

# Oregon Health Care Interpreter Training Programs

Please complete and submit the following application to the Oregon Health Authority Office of Equity and Inclusion ([hci.program@state.or.us](mailto:hci.program@state.or.us)). The criteria listed in the table below outlines required elements to be covered in health care interpreter (HCI) training programs. It is based on Oregon Law and Oregon Administrative Rules (ORS 409.615-625 and OAR 333-002), the Office of Minority Health's [National CLAS Standards](#), and the National Council on Interpreting in Healthcare's [National Standards for Healthcare Interpreter Training Programs](#).

Students completing education programs meeting Oregon required elements will be eligible to participate in Oregon qualification and certification processes as outlined in OAR 333-002.

Please note that the Oregon Health Authority Office of Equity and Inclusion has the right to observe any of its approved trainings for quality assurance purposes.

## Background Information

Please complete the following to help us best evaluate your training program.

Name of Program:

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Contact person and/ or website\* for program information:

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Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Affiliations with colleges, universities or professional associations:

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Total Number of Program Hours: \_\_\_\_\_

Names of instructors and co-instructors (please attach resumes for each person):

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Program fees (estimate): \_\_\_\_\_

Do you plan to use an OHA approved curriculum?  Yes  No

Name of curriculum:

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If yes, please attach proof of license, memorandum of agreement, or other documentation.

If you have made any changes to the curriculum, complete all of the following changes.

If you have not made any changes to the approved curriculum, proceed to the signature page.

\*Please see Attachment B for website requirements.

## Curriculum Evaluation

Training program curriculum will be scored using the following scoring guide:

- 0 – Response missing or does not address question
- 1 – Response does NOT adequately meet standards
- 2 – Response adequately meets standards, with room for improvement
- 3 – Response to question meets or exceeds standards

Only programs meeting at least 75% of the required elements below will be recognized by the State and Oregon Council on Healthcare Interpreters as Oregon’s recommended training programs.

<b>Required Elements</b> <ul style="list-style-type: none"> <li>• Concepts</li> <li>• Skills</li> <li>• Assessment</li> <li>• Instructional Strategies</li> </ul>	<b>Indicate specifically where located/mentioned in curriculum (by paragraph and page number).</b>	<b>(For internal use only)</b> <b>Score/Notes</b>
<b>I. Core knowledge: Concepts (mandatory items required by OAR)</b>		
52 hours on <ul style="list-style-type: none"> <li>• Anatomy and physiology</li> <li>• Medical terminology in English and non-English language</li> <li>• Introductory HCI concepts and modes (see II Skills below)**</li> </ul>		<b>Yes / No</b>
8 hours on National Council on Interpreting in Healthcare Code of Ethics and Standards of Practice (including applicable laws on privacy in medical settings)**		<b>Yes / No</b>
<b>II Skills: Introductory HCI concepts and modes</b>		
<u>Message conversion</u> : A basic program of study gives the student opportunities to practice converting messages accurately and completely from a source language to a target language and includes the following components. (Must include all.)		
Message conversion skills and discourse analysis		
Clear and understandable speech delivery		
Target language equivalence (e.g., figurative language, expletives, idioms, and colloquialisms)		
Ability to identify differences in meaning due to regional dialects		

\*\*Instructors or co-instructors of these sections must meet the requirements in Attachment A.

<b>II Skills: Introductory HCI concepts and modes (continued)</b>		
Ability to maintain and change register at varying levels of formality		
Memory skills (e.g., chunking, prediction, visualization, note-taking, and active listening)		
Self-monitoring and self-assessment		
<u>Modes of interpreting:</u> A basic program of study demonstrates and gives the student practice in the various modes of interpreting. It focuses on developing consecutive interpreting skills as the default mode used in healthcare interpreting. (Must include all.)		
Consecutive		
Simultaneous (exposure to)		
Sight translation		
Basic written translation		
<u>Cultural competency</u>		
Overview of culture - what it is and how it impacts health and health care		
<b>III Assessment</b>		
Criteria for successful completion of the course or program are stated in syllabus (for example: pass a test, complete a practicum, provide a portfolio or report, etc.). Instructor evaluates all assessments. Passing score to gain course or program completion is 70%.		
100% attendance is a stated requirement		
Formative (throughout the course or program)		
Summative (at the end of the course or program) assessment that highlights core knowledge		
<b>IV Instructional Strategies</b>		
How is the information presented to the learner? How does the learner get to interact with the material? Must have at least two Active (A) and two Receptive (R) methods (to accommodate multiple learning styles).		
Lectures using visual aids (R)		

<b>IV Instructional Strategies (continued)</b>		
Readings, references, and links to online resources (R)		
Guest presenters, such as practitioners or working interpreters or those who hire interpreters (R)		
Opportunities for interaction and class discussion (A)		
Student presentations (A)		
Instructor modeling of effective practice (R)		
Video, film, and vignettes to demonstrate real practice (R)		
Storytelling, providing real world situations (R/A)		
Case studies (R/A)		
Role plays (A)		
Small group discussions (A)		
Games or simulations (A)		
Other, please explain (circle R or A)		
<b>V Other</b>		
The process to become an Oregon Certified HCI and Oregon Qualified HCI is explained during class time.		

## Signature

Please read all of the following statements carefully and indicate your understanding and acceptance by signing in the space provided.

I understand that if training program requirements are not met or are no longer being met, OHA may deny, suspend or revoke training program approval.

I understand that OHA may conduct site visits of training programs, either prior to approving a training program or at any time during the approval period.

I understand that the organization must apply to renew its approval status every three years, and that the renewal application must be submitted at least 6 months prior of the date of approval expiration.

I shall advise OHA of any changes to the organization contact information and/or changes to the curriculum within 30 days of such changes.

I understand that during the training program approval period, the written notice of OHA approval must be made available to any student or partnering organization that requests a copy.

I agree to include OHA contact information for questions, comments or concerns about the HCI Program on all student materials and advertising for the program.

I agree to issue a letter of completion to students following successful completion of the training program.

I agree to verify the names of successful training program graduates to OHA when those individuals apply for certification and registry enrollment, without imposing additional costs on the individuals.

I agree to abide by the rules regarding the training and certification of health care interpreters.

I certify that all the information contained in this application is true and accurate to the best of my knowledge and understanding. I understand providing false, incomplete or misleading information may result in the denial of the application or revocation of training program approval.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

## Attachment A

Introductory HCI concepts and modes and the 8 hours on the National Council on Interpreting in Healthcare Code of Ethics and Standards of Practice must be taught by either an instructor or co-instructor who meets the following minimum requirements:

- Certification or qualification,
- Teaching experience, and
- Practice as an interpreter within the last ten years.

Examples of acceptable certification or qualification\*\*\*:

- Oregon Health Care Certification
- Oregon Health Care Qualification (if national medical certification is not available in ones' language)
- State or Federal Court Interpreter Certification including spoken or signed language
- Certification from the Registry of Interpreters for the Deaf
- Certification from the Certification Commission for Healthcare Interpreters (CCHI)
- Certification from the National Board of Certification for Medical Interpreters (NBCMI)
- Washington state interpreter certification or authorization

A master's degree in interpreting will be accepted in lieu of the certifications and qualifications listed above.

Teaching experience includes at least one of the following:

- A bachelor's degree or equivalent
- Proven study in adult education techniques
- One year of teaching experience
- Completion of at least one week Trainer of Trainer's (TOT) course

\*\*\*Other certifications may be considered at the discretion of the Oregon Health Authority.

## **Attachment B**

Oregon Health Authority requires all health care training programs that actively provide HCI training courses, including continuing education credits, to provide the following standard information on their website about their upcoming HCI training classes. This information should be updated at least once per year. Oregon Health Authority approval may be withheld if these website requirements are not met.

- Training title
- Training objectives
- Number of training hours
- Training dates and times
- Training location (link to online class or address for onsite class)
- Cost of training per module(estimate)
- Required text book(s), if any
- Instructor(s)'s qualifications
- Contact information
- How to register for the class

\*\*\* If your training program does not have a webpage, you may submit a flier with all the requirements listed above in PDF format to OHA for posting on the OEI website.