



# **Oregon Credentialed Health Care Interpreter Renewal Survey Results**

What do we know? What can we do?

Oregon Council on Health Care Interpreters

# Context

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HB2359 strengthened existing laws to ensure access to competent interpreters at no cost to individuals who have Limited English Proficient (LEP) and to individuals with disabilities.

- Importance of skills demonstration and language proficiency
- Required credential documentation
- Requirement for health care providers to engage interpreters from the Health Care Interpreter Registry

Issues under consideration:

- Lack of Qualified and Certified Interpreters on the Health Care Interpreter Registry
- Perceived high turnover
- Perceived low rates of credential renewal

Areas for improvement were identified after results of the 2022 survey were analyzed.

# Purpose and methodology



In 2022, the Oregon Council on Health Care Interpreters (OCHCI) developed a survey specifically geared towards Health Care Interpreters (HCI) who had not renewed their credential with the Oregon Health Authority (OHA).



OCHCI conducted the survey again in 2024 to measure growth and/or change in renewals from the 2022 survey results. This survey covered renewing periods from August 2021–August 2023.



The council recognizes the importance of HCI's feedback.



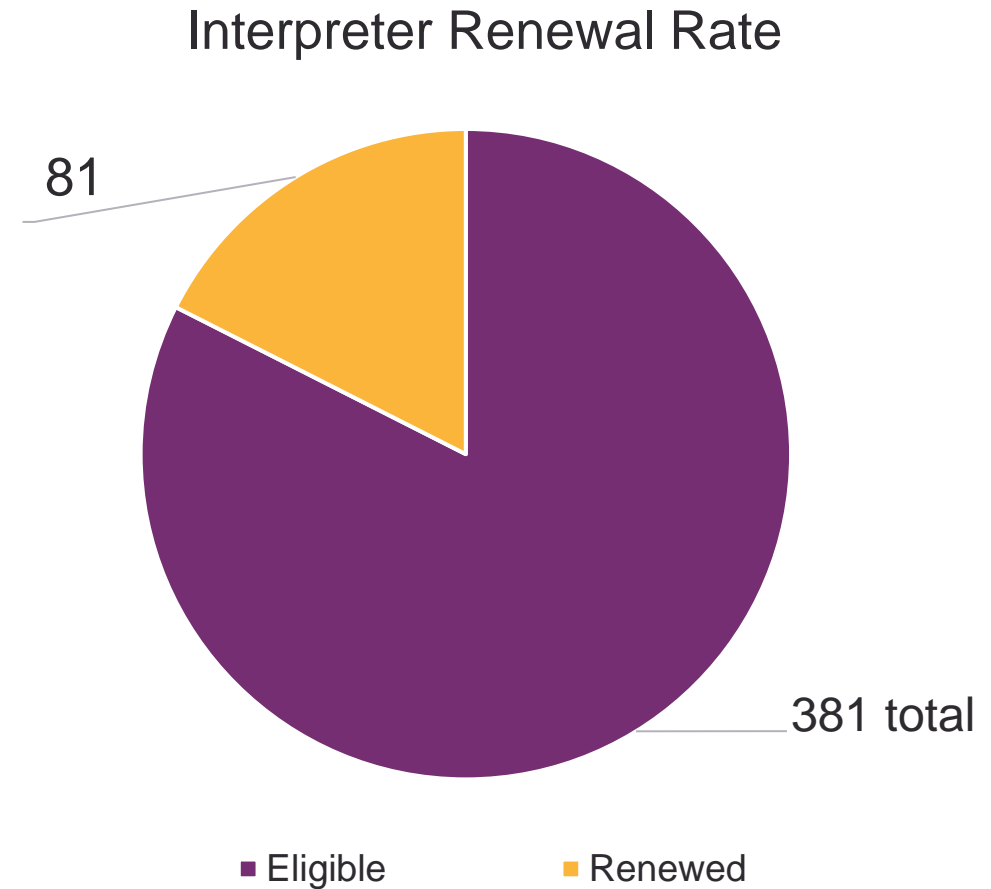
Survey was sent to 381 interpreters; 170 had valid email addresses.

- 40 total respondents
- 38 met the criteria for completing the survey
- 28 completed the survey

# Renewal rate

August 2021–August 2023

- 381 interpreters eligible for renewal
- 81 (21%) renewed early or on time
- Renewal rate of 21%



# Response results – demographic information

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## Languages represented

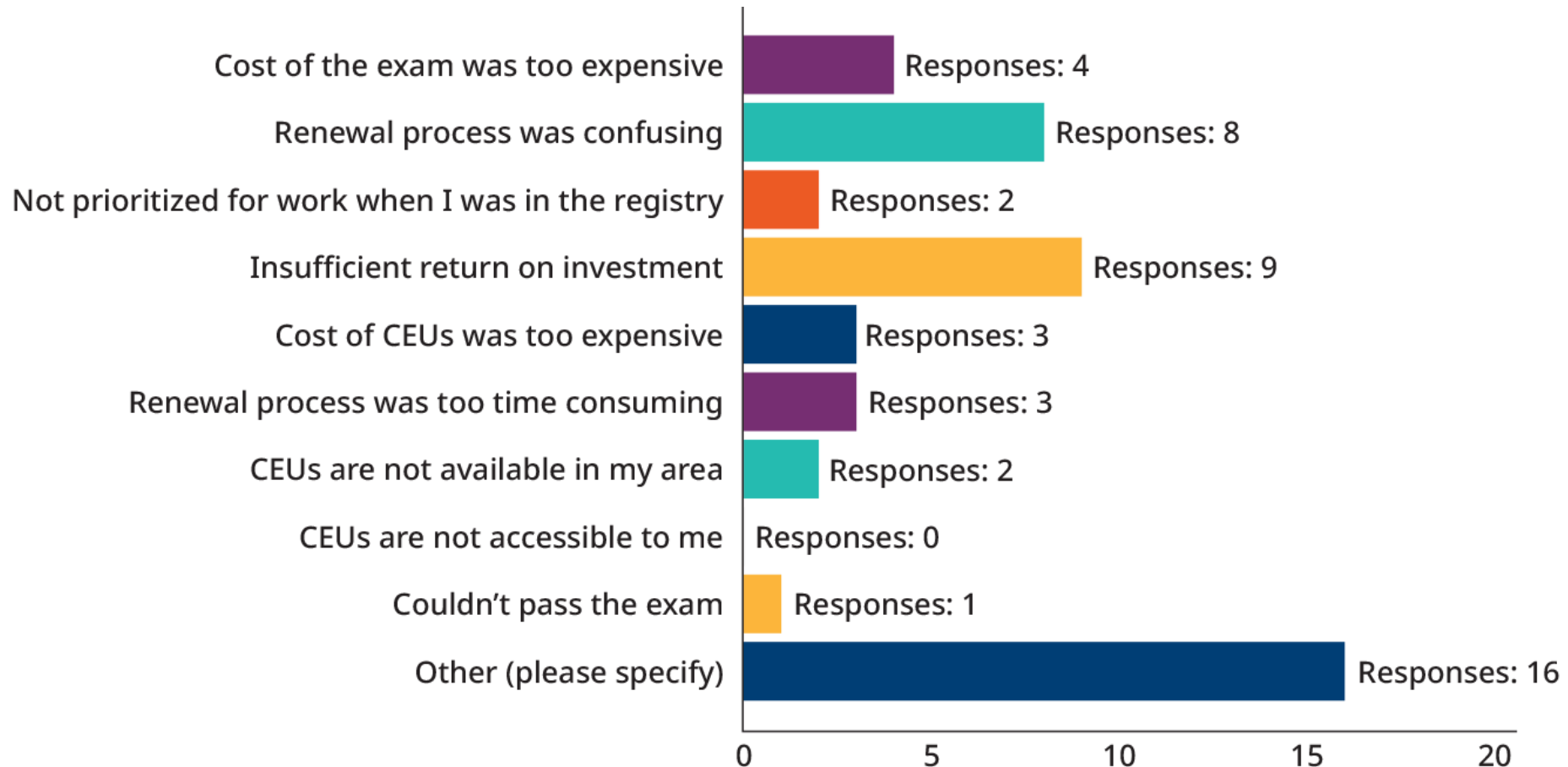
Arabic	3
American Sign Language	1
Burmese	1
Dari	1
Italian	1
Korean	1
Persian/Farsi	1
Polish	1
Russian	2
Spanish	17
Thai	1
Ukrainian	1

## Counties represented

Clackamas	3
Hood River	1
Jackson	3
Lane	1
Multnomah	11
Washington	8

# Results

Why did you choose not to renew your credentials with the Oregon Health Authority?



# Themes from open-ended responses

Open-ended responses tended to be more positive compared to the responses in 2022.

Some of the highest recurring themes for not renewing included:

- Interpreters switched jobs
- Compensation
- Renewal in process
- Personal circumstances
- Not enough work assignments
- Complicated process

Identified theme in qualitative responses	Count of theme in quantitative responses
Switched jobs	7
Compensation reasons	5
n/a	4
Personal circumstances	4
Ambiguous	4
HCI program made it complicated	4
Not enough work assignments	3
Lack of information	3
Pandemic	2
No added benefit from renewal	2
Expired	2
Still interpreting	2

Identified theme in qualitative responses	Count of theme in quantitative responses
Cost of CEUs was too expensive	2
Insufficient return on investment for cost of credential maintenance	2
Renewal not available	2
Requirements not received/not relevant	2
Disagreement with program requirements	2
CEUs are not accessible to me	1
Cost of the exam was too expensive	1
Couldn't pass the exam	1
Potentially "Not prioritized for work when I was in the OHA registry"	1

# Program changes made by Oregon Health Authority (OHA) since 2021

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**Equity and Inclusion  
Division funds training**

**Renewal cycle was  
extended from three to  
four years**

**Clarification of CEUs  
needed**

**Certification made  
optional for all languages**

**Removal of background  
check**

**Removal of application  
fee**



# Next Steps



OHA rolls out interactive online application for first-time and renewing applicants.



Confusing processes: OCHCI and OHA are actively working on revising and clarifying published instructions and updating the website.



OCHCI continues to advocate for the creation of a formal complaint process wherein interpreters and recipients of interpreter services can voice concerns.



OCHCI has encouraged OHA to consider creating a campaign to increase public awareness and engagement with the Council to include a mechanism to have a more open dialogue with members of interpreting community.