

HEALTHCARE INTERPRETING CONTINUED EDUCATION

Location: La Clinica - The Learning Well Center

931 Chevy Way, Medford, OR 97502

2024

CEU'S	Description	Qualified/Certified Interpreters/Providers	Length of course	Date
Skills – 3 h General – 3 h	Anatomy & Physiology for Interpreters – Part I and II	Qualified/Certified Interpreters	One-day training 9 am to 4 pm	Wed. Jan 31
Ethics – 2 h Skills – 3 h General – 1 h	Preparation to take the written and oral tests	Qualified Interpreters	One-day training 9 am to 4 pm	Fri. Feb. 23
General – 3 h	Roots and Affixes	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	Fri. March 29
Skills – 1 h Ethics – 1 h General – 1 h	Behavioral Healthcare Interpreting Training	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	Tue. April 30
Ethics – 2 h	Ethical challenges in different interpreting settings	Qualified/Certified Interpreters	2 hours 9 am – 11 am	Fri. May 24
Ethics – 2 h	Ethics, Standards and Protocols	Qualified/Certified Interpreters	2 hours 9 am – 11 am	Fri. June 28
Skills – 3 h	Fundamentals of Consecutive Mode	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	Fri. July 26
General Skills Ethics	IN PERSON - 60-hour Healthcare Interpreting Training	For new interpreters	60 hours – 8 hours/day for 7.5 days No Saturday or Sunday 8:30 am-5 pm	Mon. August 26 to Wed. Sept. 4 (noon)
Skills – 3 h	Dental Terminology	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	Fri. Sept. 20
Ethics – 2 h General – 4 h	Cultural Competence in Health and Human Services	Providers/Qualified/Certified Interpreters	One-day training 9 am to 4 pm	Fri. Oct. 25
Skills – 4 h	Fundamentals of Sight Translation	Qualified/Certified Interpreters	4 hours 8 am – 12 pm	Fri. Nov. 8

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Skills – 3 h	Note-taking Fundamentals for Interpreters: A Path to Success in any setting	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	Fri. Nov. 15
General Skills Ethics	IN PERSON - 60-hour Healthcare Interpreting Training	For new interpreters	60 hours – 8 hours/day for 7.5 days – no Saturday or Sunday 8:30 am – 5 pm	Mon. Dec. 2 to Wed. Dec. 11 (noon)

24 hours of OHA approved continuing education (CEU) in the following categories:

- Six hours of health care interpreter **ethics**
- Six hours of interpretation **skills** (*performance-based training aimed to improve the healthcare interpreter's skills in the three interpreting modes*)
- Twelve hours that cover any topics accepted for continuing education by interpreter certification testing centers.

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HEALTHCARE TRAINING DESCRIPTION

60-HOUR HEALTHCARE INTERPRETING TRAINING

The Program

This program, *The Community Interpreter®: International Edition*, is a comprehensive 60-hour certificate program. It provides the prerequisite for national medical interpreting certification.

The Community Interpreter® International is the leading national community and medical interpreter training program. It is an interactive, skills-based program for spoken and sign language interpreters. It is also the most up-to-date program in the field. The sessions ground you in what you need to know to work as a professional interpreter.

The focus is on medical, school and government or nonprofit service settings. With this program, you receive a copy of the most comprehensive textbook, medical terminology, and workbook in the field.

PROGRAM CONTENT

MODULE 1: THE PROFESSION

- An overview of medical and community interpreting today
- National ethics
- How to assess your performance

MODULE 2: PROTOCOLS AND SKILLS

- Basic protocols (such as positioning)
- Message transfer skills (how to interpret)
- Interpreting modes
- Memory skills and note taking

MODULE 3: STRATEGIC MEDIATION

- How to make decisions
- Intervention skills
- The Strategic Mediation Model
- Cultural mediation

MODULE 4: PROFESSIONAL IDENTITY

- Who are you? Where do you fit in?

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- Professional practice
- Introduction to legal interpreting
- Terminology

MODULE 5: THE INTERPRETER'S ROLE

- Managing your role
- Advocacy
- National standards of practice
- Self-care and professional development

If you want a quality program that will prepare you for the real world of community interpreting, you have found it.

Source: Developed by [Cross-Cultural Communications \(CCC\)](#), TCI has more than 380 licensed trainers in 42 U.S. states, Washington, DC, Guam and six other countries.

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WORKSHOPS' DESCRIPTION FOR QUALIFIED/CERTIFIED HEALTHCARE INTERPRETERS

PREPARATION TO TAKE THE WRITTEN AND ORAL TESTS

Intensive review course prepares current healthcare interpreters for taking the national certification written exams (CCHI and NBCMI) through reading materials, images, and quizzes in the following areas:

- Preparation and management of an interpreting encounter
- Medical terminology and body systems
- Standards of practice and code of ethics
- Cultural competence
- Practice of sight, consecutive and simultaneous modes.

Interpreters will practice:

- Sight translation into non-English language passages from documents that healthcare interpreters might encounter in their work
- Consecutive interpreting vignettes (bidirectional, English to/from the non-English language.
- Simultaneous interpreting vignettes (unidirectional, non-English language and English)
- Multiple-choice question testing.

Both certification bodies [The National Board of Certification for Medical Interpreters](#), which confers the CMI (Certified Medical Interpreter), and [Certification Commission for Healthcare Interpreters](#), which awards the CHI (Certified Healthcare Interpreter), include questions in these four areas in their written exam.

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ROOTS AND AFFIXES - MEDICAL TERMINOLOGY

Medical terminology is the standardized means of communication within the healthcare industry. The importance of fluency in medical terminology, which applies to all hospital personnel, including allied healthcare professionals, eases clinical proceedings and enables everyone involved in the process of treatment and care to perform more efficiently for the patient's benefit.

Most of the terms are derived from Greek and Latin and the science-based vocabulary follows a systematic methodology. Each term contains two or three terminology components and can be broken down into parts.

ETHICS, STANDARDS AND PROTOCOLS

A total review of the National Code of Ethics for Interpreters in Healthcare and National Standards of Practice for Interpreters in Healthcare published by the National Council on Interpreting in Healthcare (NCIHC).

The NCIHC's National Standards of Practice are designed to help improve the quality and consistency of interpreting in health care. Like the clinical protocols for physicians, these new standards will provide guidance as to what is expected of healthcare interpreters and what constitutes good practice.

The protocols specifying interpreter actions are a direct consequence of the ethical principles. Review of protocols, pre-encounter, pre-session, or pre-interview; during the encounter, session or interview, and post-encounter, post session or post interview.

ETHICAL CHALLENGES IN DIFFERENT INTERPRETING SETTINGS

Ethically challenging situations in the workplace. Using the Code of Ethics and the Standards as a guide, this workshop will offer approaches to various ethical situations, dilemmas, and the best practices involved in each.

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BEST PRACTICES FOR COMMUNICATING THROUGH AN INTERPRETER - FOR PROVIDERS

The workshops provide instructions:

- to help service providers understand the role of an interpreter, assuring effective communication between them and their patients with the effective assistance of a trained/certified interpreter.
- to improve effective use of time during the clinical encounter to improve outcomes.
- to help ensure appropriate utilization and increase client adherence and satisfaction with services. In an interpreting encounter, service providers play a key role when they understand their interpreters' code of ethics, standards, and protocols.

SIGHT TRANSLATION WORKSHOP

Translating and interpreting at the same time gives you the opportunity to improve your concentration, reformulation, pace, and speech delivery. In this course, you will find hand-picked exercises that will help you enhance your overall skills.

In this oral laboratory course, you will find healthcare documents to practice with medical and legal terms like those found in some the documents we are often asked to sight translate. You will gain more confidence and fluency in this interpreting mode.

1. Gain speed in your reading and delivery.
2. Learn more healthcare vocabulary in both languages.
3. Improve your reformulation skills.
4. Gain confidence to take the certification exam or at work.

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CONSECUTIVE INTERPRETATION

A crucial skill in medical settings—requires mastery of techniques that help maximize accuracy. This webinar will introduce the techniques and skills used in consecutive interpreting, including chunking, visualization, notetaking, and situational control, among others. Participants will have the opportunity to practice these skills during the webinar. This language neutral webinar is taught entirely in English and is open to interpreters in all languages.

The objectives of this workshop are 1) to introduce you to the consecutive mode of interpretation, 2) to review strategies for successfully interpreting in this mode and 3) to give you an opportunity for some hands-on practice using these strategies.

Consecutive interpreting is a challenging task that requires a high level of skill and concentration. Some of the challenges that interpreters face include:

1. **Memory retention:** Consecutive interpreting requires the interpreter to remember what the speaker has said and then repeat it in the target language. This can be difficult, especially if the speaker talks for an extended period.
2. **Note-taking:** To help with memory retention, interpreters often take notes while the speaker is talking. However, this can be challenging as they need to balance listening to the speaker and writing down important points.
3. **Time management:** Consecutive interpreting can take longer than simultaneous interpreting as the interpreter needs to wait for the speaker to finish before translating. This can extend the length of meetings or conversations.
4. **Accuracy:** Interpreters must ensure that they accurately convey the meaning of what has been said in the source language. This requires a deep understanding of both languages and cultures.
5. **Stress:** Consecutive interpreting can be stressful, especially in high-pressure situations such as courtrooms or medical settings. Interpreters must remain calm and focused while interpreting.

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Topics include:

- Short-term memory vs. long-term memory
- Successful recall strategies: principles and practice
- Situational control
- Practice exercises

NOTE-TAKING FUNDAMENTALS FOR INTERPRETERS: A PATH TO SUCCESS IN ANY SETTING

Note-taking is the final component to a complete consecutive interpreting skill set. There are misconceptions about when, where, and how notetaking is needed. The truth is that learning the technique will enhance the interpreter's performance with consecutive interpreting regardless of the setting or interpreting specialization. Having a solid note-taking technique is an extension of your core abilities as an interpreter to listen, understand, analyze, and convert meaning between languages. It is not about whether you are doing "short" or "long" consecutive or are working as a conference or a medical interpreter. The more you can allow the speakers time to complete their thoughts without interrupting them to interpret, the more smoothly and accurately your interpretation will be.

Consecutive notetaking is a technique that can be learned and practiced. It is not magical or mysterious. Every interpreter develops a unique relationship with the technique, but the steps are the same for everyone.

US HEALTHCARE SYSTEM

This course will provide you with basic knowledge and understanding on how the United States Healthcare System is structured. You will gain a basic understanding of healthcare funding. You will understand administrative levels of healthcare system

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and will be able to define functions and basic scope of practice of major healthcare workers. You will be able to classify various levels of education, licensure, and certification for main healthcare providers. You will understand the current legal and political implications of United States Healthcare System.

- Analyze the structure of the United States healthcare system to provide an analysis of its strengths and weaknesses.
- Compare healthcare delivery systems across the globe to make recommendations for disruptive innovation and healthcare system reform in the United States.
- Examine the U.S. healthcare delivery system role in patient health outcomes.
- Formulate a plan to incorporate knowledge gained into an existing healthcare delivery system.

ANATOMY AND PHYSIOLOGY FOR INTERPRETERS: PART 1 AND 2

A clear, simple overview of anatomy and physiology designed to strengthen interpreters' medical understanding and accuracy.

Part 1 focuses on five body systems: the **integumentary, musculoskeletal, circulatory, respiratory, and nervous systems.**

Part 2 focuses on five body systems: the **endocrine, immune, digestive, urinary and reproductive systems.**

After completing this course, you will be able to

Define anatomy and physiology and name the main organs and functions of the human body systems.

Interpret basic terms for body parts, functions, common diseases, and conditions related to those ten systems.

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DENTAL TERMINOLOGY

This **three-hour workshop** provides interpreters with the concepts and vocabulary needed in encounters related to dental hygiene.

Interpreters will learn:

- The anatomy and physiology of the mouth and dentition
- How to interpret during a basic dental exam and cleaning
- The questions that dental hygienists routinely ask and the signs and symptoms they look for.
- The basics of oral hygiene
- How to describe the work of the periodontist in treating gum disease with deep cleanings

This workshop includes exercises and dialogues to internalize key dental terminology in English and interpret this terminology accurately and faithfully. These exercises will be complemented using a bilingual glossary of dental health.

BEHAVIORAL HEALTHCARE INTERPRETING TRAINING

You will be able to interpret how our daily cognitive habits affect our overall well-being, emotions, biology, and behavior. It is often used interchangeably with mental health but is a far more expansive term that incorporates not just our mental wellness, but the way our thoughts play out in real life.

Good behavioral health means engaging in behaviors that help you achieve an ideal mental and physical balance. That means exercising, eating a healthy diet, and taking necessary steps to manage an existing disease or injury.

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GENERAL COMPETENCE IN HEALTH AND HUMAN SERVICES

This two-module training covers Cultural Competence for Interpreters.

Module 1 topics include:

- Language Access Requirements
- Why Language matters: a rationale for language access
- Language access laws and requirements
- Key best practices
- Interpreters and Ethics
- Trained vs untrained interpreters
- Sight Translation
- Effective skills and practices
- Simple tips and role plays

Module 2 topics include:

- The need for culturally responsive services
- Culture and Diversity
- The impact a rationale for cultural competence
- Requirements, standards, and legislation
- Strategies for communicating across cultures.
- Role play practice
- Communication skills
- Developing a cultural competence plan
- Cultural competence checklist
- Cultural competence planning toolkit

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REMOTE INTERPRETING

Remote interpreting allows parties, healthcare providers, patients to engage interactively through video or audio conference.

While the use of technology and remote hearings makes it possible for some or all parties to participate from alternative locations, etiquette and procedures still apply.

Remote Interpreting (RI) offers **two modalities** to provide the services of a qualified (certified) healthcare interpreter,

- ❖ **Video Remote Interpreting (VRI)** uses videoconferencing technology, equipment, and a high-speed Internet connection with sufficient bandwidth.
- ❖ **Over-the-Phone Interpreting (OPI)** uses telephonic connection and usually special equipment (e.g., dual handset phone).

The course will include the following:

- Equipment necessary
- Computer, tablets, webcam, USB headphones with microphone
- Browser
- Protocols
 - professional introduction in a remote session.
 - Interpreter's environment (quiet room, no distractions)

TWO-DAY TRANSLATION WORKSHOP - ENGLISH/SPANISH

This course will focus on developing the student's skills in translating texts from English into Spanish and vice versa.

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This course consists of an intensive review of the general rules of the Spanish written language and its present modifications. It is taught entirely in Spanish and will cover the Spanish written fundamentals necessary for writing error-free Spanish translations.

Instruction will focus on:

- The latest revision of regulations by the Real Academia Española,
- The most common problems translators face in the areas of spelling, punctuation, word usage, and grammar,
- Subjunctive tense in Spanish,
- Educational terminology,
- Special education,
- Medical terminology
- False cognates,
- Computer-assisted research skills,
- Proofreading,
- Editing,
- Practice will include translations of English into Spanish and vice versa of healthcare-related documents.

**HB 2359 was passed and signed into law July 14, 2021, by
Governor Kate Brown**

<https://olis.oregonlegislature.gov/liz/2021R1/Downloads/MeasureDocument/HB2359/Enrolled>