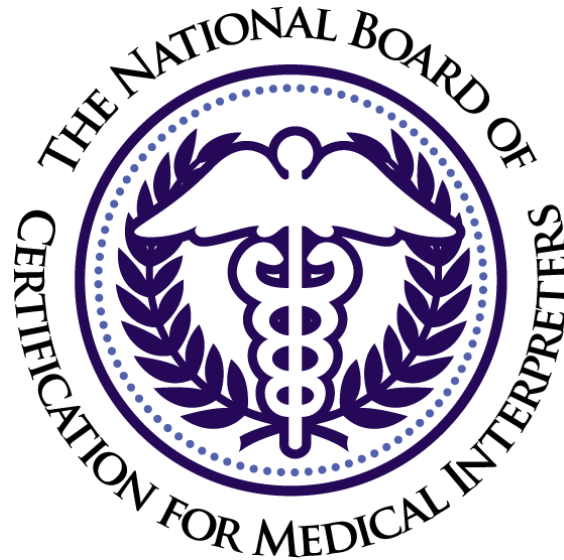


# The National Board of Certification for Medical Interpreters



***Certification of Medical Interpreters***  
***Yes we can, and we will, in 2009!***

***March 20<sup>th</sup> 2009***

# FOUNDERS



## International Medical Interpreter Association (IMIA)

- Founded in 1986, with 1,900 members, is the oldest & largest medical interpreter association in the world. IMIA is revered by medical interpreters as the ultimate experts in the medical interpreting field.

## Language Line® University (LLU)

- Is the globally recognized interpreter testing, training and certification division of Language Line Services, the worlds founder and largest over the phone, video and on-site interpreter provider.

## PSI

- For over 60 years they have offered comprehensive solutions from test development to delivery to results processing, including licensing & certification tests for corporations, professional associations and government agencies.

# COLLABORATION



The purpose of this collaboration is to:

- consolidate resources and avoid duplication
- unite existing efforts into a 'single' national certification program
- expedite the process and make certification available to the largest number of interpreters in the largest number of languages in the largest number of locations
- model a multi-organizational collaboration that recognizes not only IMIA and LLU certification efforts but also other organizations efforts without compromising their intellectual property
- engage in further research and advocacy
- have a more comprehensive project planning process to make sure that we meet the requirements needed to obtain NOCA/NCCA accreditation



# NOCA ACCREDITATION



## National Organization for Competency Assurance (NOCA)

- National Commission for Certifying Agencies (NCCA) is the body of NOCA that regulates and accredits certification programs nationwide promoting excellence and quality certification process.

## Why are we seeking NOCA accreditation?

- To ensure the quality of the certification process
- To gain state, federal and national recognition

**Note:** *NOCA current standards exceeds the requirements of the American Psychological Association and the US Equal Employment Opportunity Commission. Organizations that are accredited by NOCA: American Academy of Nurse Practitioners, Board of Pharmaceutical Specialties, Commission for Case Managers, many others (100+)*

# PATIENT SAFETY



- One of the root cause for Healthcare Disparities is lack of effective communication and failure to address this hinders patient from receiving quality of care and exposes the healthcare industry to many liabilities
- IOM report *Crossing the Quality Chasm* suggests there are six elements tied to quality of care and out of those six elements there are three that are directly linked to communication; effectiveness, safety & equity
- Research has shown that LEP patients are more likely to suffer from adverse events due to communication errors and these events tend to have a greater clinical consequence
- Also research has shown that in the presence of communication difficulties healthcare providers may tend to order unnecessary tests for conditions that could have been diagnosed through a simple basic history taken with a qualified interpreter



# PRIMARY BENEFITS

## Patients and Providers

- Ensures effective communication between providers and patients
- Prevents adverse effects due to use of unqualified interpreters

## Interpreters

- Provides a professional credentialing that crosses state lines
- Gives one credential for all interpreters (in-person & remote)
- Provides the ability of being tested once and not by every health care facility they apply to

## Healthcare Industry

- Prevents liability issues due to incompetent interpreting
- Reduces length of time it takes to validate candidates qualifications and prevents administrative testing costs of recruitment of interpreters

## Government

- Provides national credential that crosses state lines in case of national disasters
- State health departments don't need to spend to develop state certification

# GOVERNANCE



## NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

- The Board of Certification for Medical Interpreters is a group of organizations who will be appointed to implement policy related to certification program operation. Several stakeholder groups (e.g., the public and other consumers, trainers, employers, regulators, and certificants) will be represented. This constitutes the certifying entity and will have authority over all essential certification decisions.
- Policies and procedures will be established to protect against undue influence that could compromise the integrity of the certification process. For example, those that are not members of the National Board will not be allowed to participate in the meetings even as observers.
- To avoid conflicts of interest between certification and education functions, the National Board of Certification for Medical Interpreters will not be responsible for accreditation of educational or training programs or courses of study leading to the certification.

# CREDENTIALING



Offers 3 credentials to cover all languages:

## 1. CERTIFIED MEDICAL INTERPRTER (CMI)

- Successful completion of process with written & performance exam
  - ✓ *Initially available in 22 languages, expanding to 30 by 2010*

## 2. QUALIFIED MEDICAL INTERPRETER (QMI)

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

## 3. SCREENED MEDICAL INTEPRETER (SMI)

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

# PROCESS FOR CERTIFICATION



## Step 1. Register for certification

- Meet basic eligibility prerequisites (knowledge, education & skills training)

## Step 2. Take the National Board Written Exam

- Demonstrate competency in knowledge areas (proctored/administered by PSI)

## Step 3. *Depending on the non-English working language*

- Take the National Performance Exam
- Take the Qualification Exam
- Undergo the Portfolio Review

## Step 4. Re-certification

3.0 CEUs, 5 year period, no retesting required



# RECERTIFICATION

## Requirements:

- ✓ 3.0 Continuing Education Units (30 hours within 5 years)
- ✓ No retesting required

## Why do you need to be recertified?

- ✓ Protect patient's safety
- ✓ Honor patient's right to obtain services of a competent interpreter to ensure good outcomes
- ✓ Prevent interpreters once certified to lag on field experience for many years

# WHAT ABOUT ACCESS?



## Interpreters with disabilities

### Blind or Visually Impaired

- The written test is designed in a platform that is compatible with screen reading programs like JAWS and Windoweyes.

### Physically Challenged or Mobility Impaired

- Candidates will be able to request special accommodations to access testing centers

# PROGRESS REPORT SINCE JAN. 09



- ☑ Conducted Several Focus Groups
- ☑ Conducted National Surveys
- ☑ Started advocacy efforts in Washington, DC
- ☑ Developed presentation & Industry FAQ Guide, multiple presentations given
- ☑ Completed Job Analysis with over 1,500 participants
- ☑ National Board to oversee certification
- ☑ SME Test review complete
- ☑ Currently PSI is evaluating the exams with testing experts & psychometricians
- ☑ Aiming for the third and final pilot testing in April 2009
- ☑ Convening on May 1<sup>st</sup> in Denver, CO to promote national certification



# What Next?



- Continue to promote national certification for medical interpreters with other organizations, coalitions, and government entities
  
- Continue advocating for the reimbursement of medical interpreter services because:
  - ✓ Unfunded mandate – Title VI, ADA, Executive Order 13166, State Laws
  - ✓ Hospitals capped by administrative budgets
  - ✓ Cost of interpreter is minimal compared to cost of delays or additional tests/visits/ hospitalizations
  - ✓ It is time we provide assurance of safety communication to patients and providers alike to eliminate healthcare disparities due to language access!

# JOIN US ON MAY 1<sup>ST</sup> DENVER, CO



## 3rd Annual National Medical Interpreter Certification 9a.m.– 5p.m.

- **Convene** to discuss the important topic of national medical certification. Hear from national and international speakers and subject matter experts sharing important updates and relevant information. The forum also consists of round table sessions and an expert panel.
- **Past attendees** have included interpreters, providers, associations, state officials, advocates, policy makers, language service providers, educators, trainers and international representatives.
- **This is an open collaboration that crosses state lines and industry sectors to enable a broader perspective – all are welcome to participate. There is no registration fee!**

*contact Jeanette Anders [janders@languageline.com](mailto:janders@languageline.com) for more information*

# WHAT ABOUT ACCESS?



All interpreters, all languages, all places

- PSI will administer the tests via the 800 proctored sites they have nationwide. Information about the locations available at their site: [www.pSIONline.com](http://www.pSIONline.com)



# COMING SOON



- A website dedicated to National Certification:

**[www.certifiedmedicalinterpreters.org](http://www.certifiedmedicalinterpreters.org)**