Turning today's healthcare interpreting challenges into building blocks of the future

Interpreting Profession & Industry Stakeholders

- Interpreters
- Consumers: HC Providers
- Consumers: Patients, Family, Community
- Language Srvs Companies
- Interpreter Educators
- Interpreter Associations
- Certification Bodies
- Technology Companies
- Public at Large

Roundtables at the National Healthcare Interpreter Certification Summit (10/12/19)

Concurrent roundtable discussions "Where does it hurt? Challenges faced by stakeholders in the healthcare interpreting profession and industry" on these topics:

1. Professional Challenges for Interpreters
2. Challenges of Training Interpreters
3. Challenges for Language Services Companies
4. Challenges for Associations of Interpreters and/or Translators
5. Language Access and Policy Challenges
6. Technology in Interpreting and for Interpreters
7. Future Paths for Interpreter Certification

The objective was to identify the most urgent or strategic issues faced by different stakeholder groups today, especially those, that contribute to the alienation and divisive attitudes or jeopardize the professionalization of healthcare interpreting.

Healthcare Interpreting Challenges

Interpreters:
- Role is still misunderstood; perceived as a hindrance
- No standards regarding working conditions
- Inequitable compensation and quality issues
- Differences between freelance and staff interpreters
- Shortage of in-person interpreters
- Lack of oversight in enforcing interpreter qualifications/certification
- Lack of legislative initiatives to regulate the profession
- More interpreter education opportunities needed

Language Services Companies:
- Shortage of interpreters across languages and modalities
- Compensation and reimbursement
- Workers' classification (AB5 in CA)
- National consensus on training and performance

Interpreter Educators:
- Training gaps: skills-based, language-specific, remote interpreters
- No mechanism for disseminating info regarding available trainings on a large scale in a uniform way
- Accessibility and affordability of quality training
- Support for trainers, standardization of trainer qualifications & education
- Lack of national agreement on language proficiency standards
- Lack of incentives for training beyond beginner-level

Technology:
- Standardization of Remote Interpreter (RI) training
- Reliability and quality of technological solutions
- Research of best practices in RI protocols & quality control
- Misunderstanding of RI benefits by interpreters & providers

Building the Future

Continuous national conversations

National mechanisms for dissemination of information about:
- Interpreter profession & role
- Educational opportunities for interpreters

National data collection and research:
- Interpreter services utilization
- Interpreter protocols
- Best management practices
- Compensation & employment

National standardization of:
- Language proficiency assessments
- RI training and protocols
- Interpreter working conditions
- Post-certification performance evaluation
- Interpreter trainer qualifications