

The Oregon Health Care Interpreter Program and Health System Transformation



6th Annual Hawaii Conference on Language Access
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Overview

What are HCIs and why are they important

- Definition
- The need for Health Care Interpreters in Oregon
- Legal and policy citations
- Professional vs. ad hoc interpreters
- Keys to quality health care interpretation

Overview

Oregon's approach to health care interpretation

- Health Care Interpreters and Non-Traditional Health Care Workers
- Overview of the Oregon Health Care Interpreter Program
- Qualification and Certification

What is a Health Care Interpreter?

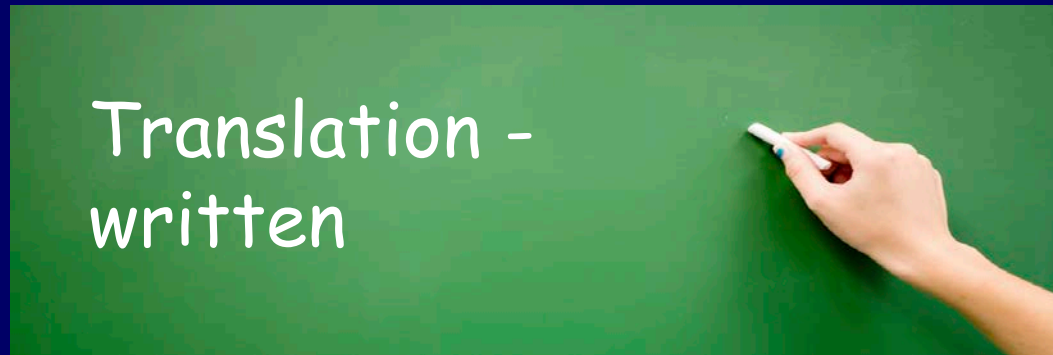
“Health care interpreter” means a person who is readily able to communicate with a person with limited English proficiency and to accurately translate the written or oral statements of the person with limited English proficiency into English, and who is readily able to translate the written or oral statements of other persons into the language of the person with limited English proficiency.

- ORS 413.550

Language Assistance Services



Interpretation
- oral



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In Oregon

541,345

Speak a language other than English

228,891

Limited English Proficient (LEP) population

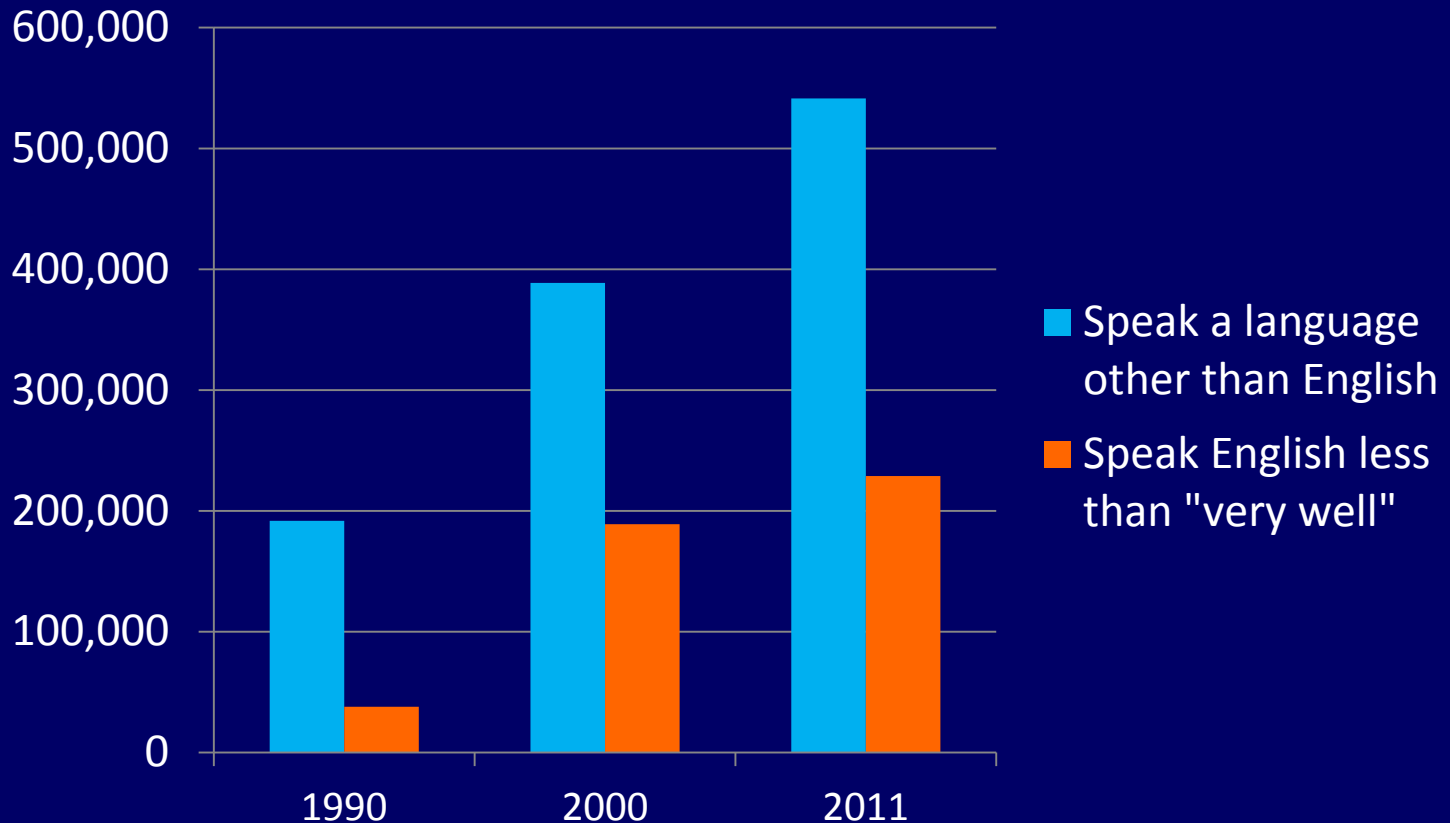
Top 6 Languages

Spanish or Spanish Creole, Chinese, Vietnamese, Russian, German, Korean



U.S. Census Bureau, 2011, American Community Survey

Shifting Demographics 1990-2011



Source: "U.S. Census Bureau, 1990, 2000, 2011, American Community Survey



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Language as a Barrier to Care

Limited English (LEP) proficiency patients:

- ✓ Have difficulty accessing care;
- ✓ Receive fewer preventive services;
- ✓ Are less likely to understand and follow medication directions;
- ✓ Have poorer health outcomes.

Qualified and Certified interpreters play a vital role in helping LEP patients access the care they need.

Source: New England Journal of Medicine



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Key Citations in Law and Policy

Federal

- Federal Civil Rights Act (1964)
- 2004 Policy Guidance regarding Title VI, Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons

“No person in the United States shall, on the ground of race, color or national origin, be ... subjected to discrimination under any program or activity receiving Federal financial assistance.”



President Johnson signs the Civil Rights Act
July 2, 1964

Key Citations in Law and Policy

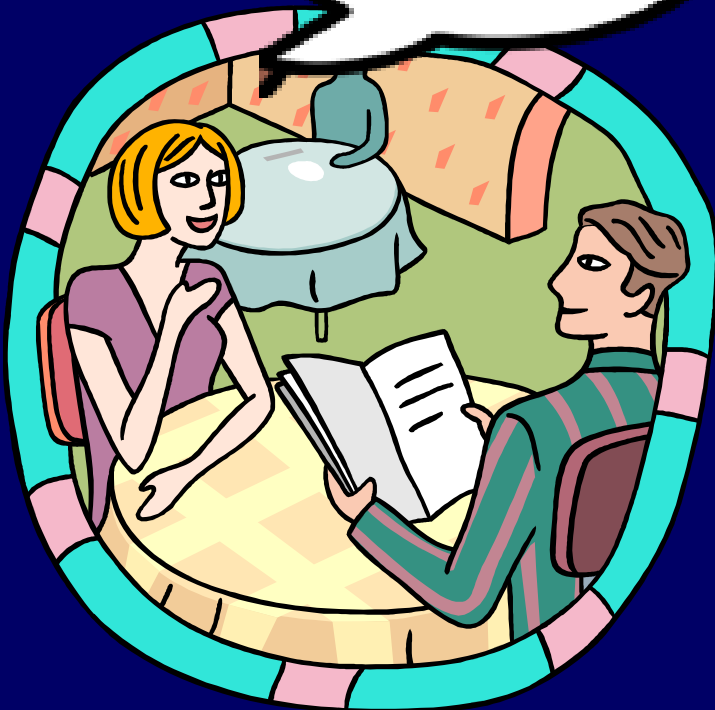
Oregon Health Care Transformation Legislation

- SB 1580
- OAR 410-141 (August 2012)

Oregon HCI Statute and Rule

- ORS 413.550 (2001)
- OAR 333-002 (March 2011)

Dos burritos,
por favor.



Two small
donkeys??



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Professional vs. Ad Hoc Health Care Interpreters

- Trained, certified interpreters facilitate timely and accurate communication between patients and providers, which improves health outcomes and prevents errors.
- *Ad hoc* interpreters include family members, nurses, social workers and others without interpreter training or certification.
- Use of *ad hoc* interpreters compromises confidentiality, leads to mistakes, and is ethically troublesome. In many cases, patients with family members acting as interpreters omit essential information due to embarrassment

Health Care Interpreters and Traditional Health Care Workers

HCI

Training:

- Anatomy/physiology
- Medical terminology
- Privacy/ethics
- Standards of interpretation practice
- Other standards
- Language proficiency
- Credentialed as qualified or certified interpreters

THW

Training:

- Outreach and Mobilization
- Community/Cultural Liaising
- Case Management
- Care Coordination and System Navigation
- Health promotion and coaching
- Basic disease processes
- Credentialed as NTHWs

Non-traditional health workers often function as cultural brokers for the health care system and may have bilingual skills. However, they are not qualified to act as health care interpreters unless they are specifically credentialed as either Qualified or Certified Interpreters.

Keys to Quality Health Care Interpretation

- Systems accurately identify the client's preferred language for health services, and communicate that information to providers
- Adequate pool of trained and competent health care interpreters (in Oregon - Qualified or Certified)
- Policies and systems to assure that interpreters are accessible and available when needed.
- Health care providers who are familiar with the role of health care interpreters and skilled in working with them.
- Client confidence in the quality and confidentiality of interpreter services

Oregon Health Care Interpreter Certification Program

Oregon's Health Care Interpreter Certification Program includes a registry and two levels of credentialing (qualification and certification)



Qualified Interpreter Requirements

Meet all of the requirements for registration plus:

- At least 60 hours of formal health care interpreter training.
- At least 40 hours of interpreting experience.
- Demonstrate proficiency in English and the target language by passing a language proficiency evaluation test from an Oregon approved testing center – or having met equivalent language proficiency requirements.

Certified Interpreter Requirements

Meet all of the requirements for qualification plus:

- At least 80 hours of interpreting experience (40 hours additional to the qualification requirement)
- Pass an oral and written national certification test from either the National Board of Certification for Medical Interpreters (NBCMI) or the Certification Commission for Health Care Interpreters (CCHI)

Food for Thought

Why would the phrase “tobacco-free workplace” have the opposite desired effect with your Hmong patients and clients?

OEI Language Access Updates

- The Center for Medicare and Medicaid Innovation has included language access as an important activity in advancing the goals of health system transformation.
- - The CMMI State Innovation Model funding will provide scholarships over three years to support 150 health care interpreters in Oregon to become nationally certified.

OEI Language Access Updates

OHA and DHS are developing a comprehensive Language Access Policy to improve services to LEP clients, including:

- An assessment of current practices to serve LEP clients;
- Provision of interpretation services (on the phone, in person, video remote interpreting, and American Sign Language);
- Timely and accurate translation of documents and forms, using alternate formats and fonts;
- Establishing proficiency standards for bilingual personnel of DHS and OHA

OEI Language Access Updates

- The Office of Equity Inclusion is ready to provide assistance to Coordinated Care Organizations as they develop strategies for providing culturally appropriate services to limited English proficient (LEP) clients in communications, outreach, member engagement and services tailored to meet the cultural, health literacy and linguistic needs of the people they serve.

Resources

- **Planning for Language Access Services** <http://www.lep.gov/>
 - Language Access planning tools, sample materials, “I speak” cards” free foreign language fonts, citations, etc.
- **OHA Approved Language Proficiency Testing Centers**
 - Language Line University www.language.com
 - Language Testing International www.language.com
- **OHA Approved HCI Certification Testing**
 - The National Board of Certification for Medical Interpreters
 - The Certification Commission for Healthcare Interpreters
- **OHA Approved HCI Training Programs**
 - PCC CLIMB Health Care Interpreter Training Program
 - Oregon AHEC