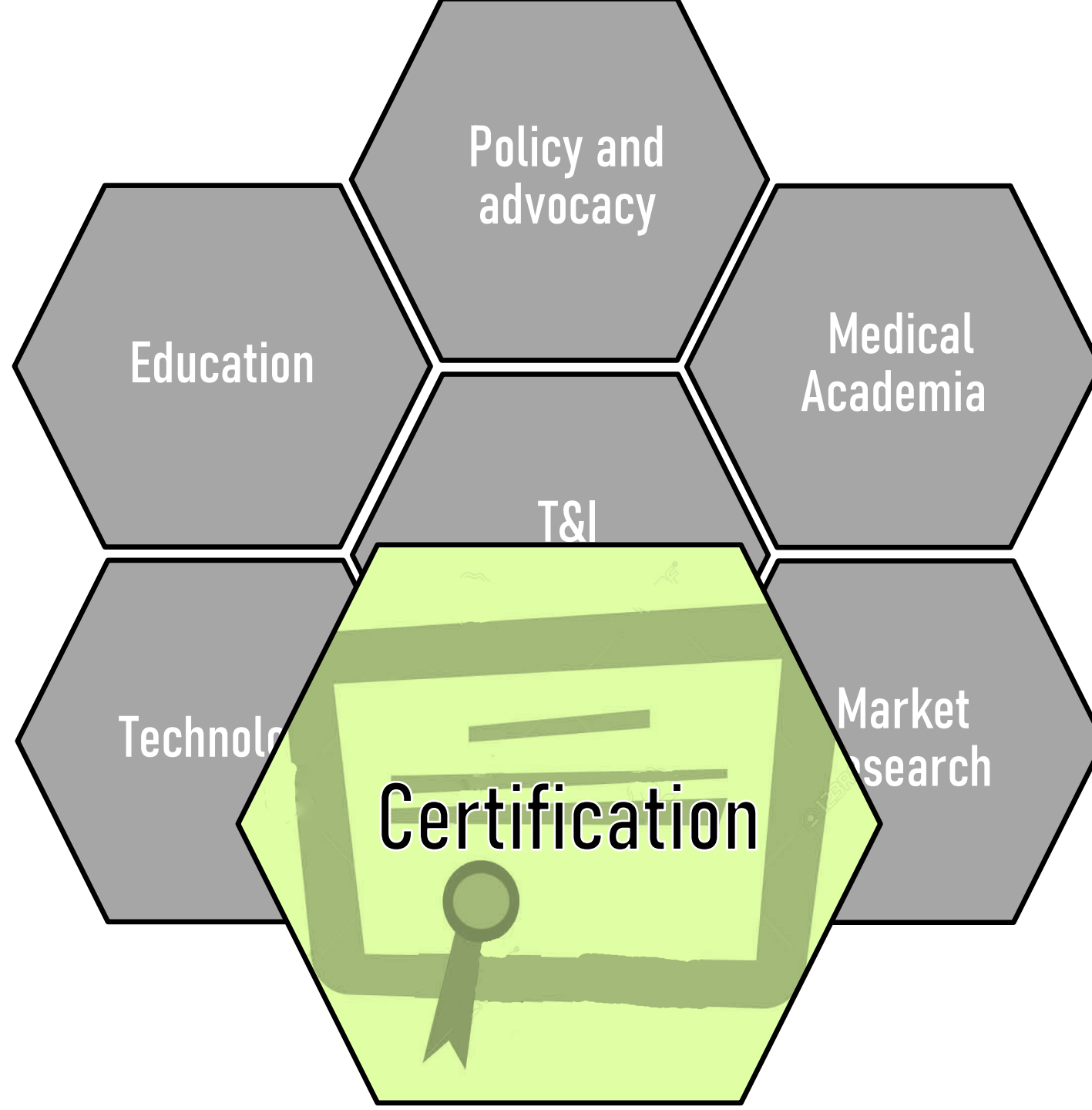
Market Research



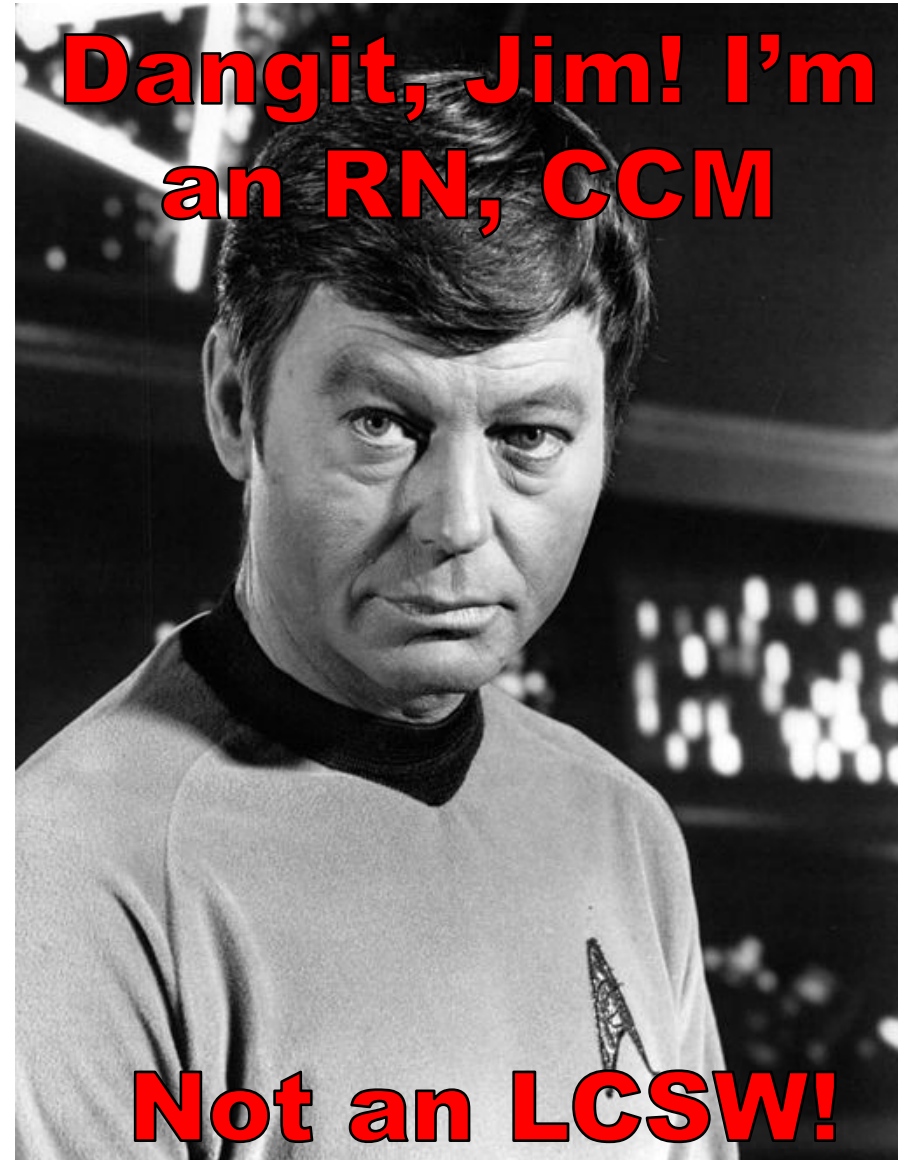
Market Research

National Job Task Analysis Survey of Healthcare Interpreters





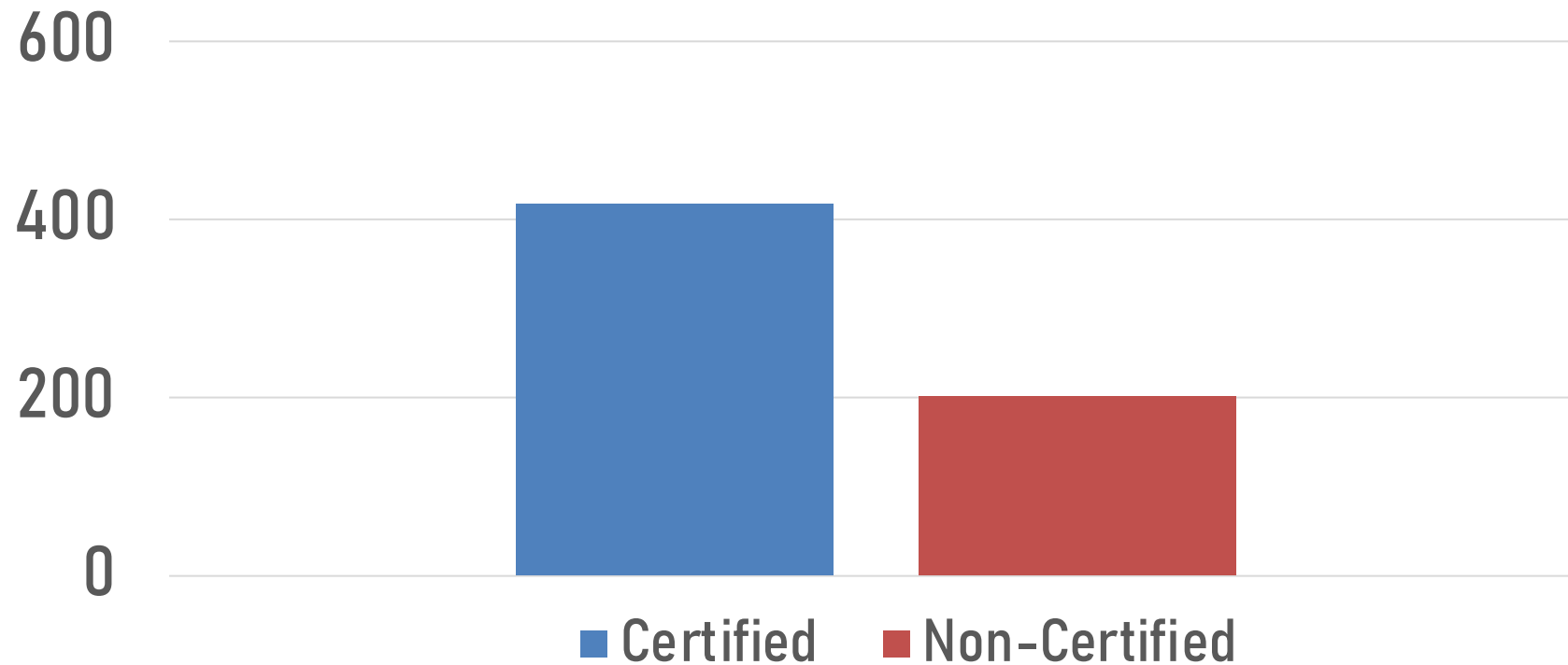
Certification, Certification, Certification!



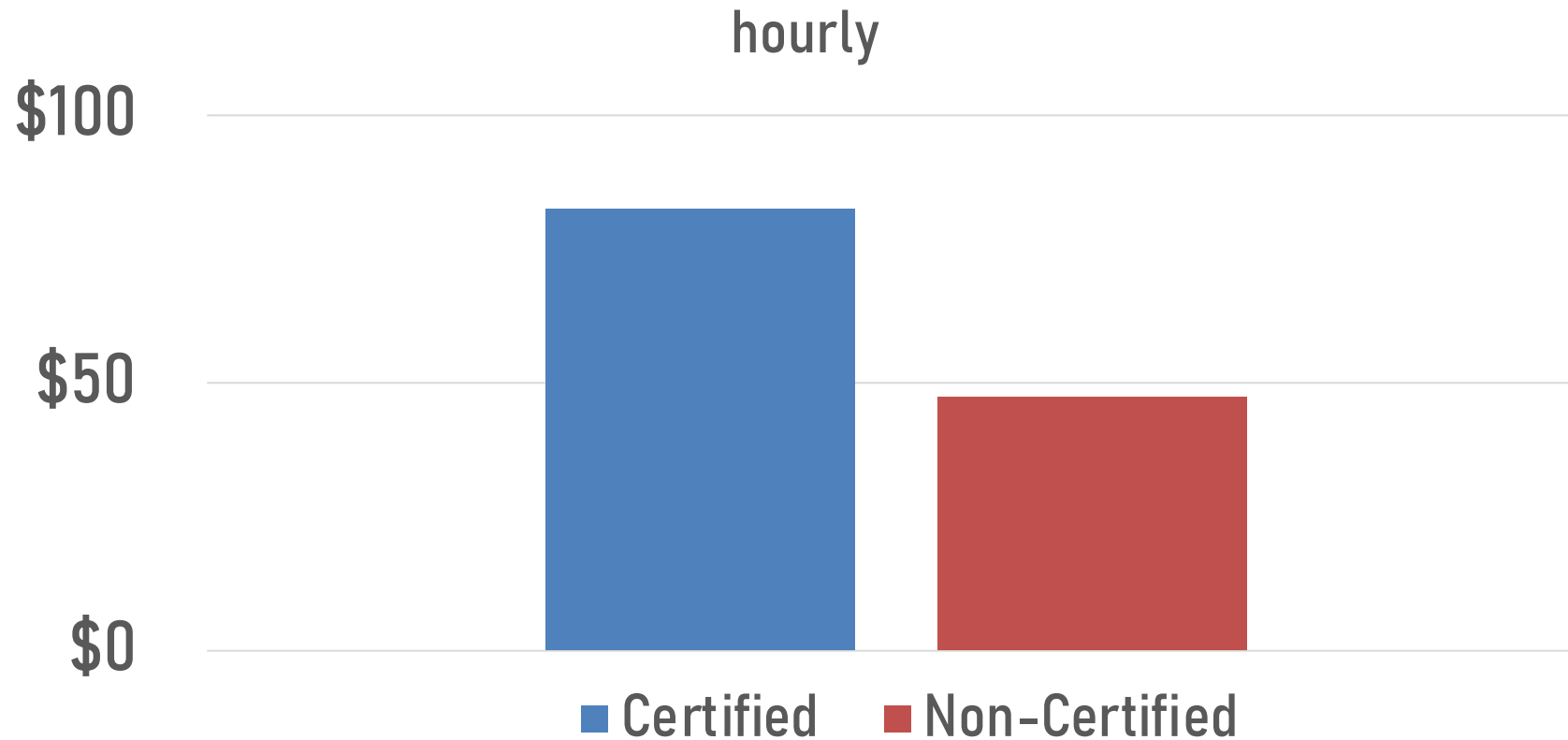


Federal Court Interpreters

Daily fee, freelance



Freelance ASL interpreters, California



Bureau of Labor Statistics:

Quick Facts: Interpreters and Translators	
2020 Median Pay ?	\$52,330 per year \$25.16 per hour
Typical Entry-Level Education ?	Bachelor's degree
Work Experience in a Related Occupation ?	None
On-the-job Training ?	None
Number of Jobs, 2019 ?	77,400
Job Outlook, 2019-29 ?	20% (Much faster than average)
Employment Change, 2019-29 ?	15,500



Goals for certification



Goals for Certification



Goals for Certification

#ProjectEtoE



Goals for Certification

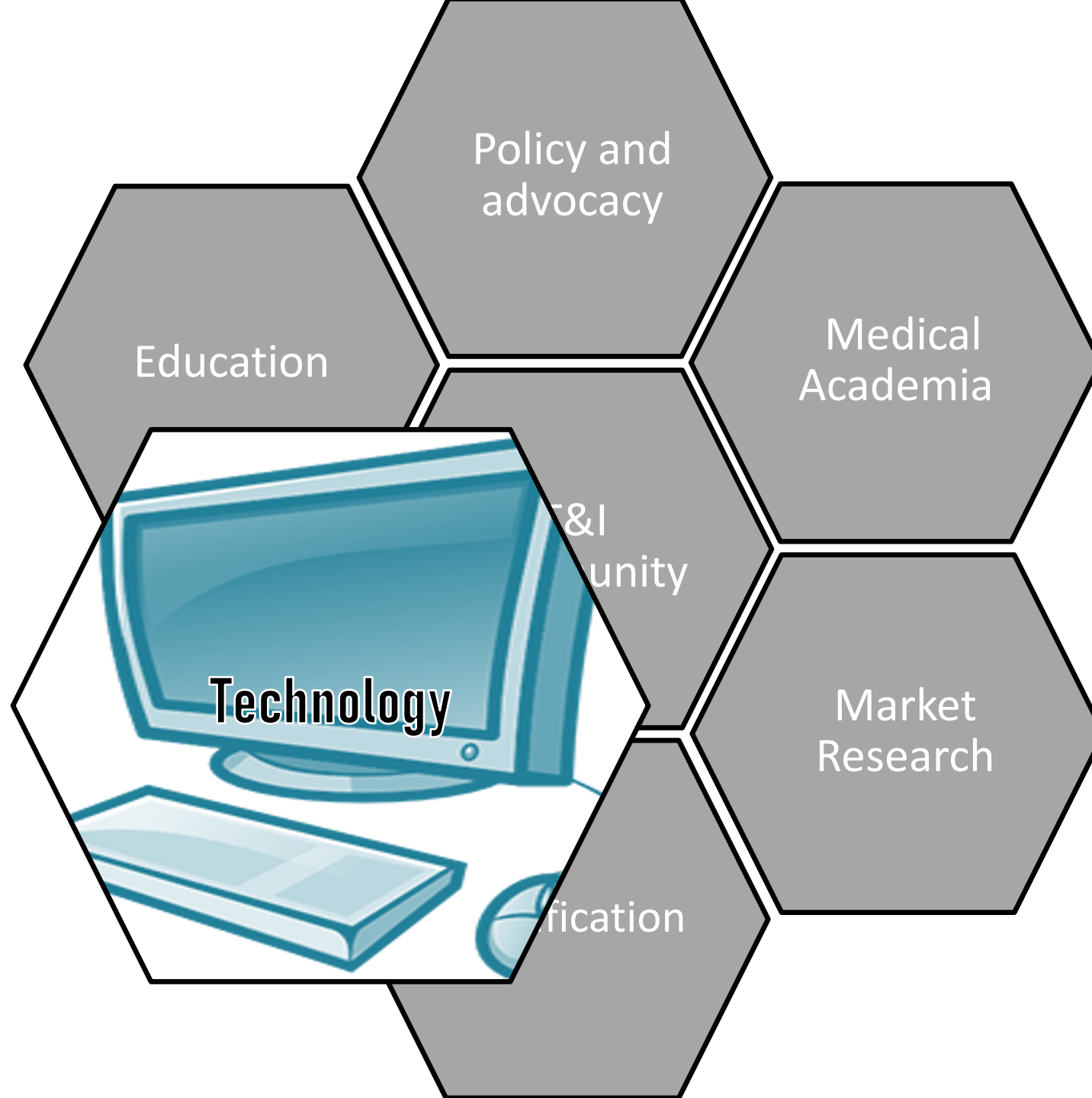


ISAF Headquarters Public Affairs Office from Kabul, Afghanistan [CC BY 2.0 (<https://creativecommons.org/licenses/by/2.0>)]

Increase difficulty for entry-level

Advanced and specialized certifications

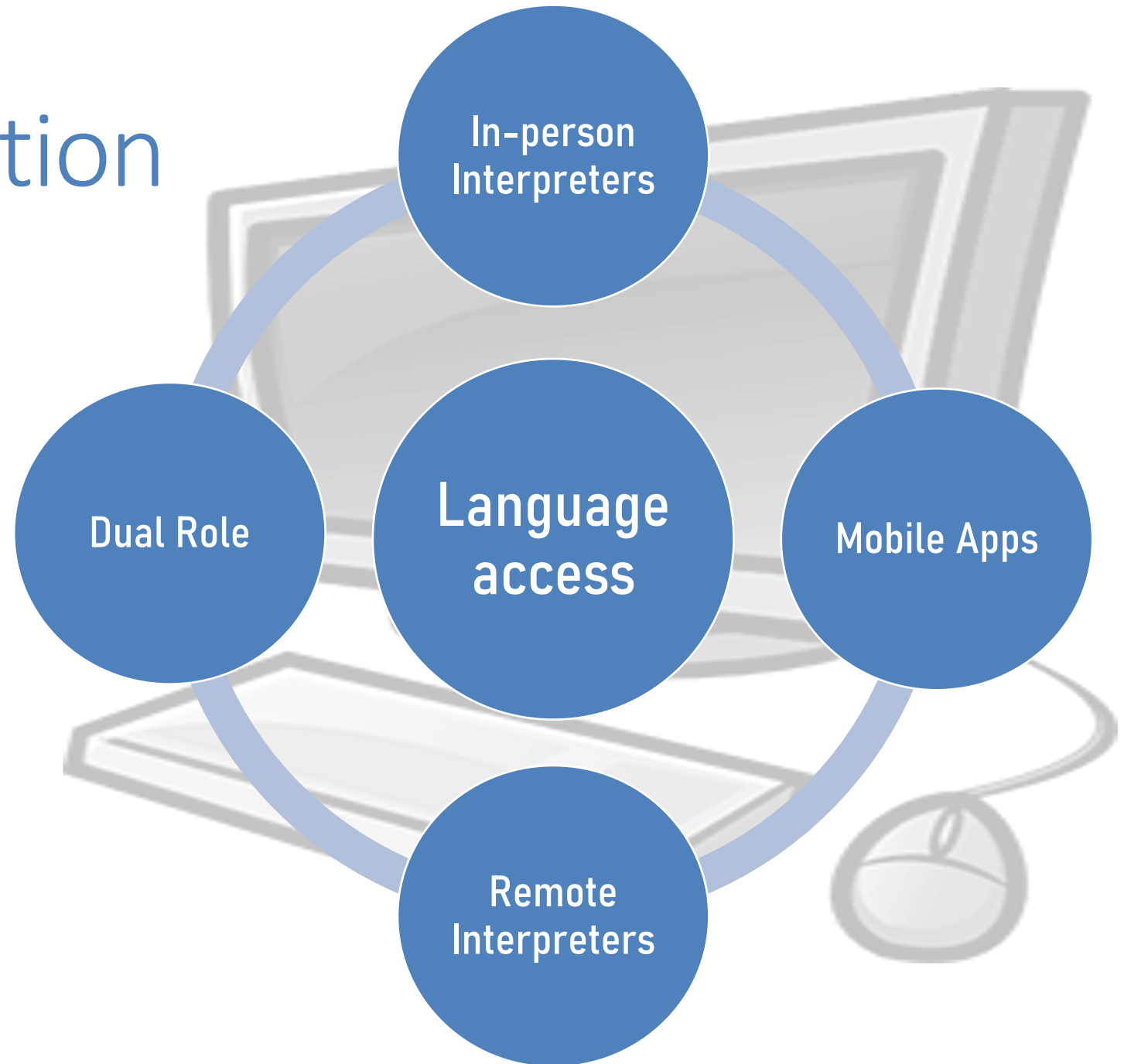




Scope of the challenge



Multifaceted solution

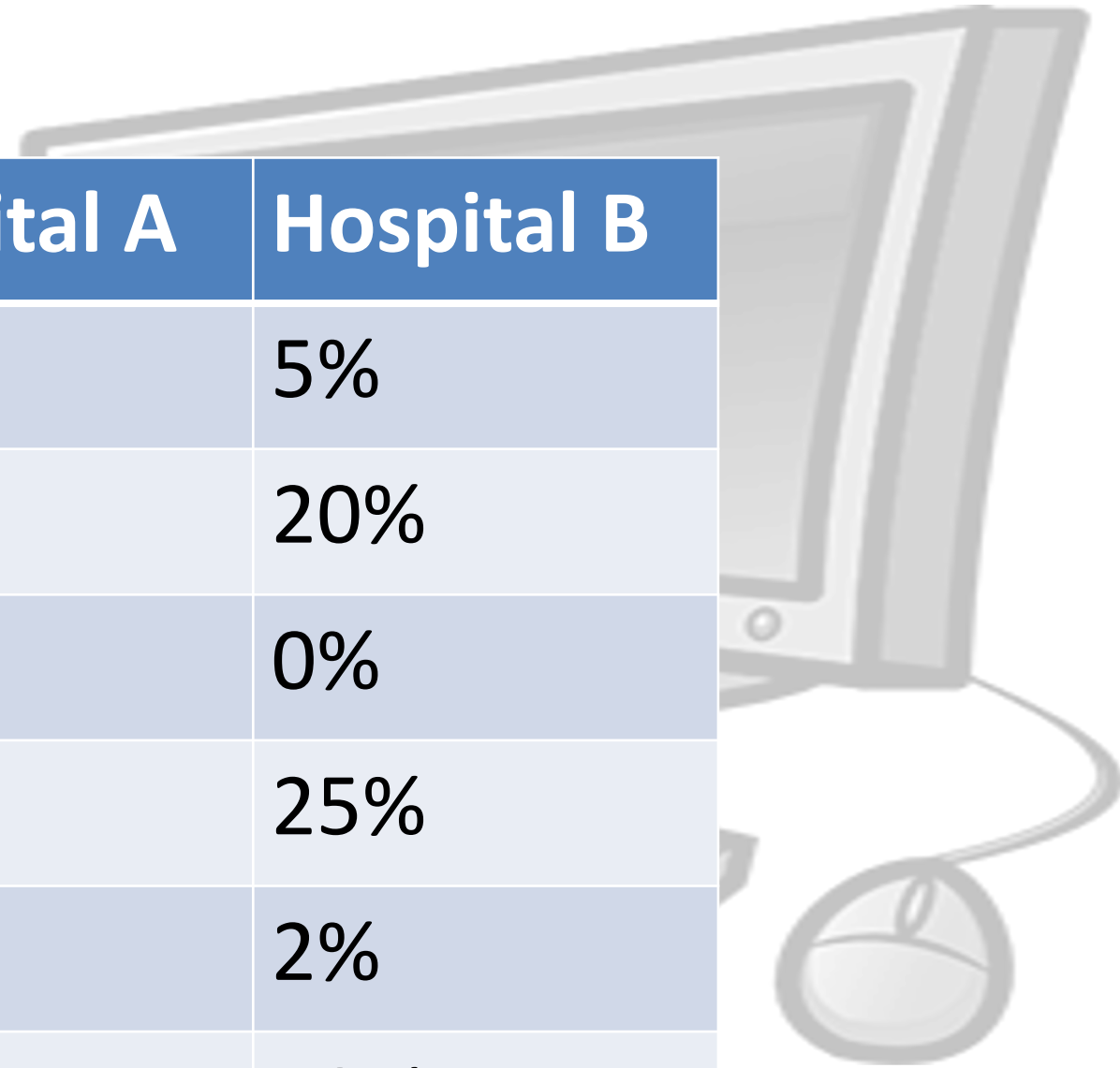


Technology



Remote Interpreting

2019	Hospital A	Hospital B
In-Person (staff)	24%	5%
In-Person (vendor)	2%	20%
VRI (staff)	12%	0%
VRI (vendor)	0%	25%
OPI (staff)	1%	2%
OPI (vendor)	61%	48%

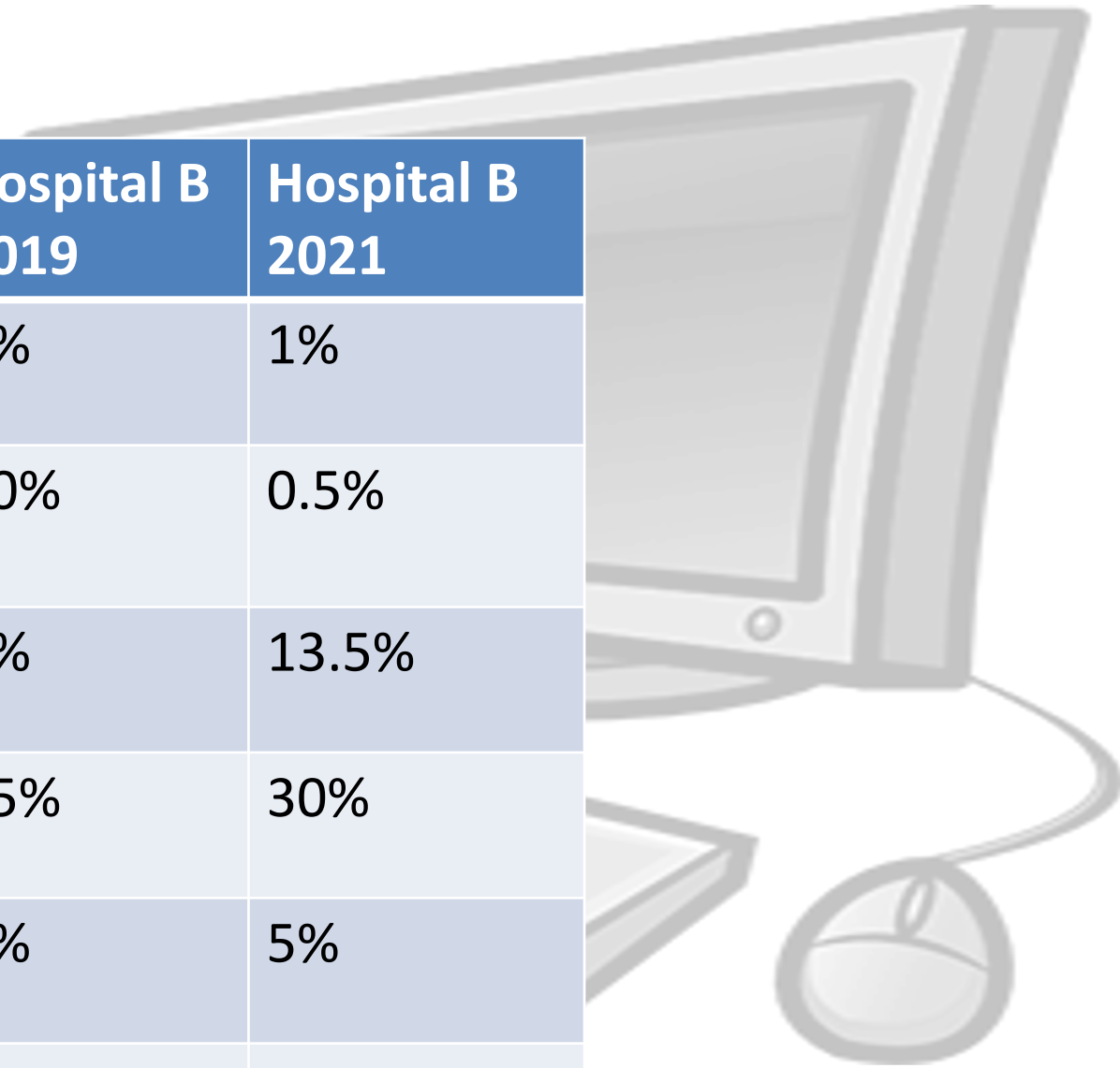


Remote Interpreting

2019	Hospital A	Hospital B
Remote interpreting by vendors	61%	73%

Remote Interpreting

	Hospital A 2019	Hospital A 2021	Hospital B 2019	Hospital B 2021
In-Person (staff)	24%	7%	5%	1%
In-Person (vendor)	2%	1%	20%	0.5%
VRI (staff)	12%	14%	0%	13.5%
VRI (vendor)	0%	0%	25%	30%
OPI (staff)	1%	9%	2%	5%
OPI (vendor)	61%	69%	48%	50%



Remote Interpreting

2021	Hospital A	Hospital B
Remote interpreting by vendors	69% (+8%)	80% (+7%)

From a large LSP

“We have seen an increase in on-demand interpretation of approximately 20-30% for some clients. This can be attributed first and foremost to the disproportionate impact the pandemic has had on minority populations. Furthermore, family members have not been in the room to interpret for patients, nor have internal staff been available to act as interpreters. Both of these methods would be considered non-compliant, but are often used in emergency cases.”

Best Practices: Insourcing

Institutional knowledge
Flexibility



Telehealth

Increased access to healthcare?

Digital divide

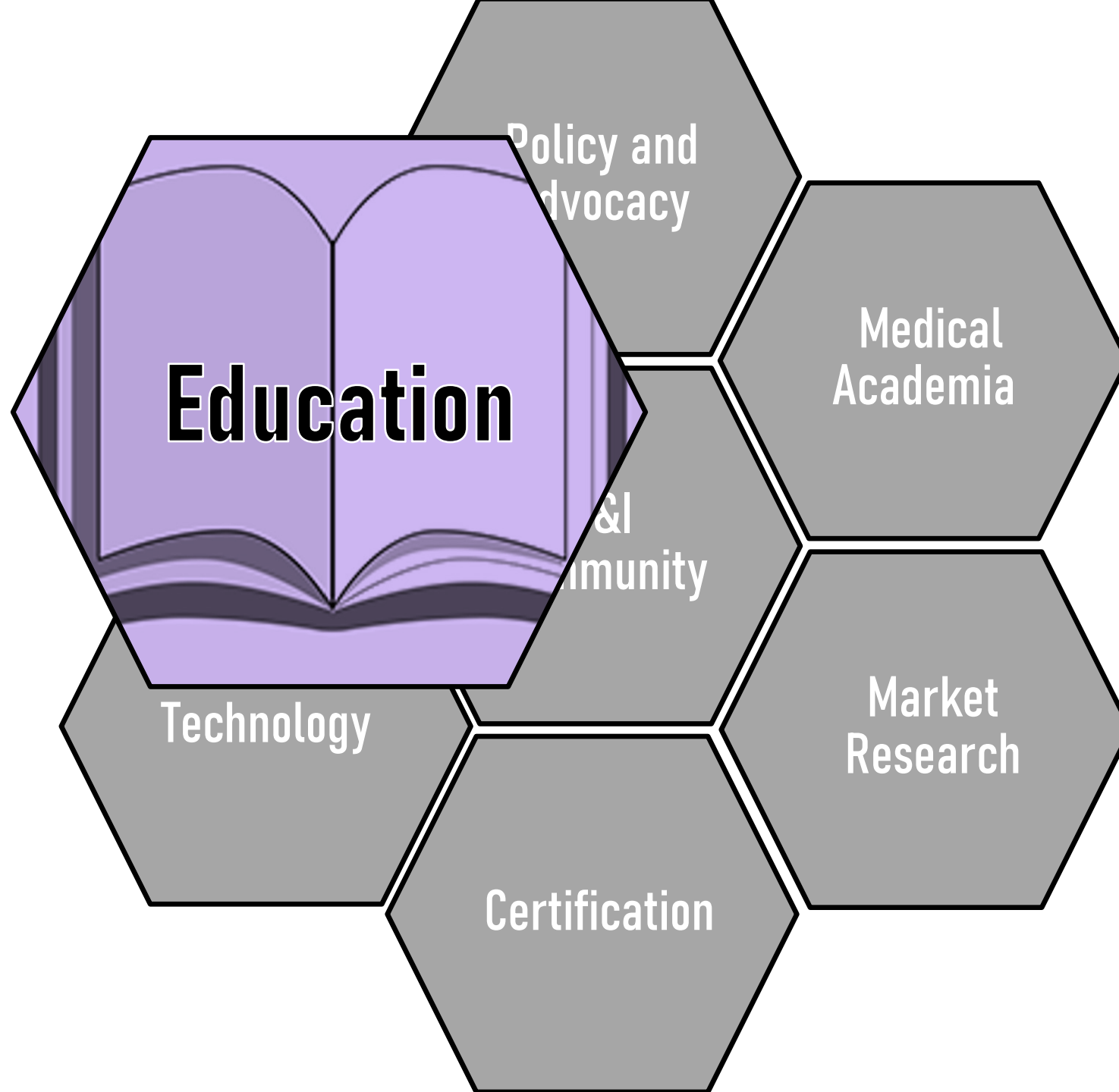


Best Practices: Standards

Standards of
Practice

Standards for
Training





Trainers

Specialize as trainers
Teach for the market!



A woman with glasses, wearing a red long-sleeved top and a green skirt, stands in front of a large chalkboard. She is holding a book in her left hand and pointing with a stick in her right hand towards the chalkboard. The chalkboard is covered in handwritten notes and diagrams in white and red chalk. The notes include 'INSPIRATION', 'DESIGN CONCEPT', 'MOOD BOARD', 'UK ECOSYSTEM', 'HAND SKETCHES (LOAN)', 'PROCESS / TEAM', 'MATERIALS', 'SPAST PRES', 'HERO WEBSITE / PHOTO BOOK', 'PLANNING SYSTEM', 'FOCUS A CONCEPT CANVAS', 'TRIGGERS', 'ACTIONS', 'FEEDBACK', 'EMOTIONAL TRIGGER', 'STEEP', 'LIGHT SLOPE', 'HOTEL', 'EVENT', 'TURIST', 'SHOP', 'WEBSITE', 'HERO WEBSITE', 'MINIMALISM', 'ITALIAN DESIGN', 'NO KITCH', 'YES', 'CENTRAL', 'object', 'REMOVAL TRIGGER', 'ATOMS', 'DIGITS', 'STEEP', 'HERO', 'LIGHT SLOPE', 'HOTEL', 'EVENT', 'TURIST', 'SHOP', 'WEBSITE', 'HERO WEBSITE', 'MINIMALISM', 'ITALIAN DESIGN', 'NO KITCH', 'YES', 'CENTRAL', 'object', 'REMOVAL TRIGGER', 'ATOMS', 'DIGITS', 'STEEP'. There are also various diagrams, including a flowchart, a cube, and a circle with a cross inside.

Teach for the market!



Education Providers

Few 4-year and advanced degree programs in interpreting

Languages other than Spanish

Scholarships

Internships



<https://www.flickr.com/photos/philia17/15601597778>



Stronger Together

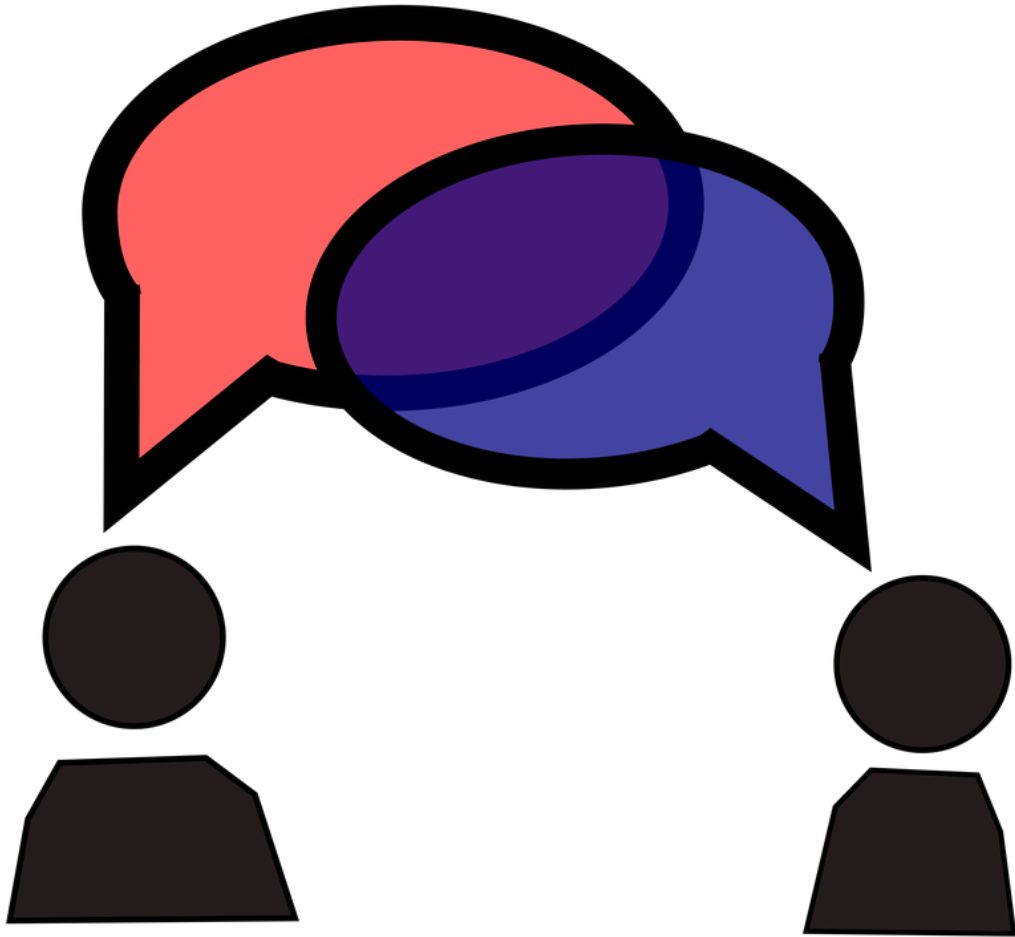


The world already sees us as one!

We face many of the same challenges! – technology, changes in law, market pressures

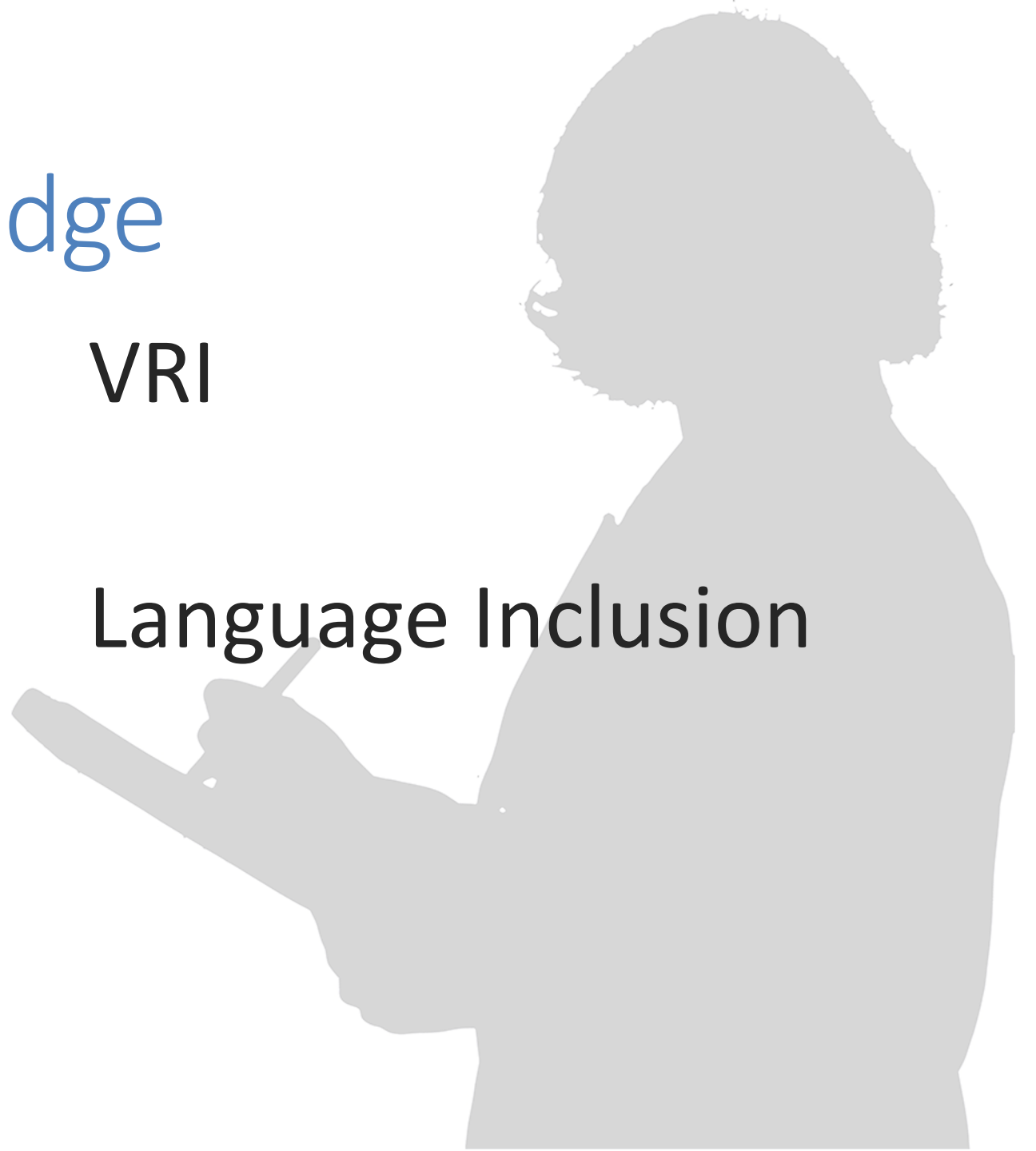


Sharing our knowledge

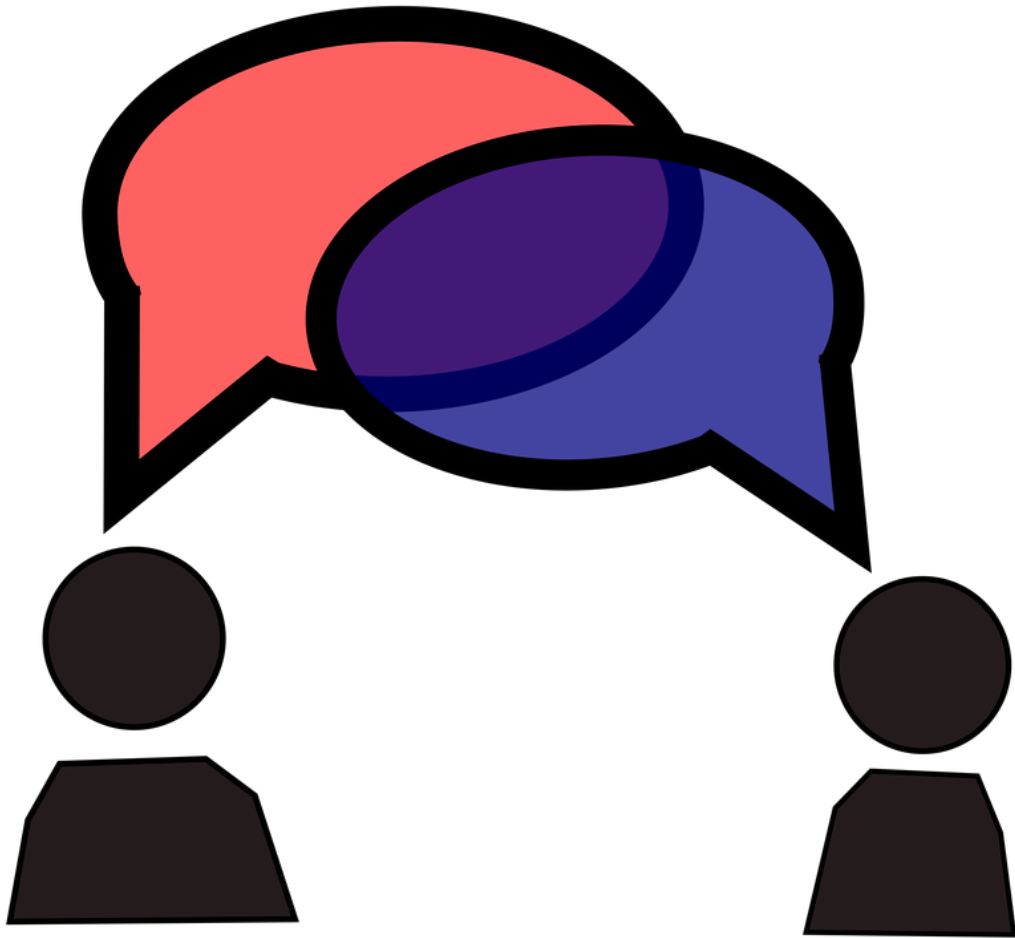


VRI

Language Inclusion



Sharing our knowledge

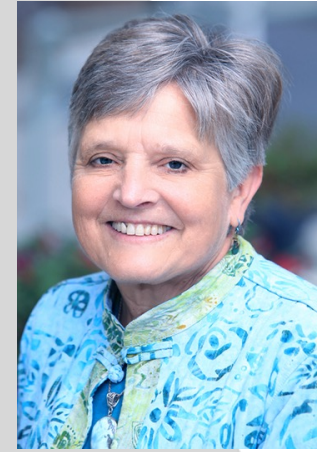


Conference: Professional
pride and accountability

ASL: Empowerment

Court: Language
professionals first

Holly Mikkelson



<https://www.middlebury.edu/institute/people/holly-mikkelson>

...regardless of the adjective preceding the word "interpreter," practitioners of this profession the world over perform the same service and should meet the same standards of competence.

What accounts for the tremendous disparity in working conditions and status is not the nature of the interpreting itself, but external factors that affect the market in which interpreters render their services.

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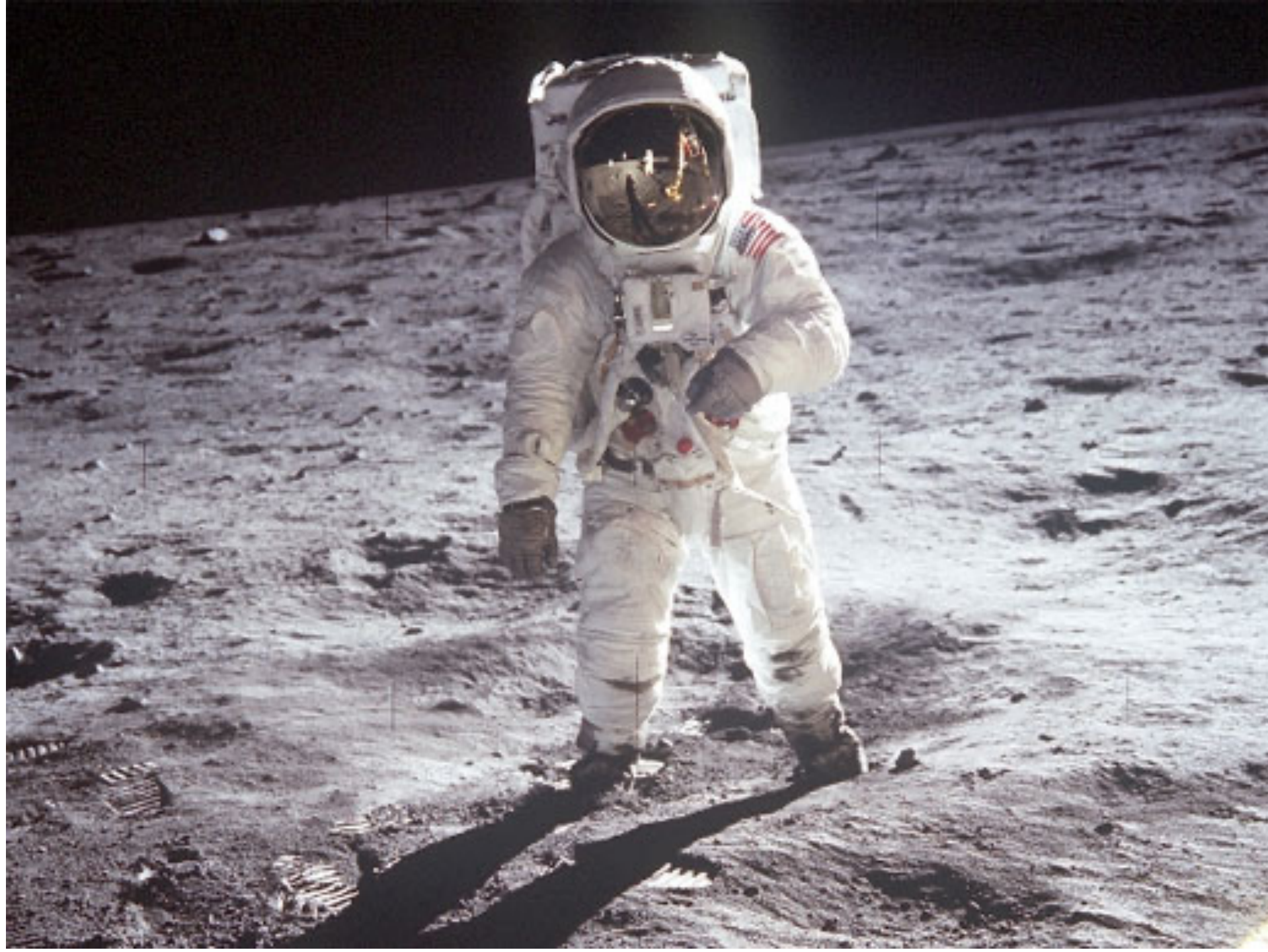
Holly Mikkelson

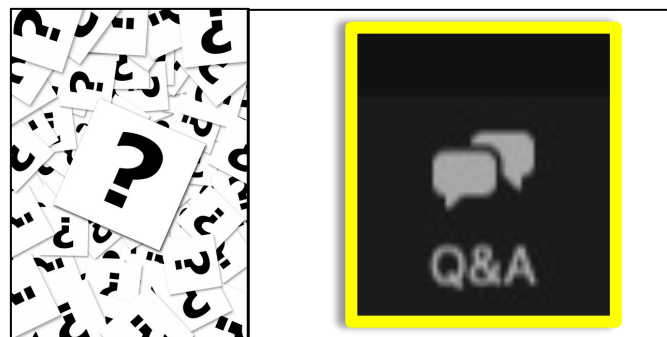


<https://www.middlebury.edu/institute/people/holly-mikkelson>

The way to lessen this disparity is to recognize the commonalities in interpreters' work and to form strong professional associations and alliances that will unite practitioners striving to achieve common goals.

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Announcements

- Upcoming webinars
- Webinar evaluation form
- Follow up via email:
TrainersWebinars@ncihc.org
- ncihc.org/participate

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Johanna Parker, MA, CHI™, FCCI

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