Fourth National Medical Interpreter Certification Forum

Birth of a Profession – Call For Action
From Concept to Reality, You Make the Difference

May 1, 2010
Washington, DC

1:30 – 3:30pm

1:30 – 1:40pm Short presentation
1:40 – 2:20pm Roundtable Discussions
2:20 -3:00pm Task Force Summaries
Task Force

- A temporary/semi-permanent unit established to work on a single defined task or activity

- Temporary group of people or organizations formed to carry out a specific mission or project, or to solve a problem that requires a multi-disciplinary approach.
Vision

To establish a multi level approach to educate and advocate for the recognition of certified medical interpreters, nationally and internationally, to ensure they are recognized by all stakeholders.
Task Forces

- Government Advocacy
- International
- Interpreters
- Medical Provider
- Healthcare Organization
- Insurance and Worker’s Comp
- Academia
- Employer
How do I join?

- There are no pre-requisites and there are many ways to join:
  - Express interest annual forum event upon registration
  - Submit an email of intent stating:
    - Stakeholder group you represent (academia, employers, etc.)
    - Task Force you would like to join (list on previous slide)
    - Different ways you think you can contribute
  - If you want to join as an organization, include:
    - Mission of your organization
    - Name of two representatives from your organization and their emails
    - Different ways you think your organization can contribute

Send the e-mail to: InterpreterTaskForces@gmail.com
Subject on the e-mail: National Task Force
What will be expected?

- Attend periodic conference call meetings
- Actively participate in discussions on National Task Force group emails
- Establish collaborative relationships with your stakeholder organizations
- Have a representative attend Annual May 1 Forums to present on progress
Process to establish each group

Once all submissions have been received and sorted by task force:

- A group e-mail account will be established for each group
- Organizations will receive an e-mail welcoming them to the group email
What is in there for you?

- Opportunity to forge our profession
- The opportunity to make a difference!
- Be apprised of the latest news on national advocacy
- Recognition with peers in the industry at different events
Interactive Roundtable Sessions

Groups will:

- Establish attainable goals for May 1, 2011
- Identify your key stakeholders
- Identify possible outreach communication strategies with your stakeholders
- Create reporting mechanism strategies
- Select scribe
- Present for 5 minutes on the group discussion to other task forces
Employer Task Force

Stakeholders - All Language Services Providers

Mission - To promote certification to employers and the importance and benefits of raising standards to an expectation of requiring and offering credentialed medical interpreters

Goals
- introduce survey for language service providers (LSP’s) but also others not present to identify their concerns/representative view of industry.
- FAQ’s to address cost, content, training issues, LSP’s should participate in process, important stakeholder group

Outreach Strategies
- use of website, list serves, Association of Language Companies to disseminate, go-to meetings

Reporting - Define 1st hierarchy, chair, etc. once defined reporting mechanism would result

Frequency of Meetings - monthly, later determine
Insurance & Workers’ Comp Task Force

**Stakeholders** - All insurance companies, especially large ones

**Mission** – Educate the insurance companies about the importance of utilizing credentialed medical interpreters.

**Goals**
- to inform on certification and educate re: benefit of credentialed services
- to gather written intent to comply with our mission
- gather and communicate to national association any needs or complaints from stakeholders – hear what they’re saying that can add to our process

**Outreach strategies**
- implement a compliance survey & a report card, tools that allow snapshot of current status,
- reach out with surveys from other companies to make them aware of what other companies in same industry are doing, so they push towards accomplishing our same mission
- have a frequent communication flow with stakeholders via phone or e-mail.

**Reporting** – identify roles of each member of task force and then provide stats on info gathered and results achieved at end of each task force meeting to report back to association and keep up to date on our progress.

**Frequency of Meetings** - 6-8 weeks depending on feedback from stakeholders
Government Task Force

Stakeholders — Congress members, advocacy groups, immigrant groups, refugee orgs, hospitals, state Medicaid directors, etc.

Mission - inform and educate federal and state legislators and agencies on the significance of National Certification and the appropriateness of those services.

Goals
- develop sample letters, consistent template to send to legislators
- define targets, key players to know who to influence
- keep track of what each state is doing re: legislation and medical interpreting activities, to stay abreast of latest information
- Help organize future advocacy meetings in Congress

Outreach Strategies
- tap into existing grassroots organizations and advocacy groups in our respective states in order not to reinvent wheel

Reporting - make sure maintain communication with other task forces, how: chair will report quarterly or periodically as needed

Frequency of Meetings - monthly meetings at first, then revised accordingly, chair of this task force will report to others to make them aware.
Academia Task Force

**Stakeholders** – interpreter training organizations, academic and non-academic

**Mission** - to identify institutions training interpreters in order to educate them on the importance of promoting national certification and higher educational standards for medical interpreters.

**Goals**
- come up with a data collection tool to find training programs not listed on IMIA National Training Directory
- to distribute to each organization, info on certification that could go onto the training program website
- To promote to training organizations the need for their engagement in this process

**Outreach Strategies**
- communication with organizations via phone, e-mail, word of mouth, website as a conduit between task force and different institutions, 2-way street, ask “what do you do?” This is what is coming, your programs need to go along with goals of test

**Reporting** - monthly to organization responsible for receiving info.

**Frequency of Meetings** - electronic communication, delegate tasks to individuals in different regions, monthly or bi-monthly meeting to discuss findings, institution offering
Stakeholders – interpreters, medical and non-medical (legal, ASL, conference, court)

Mission - inform members/non-members, spread the word about progress & give an accurate history of how we got here & keep interpreters in the loop, bring them up to speed & give them idea of current status, need to identify a historical statement re: how process developed, make sure key members are in agreement on message to convey starting, educate ourselves in areas of which we weren’t already aware

Goals:
- to ensure outreach to relevant groups & associations including state-wide interpreter groups, social networking sites, podcasting, blogs, YouTube
- present at professional conferences once we have an established message
- clarify the whole test development process & the fact that that took place prior to establishment of national board, seats should be reserved for state-wide orgs so they are important part of independent board.

Outreach Strategies
- start within our organizations

Reporting - let interpreters know about progress to date, importance to elect a spokesperson to represent force at national board level. Importance of process agreed upon by whole group, important to go with the momentum, key to insure that interpreters not connected to process are informed

Frequency of Meetings - every two months via teleconference, listserv for participants
Stakeholders: start with major hospitals within our state & urgent care centers, important to convince them first, then maybe other ambulatory practices will adopt Model

Mission- Educating Healthcare Organizations to reach out to major hospitals and Urgent Care Centers, to inform them of importance of certification, educate on how this can protect liability, help increase quality of patient care, try to go from top to bottom, start with CEO’s if not find out how to get in their system to be heard.

Goals:
- to establish an agenda with specific details, #1 Ask How will this help? How much $ ? Info to emphasize importance for everybody
- be prepared to answer their questions
- Reach top administration and board members at these organizations

Outreach Strategies
- try to get support internally, different HR depts, PR depts, internal newsletters

Reporting - minutes from quarterly board meetings or annual meetings or more frequently

Frequency of Meetings - monthly as needed, especially within 1st 6 months, or qrtly; contact via e-mail for internal task force members. Meet via conference call
Medical Providers Task Force

Stakeholders – health professional associations, regulatory medical boards, (need to research them) national or state level?; residency programs as target (future docs, RNs) to raise awareness on bridging language barriers

Mission- To foster awareness & support of interpreter recognition and certification for the safety & well-being of medical providers & patients.

Frequency of Meetings - monthly, lot to cover, discuss & identify proper action to meet goals

Goals:
- focusing on regional medical, nurse associations, getting input of existing regional orgs i.e. IL, CO, GA representation, or receiving input from other organizations regarding other states,
- Objective: create awareness among medical community regarding the importance of limiting liability by having professional interpreters, instead of utilizing ad-hocs or bilinguals (case of using ad-hoc and someone died as a result, so seriousness of just pulling anyone to bridge the gap.) Let them know the importance of utilizing nationally certified met requirements for competency, skill & are able to provide a quality service to physician & patient, service to everyone, able to transmit info in a timely fashion

Outreach Strategies
- email, newsletters, hospital letters re:certification, web links webinars

Reporting - transparency make available on website, so other task forces are aware of activities, accomplishments; share resources to avoid duplication of efforts, and try to help each other to push through this initiative.