

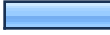
































1. Are you A) a Medical Interpreter Trainer, B) a Language Service Provider (for example Department Director), C) Both, D) Neither, E) Interpreter?

		Response Percent	Response Count
Trainer		27.0%	57
Language Service Provider		15.6%	33
Both		15.6%	33
Neither		3.8%	8
Interpreter		71.6%	151
answered question			211
skipped question			1






















2. If you are a trainer, in which language(s) has your program offered language-specific medical interpreter training? (NOT the languages your students speak, but rather only the language(s) in which your instructors or language coaches provide instruction in)
























		Response Percent	Response Count
Albanian		6.0%	6
Amharic		7.0%	7
Armenian		4.0%	4
Arabic		17.0%	17
ASL		6.0%	6
Azerbaijani		1.0%	1
Belarussian		2.0%	2
Bosnian		5.0%	5
Bulgarian		3.0%	3
Burmese		4.0%	4
Cantonese		15.0%	15
Czech		3.0%	3
Dine (Navajo)		1.0%	1
English		44.0%	44
French		14.0%	14
Georgian		2.0%	2
Hebrew		1.0%	1
Hindi		5.0%	5
Hungarian		2.0%	2
Indonesian		2.0%	2
Japanese		8.0%	8






Kazakh		1.0%	1
Khmer		3.0%	3
Korean		12.0%	12
Kurdish		1.0%	1
Kyrgyz		1.0%	1
Lingala		2.0%	2
Macedonian		2.0%	2
Malay		1.0%	1
Mandarin		15.0%	15
Mongolian		3.0%	3
Pashto		1.0%	1
Persian (Farsi/Dari)		7.0%	7
Polish		11.0%	11
Portuguese		20.0%	20
Romanian		3.0%	3
Russian		15.0%	15
Serbian		4.0%	4
Sinhala		1.0%	1
Slovak		3.0%	3
Slovenian		2.0%	2
Spanish		74.0%	74
Swahili		5.0%	5
Tagalog		2.0%	2
Tajik		1.0%	1
Tamil		2.0%	2
Thai		2.0%	2

Turkish		4.0%	4
Turkmen		1.0%	1
Uighur		1.0%	1
Ukrainian		2.0%	2
Urdu		4.0%	4
Uzbek		1.0%	1
Vietnamese		12.0%	12
Other (please specify)			20
answered question			100
skipped question			112

3. If you are an interpreter service provider, for which language(s) does your organization hire medical interpreters as staff?

		Response Percent	Response Count
Albanian		7.2%	9
Amharic		5.6%	7
Armenian		6.4%	8
Arabic		20.8%	26
ASL		24.8%	31
Azerbaijani		0.8%	1
Belarussian		2.4%	3
Bosnian		5.6%	7
Bulgarian		2.4%	3
Burmese		4.0%	5
Cantonese		17.6%	22
Czech		2.4%	3
Dine (Navajo)		0.0%	0
English		10.4%	13
French		14.4%	18
Georgian		1.6%	2
Hebrew		4.0%	5
Hindi		7.2%	9
Hungarian		1.6%	2
Indonesian		1.6%	2
Japanese		9.6%	12
Kazakh		0.8%	1

Khmer		4.8%	6
Korean		12.0%	15
Kurdish		0.8%	1
Kyrgyz		0.0%	0
Lingala		0.8%	1
Macedonian		2.4%	3
Malay		0.0%	0
Mandarin		24.8%	31
Mongolian		1.6%	2
Pashto		0.8%	1
Persian (Farsi/Dari)		5.6%	7
Polish		7.2%	9
Portuguese		23.2%	29
Romanian		4.0%	5
Russian		18.4%	23
Serbian		4.0%	5
Sinhala		0.0%	0
Slovak		1.6%	2
Slovenian		2.4%	3
Spanish		85.6%	107
Swahili		4.0%	5
Tagalog		4.0%	5
Tajik		0.8%	1
Tamil		2.4%	3
Thai		5.6%	7
Turkish		5.6%	7

Turkmen		0.0%	0
Uighur		0.8%	1
Ukrainian		3.2%	4
Urdu		7.2%	9
Uzbek		0.8%	1
Vietnamese		18.4%	23

Other (please specify) 27

answered question	125
skipped question	87

4. If you have any comments about minority languages, please share with us here:

	Response Count
	54
answered question	54
skipped question	158

Q2. If you are a trainer, in which language(s) has your program offered language-specific medical interpreter training? (NOT the languages your students speak, but rather only the language(s) in which your instructors or language coaches provide instruction in)

1	Somali, Hmong	Nov 27, 2012 10:11 AM
2	nat	Nov 13, 2012 10:12 AM
3	Nepali, Kirundi	Nov 11, 2012 1:34 PM
4	N/A	Nov 9, 2012 3:22 PM
5	Haitian Creole	Nov 9, 2012 10:22 AM
6	Tibetan	Nov 8, 2012 8:30 PM
7	MAM KAJOBAL	Nov 2, 2012 2:38 PM
8	Nepali	Nov 2, 2012 1:01 PM
9	No language specific training is provided.	Nov 2, 2012 12:44 PM
10	We do all languages	Nov 2, 2012 11:56 AM
11	Gujarati	Nov 2, 2012 11:30 AM
12	Haitian-Creole, German and Spanish	Nov 2, 2012 10:18 AM
13	I am not a Trainer	Nov 2, 2012 7:23 AM
14	Nepali, Somali, Oromo, Gio, Tigriyna, Dabo	Nov 2, 2012 5:42 AM
15	Yiddish	Nov 2, 2012 3:00 AM
16	wolof	Nov 2, 2012 2:12 AM
17	Lithuanian	Nov 1, 2012 7:33 PM
18	MAM AND KANJOBAL	Nov 1, 2012 4:13 PM
19	Tigrinya	Nov 1, 2012 4:03 PM
20	Our program is non-language specific	Nov 1, 2012 3:44 PM

Q3. If you are an interpreter service provider, for which language(s) does your organization hire medical interpreters as staff?

1	Somali, Hmong	Nov 27, 2012 10:11 AM
2	Greek, Haitian Creole	Nov 9, 2012 3:48 PM
3	N/A	Nov 9, 2012 3:22 PM
4	Karen	Nov 9, 2012 10:59 AM
5	Cape Verdean and Haitian Creole	Nov 9, 2012 10:22 AM
6	somali	Nov 9, 2012 9:24 AM
7	Tibetan	Nov 8, 2012 8:30 PM
8	Swahili, Nepali, Kirundi, Punjabi	Nov 8, 2012 8:30 PM
9	Twi, Ga	Nov 8, 2012 5:44 PM
10	Somali, Hmong	Nov 4, 2012 5:32 PM
11	We are not yet an organization. Right now I am hoping for something to start.	Nov 4, 2012 5:29 AM
12	MAM KANJOBAL	Nov 2, 2012 2:38 PM
13	Karen and Kareni (two of the tribal languages from Burma), Kirundi and other African languages.	Nov 2, 2012 12:44 PM
14	Capeverdean Creole, Haitian Creole, Somali	Nov 2, 2012 12:06 PM
15	All languages. However, freelance only. No staff interpreters.	Nov 2, 2012 11:39 AM
16	Gujarati	Nov 2, 2012 11:30 AM
17	Somali	Nov 2, 2012 11:09 AM
18	None, all interpreters we work with are freelancers	Nov 2, 2012 10:18 AM
19	wolof, bambara, mandingo, punjabi	Nov 2, 2012 2:12 AM
20	Lithuanian	Nov 1, 2012 7:33 PM
21	several, but I do not know wich ones.	Nov 1, 2012 6:45 PM
22	One interpreter speaks 3 languages.	Nov 1, 2012 4:31 PM
23	We do not hire interpreters as staff; Independent contractors only.	Nov 1, 2012 4:27 PM
24	MAM AND KAJOBAL	Nov 1, 2012 4:13 PM
25	We are not a LSP	Nov 1, 2012 3:44 PM
26	we don't hire interpreters we test and train them and then use them as contractors	Nov 1, 2012 3:37 PM

Q3. If you are an interpreter service provider, for which language(s) does your organization hire medical interpreters as staff?

27

Punjabi; Mixteca (mostly volunteers-Spanish and Mandaring; phone line others)

Nov 1, 2012 2:19 PM

Q4. If you have any comments about minority languages, please share with us here:

1	Certification should be available in minority languages based on language-neutral training.	Nov 14, 2012 9:14 AM
2	I think minority language certification should be available through training in the language of the area.	Nov 14, 2012 9:11 AM
3	I wish I can speak more than 2 languages, to help the community! I am so fortunate to be part of your organization and working on my oral test to serve fully as certified provider Thank you very much!	Nov 12, 2012 10:57 AM
4	Language demands for this service area in Central Texas, other than Spanish include: Korean, Chinese, Vietnamese and French in this order.	Nov 12, 2012 8:57 AM
5	None.	Nov 9, 2012 3:22 PM
6	Farsi appears to be an emerging minority language -our social service agency has difficulty finding Farsi -English interpreters	Nov 9, 2012 3:21 PM
7	Farsi appears to be an emerging minority language -our social service agency has difficulty finding Farsi -English interpreters	Nov 9, 2012 3:21 PM
8	Please feel free to contact me if I can assist in any way with the Minority Language Division or other divisions of IMIA. I am an adjunct professor of Tagalog/Filipino. I also have extensive experience teaching English Composition, editing and proofreading, and event planning. My educational backgrounds are in Linguistics and Intercultural Communication. I interpret in the healthcare and social services fields. Thank you.	Nov 9, 2012 2:02 AM
9	The languages trainers speak and the languages for which interpreter service providers provide interpreters is not sufficient data to determine which languages are considered minority languages.	Nov 8, 2012 8:58 PM
10	The languages trainers speak and the languages for which interpreter service providers provide interpreters is not sufficient data to determine which languages are considered minority languages.	Nov 8, 2012 8:58 PM
11	Tibetan has three Major languages Utsang, Kham & Amdo	Nov 8, 2012 8:30 PM
12	Only 1 Japanese interpreter in area.	Nov 8, 2012 8:30 PM
13	increase more material in minority languages	Nov 8, 2012 8:01 PM
14	"It's urgent that training programs provide support to the languages of greatest need in a region, even if this requires a hard-to-find minority language expert to participate and assist the instructor. Any work that the IMIA can do to increase the presence of minority language interpreters and trainers in the membership would help our field greatly, and offering one-year membership to minority language speakers is a wise step in increasing our mutual resources as interpreters. Minority language interpreters will hopefully find greater access to work and training opportunities through this IMIA decision." Abbott Thayer, BlueSkyCLI Program Director	Nov 8, 2012 5:27 PM
15	Here in Southern MN we are seeing more and more Sudanese patients. There are many dialects spoken in Sudan and we have found out. The dialects we	Nov 5, 2012 9:11 AM

Q4. If you have any comments about minority languages, please share with us here:

serve are Nuer and Oromo. It is very difficult to find an interpreter who is willing to travel about 45 mins south of Mpls/StPaul. It is also hard to find Cambodian interpreters even though the population has been steady and there are many Cambodian/English speakers.

16	Here in Minnesota, we have more and more refugees coming from Sudan and there are many dialects spoken in that country. The dialects we mostly deal with are Nuer and Oromo. We have a very hard time finding an interpreter for these patients. And while there are plenty of Cambodian people in this area, it is very hard to find an interpreter for this language as well. We use MARTTI as back-up (video interpreting service) but even that can take a while to connect to an interpreter.	Nov 5, 2012 9:04 AM
17	Although I am not a trainer, I have had several workshops here (we hired people to come) and most of the time the language is either English or Japanese. Other languages such as Portuguese (for the Brazilian community) or Chinese have not been considered (although there are more Chinese and Brazilians here in our area of Japan). I want to know more about the results of your survey so please keep in touch. Lorraine Sakka English-Japanese volunteer interpreter (we are not paid here in japan)	Nov 4, 2012 5:29 AM
18	We need interning, mentors and/or opportunities to shadow with other seasoned Interpreters. Those opportunities should be posted on every Clinic, Private/Public Health, Every Hospital, Private or Corporate Entities IN EVERY STATE needing the services of a professional OR qualified interpreter. As well as Institutions offering mentoring/shadowing services. Without that I do not believe those aspiring to become Medical Interpreters will take a leap in that direction. This is a challenge IMIA should have as numero uno. I do not want to attend seminars from one side of the coast to the other. Nor webinars that are timely and not easy to access. Also, no more boot camps for me that are not hitting the mark. We, the skilled medical interpreters need to gain and maintain employment, take a exam to test our register level of said language. At the present I have close family and friends that speak multiple languages that would be an asset to IMIA as a trainer or interpreter. With that said I sincerely hope IMIA considers and takes these comments to heart. Naturally use the survey to ????? How do you propose to establish definitions for minority La. that already exists? IMIA needs Marketing Managers for sure. Thank you. If this sounds confusing feel free to set me straight.	Nov 2, 2012 11:35 PM
19	In Memphis we have several Hispanic patients whose parents speak Mayan dialects such as: K'iché, K'anjobal, Mam, A'chi, Akatek and Kaqchiquel. Fortunately these people come from Guatemala where the official language is Spanish and we are able to communicate with them in Spanish at least orally because most of them are illiterate.	Nov 2, 2012 8:00 PM
20	Armenian and Russian	Nov 2, 2012 7:41 PM
21	The number of certified Arabic interpreters and or trainers are far below the needs.	Nov 2, 2012 7:06 PM
22	I only do Spanish.	Nov 2, 2012 4:02 PM
23	MAM AND KANJOBAL ARE NOW MORE COMMON ,WE HAVE MORE	Nov 2, 2012 2:38 PM

Q4. If you have any comments about minority languages, please share with us here:

PATIENTS THAT NEED THIS INTERPRETERS

- | | | |
|----|--|----------------------|
| 24 | The term Language-specific training should be limited to training in medical terminology in the language pair with exercises and testing in the language pair. The instructor must be qualified to teach medical terminology in the language pair (ie, a medical professional), otherwise, the program is considered a language-neutral program. The hallmark of a MEDICAL interpreter should be expertise in MEDICAL concepts (anatomy/medical terminology) in BOTH languages. Otherwise, how would you differentiate a MEDICAL interpreter from a Community Interpreter, a court interpreter, etc. | Nov 2, 2012 1:01 PM |
| 25 | It is very hard to recruit individuals from the refugee community whose English level is good enough to participate in the interpreter training in a meaningful way and pass the final test. English courses, beyond ESL, would be helpful to prepare them for the interpreter training. Resources are quite limited. Most of them have to work multiple jobs and there is a long wait list for the ESL classes if they are available. On top of that, there are some individuals who worked at the refugee camps before resettling in this country. Most of these people are not willing to invest time and money to get trained for a couple of reasons. First of all, they know that they may not make more money after the training and assignments for them can be sporadic. And then there is the political climate that is not so good for language services in AZ, but that is another long story for another time. | Nov 2, 2012 12:44 PM |
| 26 | I saw a patient at one of the big hospital in Boston struggled to get a Toisanese interpreter. The lady had worse pain for weeks and now the staff put her for MRI 1 month later and a specialty Doctor to follow up this pain 2 months later. The staff said if you need interpreter, this is the time available for interpreter. I really wonder why patients who need interpreter have to suffer much longer time than regular patients who do not have to wait. It seems a punishment to this patient because she was asking an interpreter. That patient almost cried because she didn't think she could wait so long to see the doctor for her pain. To me, it is not a fair health treatment to patients who need language assistance. What if the staff cannot get interpreter for patients who speak a rare language or dialect? Does that mean these patients will never be seen by the doctor? Should the organization need to find an alternative way to get the patient in at a reasonable time frame? How about using phone interpreter that is better than no interpreter at all? | Nov 2, 2012 12:32 PM |
| 27 | Capeverdean Creole, Haitian Creole, Somali- these 3 languages should have been included in 3. above | Nov 2, 2012 12:06 PM |
| 28 | It would be wonderful to make a roster or register of interpreters of minority languages so that any patient that has that need might have a chance to be working with a professional interpreter. | Nov 2, 2012 11:55 AM |
| 29 | There is lack of awareness about this languages and very few people get the required services. | Nov 2, 2012 11:30 AM |
| 30 | this is Abbott | Nov 2, 2012 9:57 AM |
| 31 | we need to increase the number of language specific training so folks can be truly trained and evaluated to interpret in both directions | Nov 2, 2012 9:56 AM |

Q4. If you have any comments about minority languages, please share with us here:

32	Our needs as far as interpreters go are constantly changing but depend largely on the immigrant/refugee populations that inhabit the region(s) we serve.	Nov 2, 2012 9:18 AM
33	I thought the term minority language applied to Spanish also. I understand minority languages to be any language other than the language of official business of a company	Nov 2, 2012 9:10 AM
34	It would be fabulous to develop some instructional materials that target these interpreters!	Nov 2, 2012 8:54 AM
35	It would be great to increase the Patient Safety Communication to encourage Karen, Burmesse and other minority interpreters to take the written exam.	Nov 2, 2012 8:30 AM
36	Education is the best policy...	Nov 2, 2012 7:01 AM
37	Provider's cultural insensitivity and lack of medical vocabulary in minority languages make interpreting more difficult. Health care staff focus on the patient's' medical condition and rightly attempt to treat him/her. Family members may not want the patient to know about his/her condition and might have therefore been interpreting (telling) differently. The interpreter is caught in the middle, advocating for the patient before the family so that the patient may get the proper treatment. I have dealt with this many times in my service. Finding minority interpreters can be a headache. Finding a well educated, fluent and trained person can be more headache. Dialects make interpreting complicated at times. For example, A Sudanese patient would like to have any Arabic interpreter other than the one from her region, mainly for cultural and linguistic (dialect) differences.	Nov 2, 2012 5:42 AM
38	we do resort to interpreters (particularly for Greek, Arabic, Albanian, Bulgarian patients), but we don't hire as staff	Nov 2, 2012 5:30 AM
39	I think the mixed model serves trainers the best - we teach the general/theoretical modules in Hebrew (our majority language) and the terminology, linguistics/communication in the various languages (usually Arabic Russian and Amharic). The problem is that we cannot always find good language instructors, who have interpreting experience. Therefore, one has to invest in training the language teachers themselves, including in issues of ethics etc., because they usually rise even in the terminology classes.	Nov 2, 2012 3:00 AM
40	We offer language neutral training but all practical content of training (exercises, interpreting Tests) are performed in the candidate's language and evaluated by bilingual staff. Exercises focus not so much on language testing, but research on terminology, resources and the country or countries where the candidate's language is spoken. For example, one of the exercises asks candidates to provide information about how a hospital is organised in their country, what are the basic features of the health system in their country or how does a consent form look like. It is a very simple exercise to evaluate, extremely useful for interpreters (especially those who left their countries many years ago and are not familiar with how things work there, or interpreters whose language is not their mother Tongue). Role plays are offered in all the above mentioned languages. I believe it is a simple, cost effective and yet valuable means of combining language neutral training with training in minority languages	Nov 2, 2012 2:12 AM

Q4. If you have any comments about minority languages, please share with us here:

41	Our region needs qualified interpreters for Mixtec, Nuahtatl, Maya and other indigenous languages.	Nov 2, 2012 1:31 AM
42	Please set up English-Farsi medical certification test as soon as possible to train and certify medical interpreters. It is good mentioning that Farsi is not a language minority in Canada and there are different nationalities who emigrate to Canada and their native language is Farsi.	Nov 1, 2012 7:41 PM
43	In our city of Memphis I have encountered many families who speak Mayan dialects such as: K'iché, Mam, K'anjobal, Akatek, Kaqchikel and A'chi for which it's very difficult to get qualified medical interpreters. Fortunately most of them are fluent in Spanish at least verbally (not always literate)	Nov 1, 2012 7:16 PM
44	Spanish interpreters should learn to identify culture, traditions, and other nuances from Indigenous languages in Latin American Spanish speaking countries.	Nov 1, 2012 4:58 PM
45	For multiple languages we use contractors: mostly Albanian, Vietnamese, Cantonese, Urdu, Ukranian, Farsi, etc	Nov 1, 2012 4:31 PM
46	WE NEED MOORE INTERPRE IN OTHRERS LANGUAGES LIKE MAM AND KANJOBAL, WE HAVE BEEN HELPING MORE PATIENTS SPEAKING MAM AND KANJOBAL SO WE NEED MORE INTERPRETERS.	Nov 1, 2012 4:13 PM
47	It is difficult finding internship placements for some of these languages.	Nov 1, 2012 4:03 PM
48	We hire contract interpreters for Karen, Burmese, Chin, Spanish, French, Korean, Chinese	Nov 1, 2012 3:52 PM
49	I really feel there is a great need for Portuguese interpreters.	Nov 1, 2012 3:46 PM
50	I think that Interpreters that have been in the field for over 20 years should be able to also be a Trainer!!	Nov 1, 2012 2:50 PM
51	The minority languages for which we most often use agency services are: Nepali, Vietnamese, Cantonese, Burmese, Arabic, Mandarin, Cambodian and Haitian Creole	Nov 1, 2012 2:20 PM
52	Some of us minority language speakers cannot wait for the day when we can take a test in the target language to be certified interpreters. Keep up the great work you're doing to advance the profession. Let us know how we can help expedite the process!! -:)	Nov 1, 2012 2:09 PM
53	WE need Vietnamese Interpreters as well as Farsi	Nov 1, 2012 2:07 PM
54	We should understand our patient need an interpreter	Nov 1, 2012 1:50 PM