



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



New York Medicaid Coverage of Language Services & Medical Interpreter Qualification Requirements

Joint IMIA/NYSDOH webinar

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Member of the Board

NY State Chapter Chair

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The National Board of Certification for Medical Interpreters



**Advancing the profession and
ensuring patient safety**



Governance

- The National Board is a special division of the IMIA and has independent authority over all essential certification decisions.
- It is the first national certification body developed by interpreters that has as its home the only national medical interpreter association. This means the National Board has 501c3 public charity status, the non-profit status that ensures activities are for the public good.

Percentage	(Dual roles)
Interpreters	74%
Trainers	45%
Providers	18%
Employers	18%



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- **Inna Persits-Gimelberg**, Interpreter and interpreter educator, Boston, MA **ADVISER**

THE ROAD TO CERTIFICATION 2009-10



- **Industry Job Analysis** – a survey done to identify the areas that needed to be covered by the tests
- **Test development** - pool of questions, terms, multiple choices, cases developed by interpreters & trainers
- **Test review** - done with Subject Matter Experts from the industry and PSI psychometricians (test design experts who do a statistical analysis of the exams to evaluate its validity and to ensure it is a fair and valid test)
- **Pilot test** – 300 participants who volunteered & did not receive any credentials for completing the pilot
- **Publishing of the validation report** - PSI released a public technical analysis certifying the validity of the National Board Test
- **Launching of the National Board** – and both written & oral exams



PROGRESS REPORT

- 530+ Certified Medical Interpreters - CMIs
- Online, searchable registry for use by providers; employers
<http://www.certifiedmedicalinterpreters.org/registry>
- Written exams are available in hundreds of locations nationwide
- Oral exams are available in key cities and more added continually,
<http://www.certifiedmedicalinterpreters.org/lists-testing-sites->
- The National Board applied in January 2012 for Accreditation with the National Commission for Certifying Agencies (NCCA), the accrediting body of the Institute for Credentialing Excellence (ICE)
- Oral exams will be offered in Mandarin & Russian in January 2013, followed by Cantonese, Korean and Vietnamese soon after



Certification vs. Certificate

Certification:

A structured testing process through which a certifying body certifies that you meet a specified standard, based on a series of requirements, and once you complete this process successfully – by passing certification exams - you are awarded a **credential** and you CAN call yourself a **Certified Interpreter**

Certificate of Completion:

You earn a Certificate of Completion when you take a course of study or training. And if you complete the course or training you receive a **certificate** of completion, you CANNOT call yourself a Certified Interpreter.

PREREQUISITES



Interpreters **with 1 year** or more of proven work experience as a medical interpreter will only need to submit a letter from their employer(s) as a prerequisite to start the process (*this benefit is good until the end of December 2013 – newly extended!*)

OR

Interpreters with **less than 1 year** proven work experience as a medical interpreter need to demonstrate the following:

- Age: at least 18 years old
- General education: minimum High School Diploma or equivalent
- Medical interpreter education: at least 40 hours IMIA-vetted program
<http://www.imiaweb.org/education/trainingnotices.asp>
- Oral proficiency: in English and the other language: High school or higher education or ACTFL LTI Exam at Advanced Mid level minimum (or other proficiency exams – see complete list on the NBCMI website)



CREDENTIALS

1. CERTIFIED MEDICAL INTERPRETER (CMI)

- Successful completion of process with written & oral performance exams
 - ✓ *currently available in Spanish; soon available in 5 more languages*

2. QUALIFIED MEDICAL INTERPRETER (QMI)

- Successful completion of process with written & oral qualification exams
 - ✓ *For minority languages the oral exam is done in partnership with other national testing providers*

3. SCREENED MEDICAL INTERPRETER (SMI)

- Successful completion of process with written exam & review of portfolio (similar to Canadian & Australian recognition processes)
 - ✓ *For newly emerging languages into the USA*



CERTIFICATION PROCESS

Step 1: Register online

Fee \$30

Step 2: Take the Written Exam (*in English*)

Fee \$170 and, if successful:

Step 3: Take the Oral Exam (*depends on language*)

Fee \$250

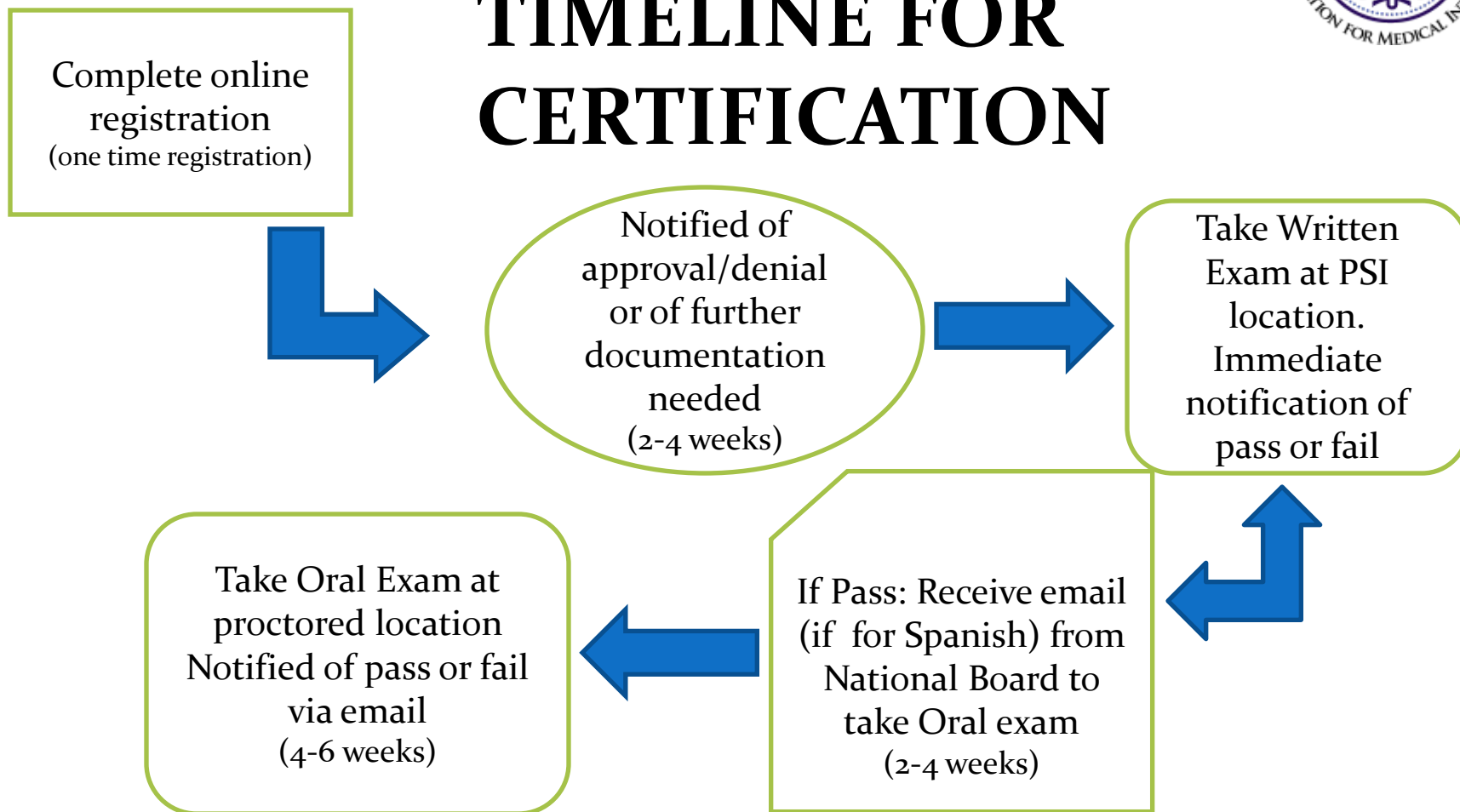
(Oregon residents get a discount due to a state grant)

If you do not pass either the written or oral exam, you can take it again 3 months after your testing date; the same costs apply.

NOTE: All fees are payable to the National Board and go towards processing registration, administering the exams, or further development of new test versions.



TIMELINE FOR CERTIFICATION





WRITTEN EXAM - TOPICS COVERED

Exam is in English

- Medical Knowledge and Medical Specialties– not translation of terms, but understanding of terminology
 - 61% of exam is medical knowledge/background
- Roles of the Medical Interpreter, 8%
- Medical Interpreter Ethics, 15%
- Cultural Awareness, 8%
- Interpreter Standards of Practice (IMIA, CHIA, NCIHC), 5%
- Legislation and Regulations (HIPAA, CLAS), 3%

Note: Content is based on Job Analysis Data statistics.



TAKING THE WRITTEN EXAM

- **Testing sites:** The written test is proctored at 600 PSI sites across the U.S. using web technology – the exam can be scheduled on demand at a mutually agreed upon time.
- **Format:** 60 multiple choice questions; 75 minutes allotted to take the exam
- **Taking the exam:** On the computer: open the program and select your choices. You may go back as many times as you want to change your answers. Once you are done, you click on the final button and immediately get your results and if you pass, instructions on how to schedule your oral exam.



PREPARING FOR THE EXAMS

CMI Candidate Handbook at www.certifiedmedicalinterpreters.org

- **Click on:** Get Certified tab, then go to How to Prepare





PREPARING FOR THE WRITTEN EXAM

Recommendations:

- Review medical terminology and medical concepts
- Review the Standards of Practice and Code of Ethics from the:
 - California Healthcare Interpreter Association- www.chiaonline.org
 - International Medical Interpreter Association - www.imiaweb.org
 - National Council on Interpreting in Health Care – www.ncihc.org
- Review the Office of Civil Rights Title VI of 1964, the Health Information Privacy provisions (HIPAA regulation) & CLAS standards:
 - www.hhs.gov/ocr (Title VI and HIPAA)
 - <http://minorityhealth.hhs.gov/> (CLAS Standards)
 - www.lep.gov

(Please note that the National Board does not endorse any resource material nor do the questions on the exam come from any particular source.)



WRITTEN EXAM SAMPLE Question:

If a patient has renal failure, this means that he/she has a disease primarily related to:

1. the pancreas
2. the kidneys
3. the liver
4. the spleen



ORAL EXAM – SKILLS TESTED

Exam in different languages

1. Mastery of linguistic knowledge in English and the other language – 30%
2. Consecutive interpreting and sight translation (from English into other language) skills – 25%
3. Knowledge of medical terminology and specialties - within context in both languages - 35%
4. Cultural awareness – 10%

Languages: Available: Spanish

- Exams validated & soon to be launched: Mandarin and Russian
- Exams in development: Cantonese and Vietnamese
- Piloting: Korean

Note: Content is based on Job Analysis Survey data.



TAKING THE ORAL EXAM

- **Testing site:** Proctored at selected US sites
 - Several sites around the country; list is on the website; more being added continually
- **Length of time:** 45 min. to 60 min.
 - Two sight translation passages (10 min.)
 - Twelve mini-scenarios (30 min.)
 - Unlimited time to read the directions and listen to the samples
- **Taking the exam:** By computer, with a headset and a microphone; the system starts with an introduction and, once you start the exam, the segments will be timed. Also, there is a limited amount of time that is allotted for each interpreted response.
- **Materials allowed:**
 - Pencil/Pen and paper for note taking, at the end of the test the notes need to be handed to the proctor and destroyed to preserve test validity
 - One non-electronic dictionary (nothing electronic allowed)



Testing in Millbrae, CA





Oral exam testing sites:

- www.certifiedmedicalinterpreters.org/lists-testing-sites-

1. **IQT sites** 2. **National Board sites**

- Upon passing a written exam, review both options, choose your city and send your complete contact information with a preferred site to staff@certifiedmedicalinterpreters.org
- Onsite testing is available for health care facilities with staff interpreters; please contact the National Board if interested.

ORAL EXAM

Expectations



- Interpret accurately and clearly in a normal tone of voice
- Maintain the register and style of the speaker
- Use appropriate grammar and syntax
- Deliver the renditions at an even pace of delivery and with a professional demeanor
- Adhere to the correct interpreting protocol for the medical field, which is first person interpreting, or direct speech
- Interpret without summarizing or paraphrasing, or adding or omitting any information provided



Sequence of the Oral Exam:

- **Sight-translation example:** You will be given time to review one sample sight translation and then you are instructed to press the Play button to hear the actual sight translation as done by an interpreter.
- Then there will be two **sight translations** to do, one at a time. You will have 3 minutes to look at the document and it will remain on the screen when you record your sight translation.
- **Consecutive role-play scenarios:** You will be given an explanation about the consecutive role-play scenarios, as well as specific instructions to follow during that part of the test before the role-play portion begins. There will be two samples of the role-plays and then the rest of the exam will be the role plays for you to interpret.
- You can take as long as you need **to review** the instructions and samples, but during the sight translation portion and then the first role-play, the segments will be timed and the items will automatically cycle forward. You may also manually advance the exam if you wish.



PREPARING FOR THE ORAL EXAM

Recommendations

- Practice interpreting role play scenarios with a colleague and at the same time use your retention and note-taking skills, trying longer and longer segments. Have them tell you if you omit, add or change information.
- Recording yourself is also a good way of gauging your performance.
- Suggested materials:
 - CCCS interpreter training materials www.cccsorg.com
 - ACEBO interpreter training materials www.acebo.com

(The National Board does not endorse any training materials nor do the questions on the exam come from any particular source.)

ORAL EXAM SAMPLE

SIGHT TRANSLATION



Cast care instructions:

- Elevate your extremity above your heart as much as possible.
- Ice your cast for the first 48 hours to reduce swelling.
- Never submerge the cast in water.
- Take your prescribed medicine every 4 – 6 hours, as needed, for pain.
- Take an over-the-counter medication for itching.
- Call your doctor immediately if the pain gets worse or you see redness around the affected area.

ORAL EXAM SAMPLE

INTERPRETING SCENARIO



1. First statement: needs to be rendered in the other language
 2. Second statement: will be stated in the other language and needs to be rendered in English
- What brings you to the emergency room today?
 - *I feel a sharp pain in my chest, dizziness and tingling in my arms and legs.*
 - Please tell me about your symptoms and when they started.
 - *The pain woke me up this morning at 2 a.m. but yesterday evening I was nauseated and felt pain in the pit of my stomach.*
 - Is the pain constant or does it come and go? Does it radiate to your arms or legs?
 - *It's a tight pain in the center of my chest and my neck is sore.*
 - I will examine you and also order an EKG and some blood tests.
 - *Thank you. Will you also be doing any X-rays?*



Passing Score

- Written Exam – **75%**
- Oral Exam - **70%**

CMI's appear on a searchable online registry.

Remember, if you don't pass exam the first time:

You can take it again 3 months later (you will have to pay the cost of the test again)



What is NOT tested

Based on the National Job Analysis survey, there are 3 components that were not included:

1. Simultaneous interpreting
2. Written translation
3. Sight translation from the target language into English

(There are 2 sight translations from English into the target language)



Confidentiality

- The test content is a proprietary material. The Confidentiality Agreement that you agree to prior to taking the test is legally binding. You shall not disclose any test related information, written or oral, to other parties before or after the test.
- Examinees are not allowed to share exam information with any other party or their colleagues. All exam notes shall be handed in to the Proctor after the conclusion of the exam.
- All tests are recorded and kept on file in a secure location for quality assurance purposes and to ensure the reliability & validity of the assessment.



As a CMI, you will receive a certificate!

Adalberto
Villalobos,
CMI-Spanish
Independent
Contractor,
St. Cloud, MN



"Being a medical interpreter has given me an opportunity to grow as a person as well as a professional who assists in bridging a communication gap in situations where others benefit right away. By going through the certification process with the National Board, I was able to increase my knowledge, demand much more of myself and set my personal goals to continue growing in a field where every day is a new and exciting experience".



MAINTAINING CERTIFICATION

- To maintain certification, all CMIs must recertify every 5 years by participating in education directly related to medical interpretation.
- CMIs must recertify by completing 3 CEUs (Continuing Education Units), equivalent to 30 contact hours of approved training before the credential's expiration date (5 years from initial CMI date of certification).
- Each CEU is equal to 10 contact hours of training (not counting meals, breaks, etc.) by most organizations. For example, a typical conference day is 0.6 CEUs.
- Individuals who fulfill this requirement will not need to retake the medical certification exams to maintain their CMI credential.
- Certificants are strongly encouraged to earn CEU's throughout the 5 year period.
- ***All continuing education must be related to interpreting skills, ability and medical knowledge.***



MAINTAINING CERTIFICATION

- The National Board accepts CEUs from the International Medical Interpreter Association (IMIA), the American Translators Association (ATA) and the Registry for Interpreters of the Deaf (RID). The CEUs must be for workshops, conferences, and events that are related to medical interpreting knowledge and skills enhancement.
- Education opportunities other than those provided by the IMIA, ATA, and RID may be reviewed and evaluated by the National Board upon request.
- **Fees & Deadlines**
 - The recertification application fee of \$300 with all documentation must be submitted at least 45 days before the expiration date of one's CMI credential.
- **Failure to Recertify**
 - Credentialed interpreters who do not comply with the recertification requirements before the established deadline every fifth year will lose their credential(s) and will be removed from the registry of CMIs. To regain certification, lapsed individuals must re-apply for certification, meet the prerequisite requirements in effect at the time, and pass the examination requirements.



Get certified!

Ensure patient safety and quality of care

Align yourself to the highly credentialed healthcare profession and be able to add your credential to your name

i.e.:

Maria Lopez, CMI - Spanish

Help the profession by promoting certified interpreters in the industry and with colleagues



Memorial Hermann Texas Medical Center
Coordinator and staff interpreters, all CMIs



GET INVOLVED!

- Participate in a **National Board Committee**
- Support our effort by sending us a quote of **support** or your organization's logo, with permission
- Join us:
 - Our mailing list: www.certifiedmedicalinterpreters.org
 - FACEBOOK - National Medical Interpreter Certification
 - TWITTER - NatboardCMI <http://twitter.com/@natboardcmi>
 - LinkedIn - National Certification for Medical Interpreters





CONTACT US

Send an e-mail to:

■ info@certifiedmedicalinterpreters.org

Visit the NBCMI & the IMIA sites:

■ www.certifiedmedicalinterpreters.org

■ www.imiaweb.org