



## **The Community Interpreter®: International Edition**

### ONE VOICE ASSOCIATES LLC *The Community Interpreter®: International Edition* 60-hour Health Care Training

Approved Training Program by the Oregon Health Authority – Office of Equity and Inclusion:



Betzabé H. Turner, Manager One Voice Associates LLC

### **The Program**

This program, ***The Community Interpreter®: International Edition***, is the first of its kind in the world to offer a concrete digestion of lessons learned about how to train community interpreters, structure it as a practical, easy-to-implement program and make that program available to a growing national and international corps of educators and trainers of community interpreters.

The Health Care Interpreting Seminar addresses interpreting for a broad range of services, including, but not limited to:

- Hospitals
- Health departments
- Clinics
- Community health centers/Federally Qualified Health Centers
- Dentistry
- Wellness services
- Mental and behavioral health
- Substance abuse and smoking cessation programs
- School-based health services, i.e. students with disabilities.
- A wide variety of other healthcare services and programs

**Pre-Requisites:**

- **Must be at least 18 years of age.**
- **High School diploma or GED.**
- **Languages:** Language proficiency in English and target language. Proof of passing a language proficiency test at an Oregon Health Authority Approved Language Proficiency Testing Centers:
  - **Language Line University**  
<http://www.businesswire.com/news/home/20081121005499/en/Language-Line%20AE-University-Announces-Certified-Medical-Interpreter>
  - **Language Testing International**  
<http://www.languagetesting.com/>
- **Passing Level:** Advanced-Mid or above

To succeed in this class, students must be completely bilingual and fluent in two languages. Students should be able to express themselves without hesitation or difficulty in both languages. Language proficiency tests are not included in the cost of the course.

**Length of training:** The Health Care Interpreter Seminar is fast paced and intensive **eight-day course**. The course consists of required readings, quizzes, written assignments and a final exam. Students should plan on at least 6-8 hours of schoolwork to complete this course successfully.

**Instructor:** Medical Licensed Trainer, Betzabé H. Turner, Bachelor of Science in Business Administration – Major in Management and a minor in Human Resources – University of Sacred Heart (Universidad del Sagrado Corazón) San Juan, Puerto Rico – Magna Cum Laude. Certified Health Care Interpreter, Certified Court Interpreter. The instructor has the knowledge, skills, and attitudes needed to work effectively in cross-cultural settings. The instructor is up to date on developments in adult pedagogy, classroom management, techniques in interpreting pedagogy, and the field of healthcare interpreting (e.g. Code of Ethics revisions, Standards of Practice revisions, legislative changes, and national certification).

**Books:**

- Textbook: The Community Interpreter – A Foundation Textbook for Medical Interpreting – Copyright © 2016 Cross Cultural Communications
- Workbook: The Community Interpreter® - An International Workbook of Activities and Role Plays, 2015
  - For Medical, Educational and Social Services Interpreters
- Medical Terminology for Interpreters

**Grades:** The final exam will include a written exam plus a series of short role plays. Testing will be graded on:

- Accuracy of interpretation
- Clarity
- Standards of practice and ethics
- Correct medical vocabulary
- Interpreter Skills
  - All protocols observed and professional demeanor displayed

**Completion of Training:** Students will receive proof of having successfully attended and completed the 60-hour healthcare training course upon passing the training final test.

**Cost of the Health Care Seminar:** \$1,000 per student.

**Class size:** Minimum: Small group of 7 students

Maximum: Large group up to 20 students.

**Cost of Books:** \$150 per student (not included in cost of seminar).

**Registration for Examination:** with either National Board of Certification for Medical Interpreters (NBCMI) or Certification Commission for Healthcare Interpreters (CCHI) –

There are two examination steps: written test and oral test. Once the student has passed the written test, he/she is qualified to take the oral test.



**Contact Information:** Betzabé H. Turner, email: [msbht@ashlandhome.net](mailto:msbht@ashlandhome.net), Cell phone: (541) 261-7116 for training dates and times, registration, and location.

## HEALTH CARE INTERPRETING SEMINAR

### Schedule

60 hrs. 8-week Instruction/Any day of the week (except weekends) Once a week

|              |  |          |
|--------------|--|----------|
| Eight Days – | Seven Days 8:30 a.m. to 5 p.m. – 8 hrs. x 7 days = 56 hrs. |          |
|              | Last Day - 8 a.m. to 12 p.m. - 4 hrs.                      | = 4 hrs. |
|              |  | -----    |
|              |  | 60 hrs.  |
|              |  | =====    |

**Please note that the schedule may be subject to change**

### Day 1

Program: Learning Objectives

Overview of the Program

*Module 1 – Introduction to Community Interpreting*

- The Profession of Community/Medical Interpreting
- Interpreter Credentials
- Ethics and Standards
- Applying Ethical Principles
- Medical Terminology for Interpreters

## **Day 2**

### *Module 2 – Interpreting Protocols and Skills*

- Stages of the Encounter (pre-encounter, interpreted encounter and post-encounter)
- Four Protocols
- Memory Skills
- Message Transfer Skills
- Modes of Interpreting
  - Consecutive
  - Simultaneous
  - Sight translation
- Linguistic rules for medical terminology
  - Root, prefix, suffix

## **Day 3**

### *Module 3 – Strategic Mediation*

- Unconscious Bias
- Deciding when to intervene
- Scripts for mediation
- The Strategic Mediation Model
- Cultural Competence and Strategic Mediation
- Culturally Responsive Mediation
- Systems of the Human Body
  - Homeostasis
  - Respiratory
- Medical role plays and medical terminology materials plus supplementary activities

## **Day 4**

### *Module 4 – Professional Identity*

- Professional Identity and the Community Interpreter
- Professional Practice
- Legal Interpreting
- Emerging Specializations
- Preparing terminology
- Remote Interpreting
- Systems of the Human Body
  - Circulatory
  - Musculoskeletal
  - Endocrine

## **Day 5**

### *Module 5 – The Role of the Interpreter*

- Communicative Autonomy
- Advocacy and the Community Interpreter
- Standards of Practice
- Self-Care and Personal Wellness
- Professional Development
- Systems of the Human Body
  - Reproductive
  - Digestive

## **Day 6**

- Medical Terminology and Vocabulary English/Spanish for Interpreters
  - Cardiovascular Disease
  - Diabetes
  - Depression
- Written and Oral Exam preparation – MBCMI and CCHI

**Day 7**

- Medical role plays and medical terminology materials plus supplementary activities

**Day 8** (half day)

- Final Exam
- Graduation – Issuance of Certificates of Completion



**Additional Information:**

**Estimated cost** for taking the healthcare certification tests, either at MBCMI or CCHI (Both Centers are recognized by the Oregon Health Authority – Office of Equity and Inclusion): \$485.00. A breakdown follows:

Registration: \$ 35.00

Written test: \$175.00

Oral Test: \$275.00

Please visit:

National Board of Certification for Medical Interpreters (NBCMI) at:

<http://www.certifiedmedicalinterpreters.org>

Certification Commission for Healthcare Interpreters (CCHI) at:

<http://www.cchicertification.org>

Students should register online to schedule a test.



## **OREGON HEALTH AUTHORITY – Office of Equity and Inclusion:**

### **Links on web site:**

- [OREGON HEALTHCARE INTERPRETER PROGRAM REQUIREMENTS](#)
- [HCI APPLICATION](#)
- [INSTRUCTIONS FOR ACCESSING DOCUMENTS ON OHA/OEI PAGE](#)
- [HEALTHCARE INTERPRETER RESOURCES, EVENTS, POLICY AND LAWS](#)

## **78th OREGON LEGISLATIVE ASSEMBLY--2015 Regular Session**

### **House Bill 2419**

Introduced and printed pursuant to House Rule 12.00. Pre-session filed (at the request of Governor John A. Kitzhaber, M.D., for Oregon Health Authority)

### **SUMMARY**

The following summary is not prepared by the sponsors of the measure and is not a part of the body thereof subject to consideration by the Legislative Assembly. It is an editor's brief statement of the essential features of the measure as introduced.

Modifies definition of "health care interpreter" and revises membership of Oregon Council on Health Care Interpreters. Modifies health care data reporting requirements. Repeals statute requiring development of preferred drug list. Modifies qualifications for Public Health Officer. Removes obsolete references to Blue Mountain Recovery Center. Replaces references to Office for Oregon Health Policy and Research with references to Oregon Health Authority. Aligns references relating to screening interviews and treatment programs for alcohol and drug diversion programs.

A BILL FOR AN ACT Relating to health care; creating new provisions; amending ORS 162.135, 179.010, 179.321, 179.331, 179.505, 314.840, 413.260, 413.550, 413.552, 413.554, 413.556, 413.558, 414.689, 414.738, 414.739, 426.010, 426.330, 428.220, 428.230, 428.240, 428.260, 428.320, 431.045, 441.221, 441.222, 441.223, 442.120, 442.205, 442.210, 442.362, 442.420, 442.425, 442.430, 442.460, 442.463, 442.466, 442.468, 442.991, 442.993, 676.410, 731.036, 735.721, 735.723, 735.727, 743.831, 813.021, 813.023, 813.025, 813.200, 813.210, 813.240, 813.250, 813.260 and 813.270; and repealing ORS 414.229 and 414.316.

Be It Enacted by the People of the State of Oregon:

## **HEALTH CARE INTERPRETERS**

SECTION 1. ORS 413.550 is amended to read: 413.550. As used in ORS 413.550 to 413.558: [(1) "Health care interpreter" means a person who is readily able to communicate with a person with limited English proficiency and to accurately translate the written or oral statements of the person with limited English proficiency into English, and who is readily able to translate the written or oral statements of other persons into the language of the person with limited English proficiency.] [(2) "Health care" means medical, surgical or hospital care or any other remedial care recognized by state law, including mental health care.]

(1) "Certified health care interpreter" means an individual who has been approved and certified by the Oregon Health Authority.

(2) "Health care" means medical, surgical or hospital care or any other remedial care recognized by state law, including physical and behavioral health care.

(3) "Health care interpreter" means an individual who is readily able to:

(a) Communicate with a person with limited English proficiency;

(b) Accurately interpret the oral statements of a person with limited English proficiency into English;

(c) Sight translate documents from a person with limited English proficiency into English.

(d) Interpret the oral statements of other persons into the language of the person with limited English proficiency; and

(e) Sight translate documents in English into the language of the person with limited English proficiency. [(3)]

(4) "Person with limited English proficiency" means a person who, by reason of place of birth or culture, speaks a language other than English and does not speak English with adequate ability to communicate effectively with a health care provider.

(5) "Qualified health care interpreter" means an individual who has received a valid letter of qualification from the authority.

(6) "Sight translate" means to translate a written document into spoken language. SECTION 2. ORS 413.552 is amended to read: 413.552. (1) The Legislative Assembly finds that persons with limited English proficiency are often unable to interact effectively with health care providers. Because of language differences, persons with limited English proficiency are often excluded from health care services, experience delays or denials of health care services or receive health care services based on inaccurate or incomplete information. (2) The Legislative Assembly further finds that the lack of competent health care interpreters among health care providers impedes the free flow of communication between the health care provider and patient, preventing clear and accurate communication and the development of empathy, confidence and mutual trust that is essential for an effective relationship between health care provider and patient.

(3) **It is the policy of the Legislative Assembly to require the use of certified health care interpreters or qualified health care interpreters whenever possible to ensure the accurate and adequate provision of health care to persons with limited English proficiency.** [(3)] (4) It is the policy of the Legislative Assembly that

health care for persons with limited English proficiency be provided according to the guidelines established under the policy statement issued August 30, 2000, by the U.S. Department of Health and Human Services, Office for Civil Rights, entitled, "Title VI of the Civil Rights Act of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination As It Affects Persons With Limited English Proficiency," and the 1978 Patient's Bill of Rights.