



Interpreter Training

Programs



Robert Wood Johnson Foundation



ROBERT WOOD JOHNSON FOUNDATION

IMPROVING PATIENT-PROVIDER COMMUNICATION FOR LATINOS

Interpreter Training Programs

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Interpreter Training Programs

This report is designed to provide readers with examples of medical interpreter training programs. There are two components: (1) a table that summarizes each program and includes information such as name, location, content, length of program, and curriculum content. (2) a narrative report that contains more descriptive information such as contact information and cost.

The "Type of Institution" categories are consistent with the National Council on Interpreting in Health Care (NCIHC). These categories are academic training programs, bilingual health care employee training programs, community training programs, intensive training of at least 40 hours, and agency training programs. However, we found that the first three categories (academic program, bilingual education program, and community training program) were sufficient to categorize most programs. Thus, the intensive training program and agency training program categories were dropped. Some programs do not fit nicely into one category, and may be considered "hybrids", for example a program that is part bilingual and part community. The Language Line Services program is one such hybrid, which was an agency but was re-categorized into the bilingual employee category. These hybrids are classified under the one category that is most relevant.

The following table contains a sampling of interpreter training programs currently in use. The table contains criteria developed by NCIH (National Council of International Health). The method of sampling involved various Internet searches using the phrases "medical interpreter", "medical interpreter training programs", "health care interpreter", and "health care interpreter training programs" as search criteria. The search engines Google, Dogpile, and Yahoo were used in association with web sites such as CHIA, MMIA, and other community organizations to search for information. In addition, the core of the research was based on information set forth in the Asian Health Services and Cross Cultural Health Care Program Report. For the association certification standards, information was obtained from Massachusetts (MMIA), California (CHIA), and Washington.

More information on programs is listed in the Narrative Description of Interpreter Programs section. A description of each program is provided in this section. Contact information such as website address, phone number, and contact person is included, along with details about the program. This document contains information such as the length of the program, cost, and course content.

Summary Tables

Name of Program	Location	Type of Institution	Content	Length of Program	Certificate	Language Screening	Skills Practice	Use Coaches	Practicum	Post-Test	Content
Language Line Services	Monterey, CA	Agency Training Program	Trains their interpreters with Cross Cultural Health Care curriculum (see above).	Average interpreter spends 500 minutes in health care setting		Yes - 1	N/A	Yes	Yes - 5	Yes	N/A
Asian Health Services	Oakland, CA	Community Training Program	Curriculum reflects the draft Standards of Practice in development by CHIA Collaborative member for the "Connecting Worlds Health Care Interpreter Training Curriculum". Specializes in Asian languages, but includes Spanish language interpreter training.	N/A Online	No	No	Yes - 3	No	No	No	medical terminology interpreter role
New York Task Force on Immigrant Health Introduction to Medical Interpreting	New York, NY	Bilingual health care employee training program	Built to be an "introduction" to medical interpreting. Broken into 6 modules of different durations, this course focuses on the basic skills need to be used in the field. On-going discussions of terminology, medical issues, and videotaped role plays are presented	40 hours	No	Yes	No	Yes	No	Yes	medical terminology interpreter role code of ethics cultural & ethical issues interpreter & comm skills universal precautions
Cambridge College In cooperation with Neighbors for a Better Community	Cambridge, MA	Academic training program	Based upon the MMIA, the program is designed for medical interpreters working in the field.	Six 3-credit courses with 120 hour internship	N/A	No	Yes - 3	No	Yes - 9	Yes	medical terminology role of the interpreter code of ethics communication skills
Mount San Antonio College Health Care Interpreting Program	Walnut, CA	Academic training program	Program provides training to develop awareness and skills for in community-based health settings.	Ten Months of Classes	Yes	No	N/A	N/A	Yes - 10	Yes, program requires completion of coursework	medical terminology interpreting & comm skills interpreter role cultural & ethical issues
City College of San Francisco Health Care Interpreter Certificate Program	San Francisco, CA	Academic training program	Students will develop skills related to the communication process such as working with providers/patients, note-taking, cross-culture communication.	96 hours	Yes	Yes	Yes - 3	No	No	Yes	Interpreter role medical terminology cultural & ethical issues code of ethics
Hunter College Community Interpreter Project	New York, NY	Academic training program	Designed for bilingual undergrads, it's goal is to serve students who fill-in as ad-hoc interpreters for the community and their families. Language coaches are provided.	51 hours	No	Yes-2	Yes - 3	Yes - 7	No	Yes	Interpreter role code of ethics medical terminology cultural & ethical issues
Reedley College Health Care Interpreter Certification Program	Reedley, CA	Academic training program	Through academic and cultural preparation, students of this program are introduced to the fundamentals of medical interpreting with additional coursework in specific cultures to address nuances.	288 to 300 hours	Yes	No	N/A	N/A	N/A	Embedded in class work	N/A
Health Promotion Council Of South Eastern Pennsylvania Community Healthcare Interpreter Training (CHIT)	Philadelphia, PA	Community Training Program	Administered by the Health Promotion Council, the courses meet the needs of the students by introducing the basic curriculum along with cultural frameworks, professional development, and communication skills. Follows Cross Cultural Health Care of Seattle, Washington	32 hours	Yes	No	No	No	No	No	communication skills medical terminology code of ethics
The North Carolina AHEC Spanish Language & Cultural Training Initiative	Various AHECs in North Carolina	Community Training Program	Multilevel program designed to improve cultural competencies through training programs, along with Instructor Trainings.	8-16 hours, depending on the level	No	No	Yes - 3	No	No	N/A	medical terminology code of ethics standards of practice
Cross Cultural Health Care Program	Seattle, WA	Community Training Program	Based upon "Bridging the Gap" curriculum created to complement the external screening and certification process.	40 hours	No	No	No	No	No	Yes	interpreter role medical terminology interpreting/comm skills cultural & ethical issues
Texas Department of Health	Austin, TX	Community Training Program	Program is focused around the role of the interpreter and the code of ethics. Limited access to interpreting skills and cultural issues. Curriculum is not detailed.	14 hours	No	No	Yes - 3	No	No	Same as Pretest	interpreter & comm skills interpreter role cultural & ethical issues

Name of Program	Location	Type of Institution	Content	Length of Program	Certificate	Language Screening	Skills Practice	Use Coaches	Practicum	Post-Test	Content
Massachusetts General Hospital Medical Interpreter Training	Boston, MA	Bilingual health care employee training program	Highly interactive training course for staff under the standards of practice for MMIA. Students are paired with a mentor for support. Incorporates role-play into the course as well as the role of the interpreter as a cultural teacher.	90+hours	No	Yes	Yes - 4	No	Mentor Program	Yes, video tape of medical encounter	medical terminology interpreter role code of ethics cultural & ethical issues interpreter & comm skills
Harvard Pilgrim Health Care	Brookline, MA	Bilingual health care employee training program	Based upon the standards of the MMIA, the training is broken into 6 modules, exploring the roles of the interpreter. One module also focuses on Cultural Interface. Differentiates between a Medical Interpreter and Language Facilitator.	48 hours	Yes	Yes	Yes - 3	No	No	No	interpret & comm skills interpreter role basic medical terminology biomedicine as culture code of ethics cultural & ethical issues
MassHealth Access Program Medical Interpreter Training Program	Shrewsbury, MA	Bilingual health care employee training program	Designed to support Medicaid patients at local hospitals based upon the Mass. Area Health Education Center medical interpreter training.	15 hours-Intro 54 hours-Comprehensive	Yes (of Attendance)	Yes	Yes - 3	Yes	Yes - 3 hours	Yes	interpret & comm skills interpreter role basic medical terminology biomedicine as culture code of ethics cultural & ethical issues
Health Care Interpreting Services/Heartland Alliance	Chicago, IL	Bilingual health care employee training program	Courses offered to train interpreters for Health Care Interpreter Service (HCIS). With two parts to the training, the second module addresses cultural issues such as ethnic problems, personal values/beliefs, etc.	30 hours with an 8 hour internship	N/A	Yes - 2	Yes - 5	No	Yes - 8 hour	Yes - Oral Test	universal precautions code of ethics interpreter & comm skills interpreter role
Hennepin County Medical Center Interpreter Training – A Forum for Discussion	Minneapolis, MN	Bilingual health care employee training program	Medical Interpreting training is provided specific to their institution, including ethical guidelines to on-the-job situations.	30 hours	No	No	N/A	N/A	N/A	N/A	N/A
University of Massachusetts Memorial Health Care Bilingual Medical Interpreter Training Program	Worcester, MA	Community Training Program	Held at Umass Medical School, courses offer lectures, guest speakers, discussion, brainstorming, role-playing, and practicum to train community members.	50 classroom hours; 41 practicum hours	No	Yes	Yes - 3	No	Yes - 5	N/A	interpreting & comm skills ethical & cultural issues medical terminology
Vista Community Clinic	Vista, CA	Bilingual health care employee training program	Designed to train clinic employees, the program is succinct and very introductory. Includes note-taking practice and cultural concepts such as "Latino folk medicine".	6 hours	No	No	Yes - 3	No	Monthly quizzes of staff	Yes	medical terminology interpreter role code of ethics cultural & ethical issues interpreter & comm skills
Stanford Hospital and Clinics	Palo Alto, CA	Bilingual health care employee training program	Provides training for hospital staff and Monterey Institute of International Studies students. Training includes cross-cultural communication as well as basics for medical interpreters. Also trains Language Bank community volunteers in preparation for u	3 Levels	No	Varies	No	Yes - 8	Yes - 5 & 9	Yes	medical terminology interpreter role code of ethics cultural & ethical issues interpreter & comm skills
Cross Cultural Communication Systems, Inc.	Winchester, MA	Community Training Program	Program is capable of furnishing most levels of interpreters with diverse backgrounds. Includes standards of practice along with cultural competency and cultural interface through role-playing and discussion. Training packet available.	2 day course	No	Yes	Yes - 3	No	No	In progress	interpreter role medical terminology cultural & ethical issues
Southern California School of Interpretation Medical Interpretation Certification Programs	Santa Fe Springs, CA	Academic training program	Provides basic medical interpreting courses to pass State Certification exams.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

INTERPRETER TRAINING PROGRAMS

Name of Program	Location	Type of Institution	Content	Length of Program	Certificate	Language Screening	Skills Practice	Use Coaches	Practicum	Post-Test	Content
											Content
Merrimack Valley Area Health Education Center	Lowell, MA	Community Training Program	Training is provided to prepare interpreters for medical encounters.	54 hours	Yes	No	N/A	N/A	N/A	N/A	N/A
Bentley College	Waltham, MA	Academic training program	Based upon the MMIA standards of practice. Can receive a combined legal/medical interpreting certificate if desired. No longer accepting new students to the program	154 hours	Yes	Yes	Yes - 3 & 6	No	Labs	N/A	medical terminology communication skills role of the interpreter code of ethics
UMass Amherst Online	Amherst, MA	Academic training program	Online learning that focuses on building medical terminology, memory retention, note-taking.	3 units	Yes	No	No, since online course	No	No	No	medical terminology code of ethics standards of practice
Oregon Health Sciences University Introduction to Interpreting	Portland, OR	Academic training program	A work in progress, this program introduces medical interpreting skills to students as well as an HIV/AIDS update and computer fundamentals.	30-40 hours	No	No	No	No	No	Yes not specified in info	medical terminology interpreting & comm skills
University of Minnesota Medical Interpreting Training Program	Minneapolis, MN	Academic training program	Organized to provide training to become professional interpreters. Bilingual lab sessions are a major component. Supported by a grant from the Bush Foundation.	30-40 hours	No	No	No	Yes	Yes- 9	Yes, video tape of medical encounter	interpreting & comm skills ethical & cultural issues medical terminology
University of Arizona, National Center for Interpretation Agnese Haury Institute for Interpretation	Tuscon, AZ	Academic training program	Offering a weeklong series July 2002 taught by leaders from MA and WA. Info on year-round program n/a online.	Week-long series	No	Yes	N/A	N/A	N/A	Yes	medical terminology code of ethics standards of practice
Monterey Institute of Language Graduate Program of Translation & Interpretation CERTIFICATE PROGRAM IN COURT & MEDICAL INTERPRETING	Monterey, CA	Academic training program	Prepares students for careers in medical interpreting and for state certification programs in some states. Orients students to the role of interpreter, code of ethics and techniques. Students can also participate in an internship at Stanford Hospital at	N/A	Yes	No	N/A	N/A	Yes - 9 (Stanford Medical Center)	N/A	medical terminology code of ethics standards of practice
University of South Florida Gulf Coast AHEC	Sarasota, FL	Academic training program	Gulfcoast South AHEC and USF created a unique program that incorporates the experiences of seasoned interpreters into their curriculum. Initially began from a conference named, "Getting Started with Medical Interpreting Training".	N/A Online	No	N/A	N/A	N/A	N/A	N/A	N/A
Clinicas de Salud del Pueblo	Brawley, CA	Bilingual health care employee training program	Build capacity of bilingual staff to accurately interpret. Includes role playing, breakout session, legal aspects, ethical considerations	40 hours- 8 5-hour modules	N/A	No	Y	N/A	N/A	Yes	review of medical terminology, CHIA ethical standards
Healthy House	Merced, CA	Community Training Program	Use Connecting Worlds curriculum to train employees in hospitals, clinics, outpatient services	40 hours over 5 weeks	N/A	Yes	Y	N/A		Yes	Medical terminology, ethics, roles, cultural competence, CHIA standards
Oregon Health Career Center- Columbia Wilamette Area Health Education Center	Tualatin, OR	Academic training program	Training is offered through a special assistance program from the Oregon Health Career Center. To participate in the program, one must be employed at a participating hospital system, speak English and either Spanish/Russian, and complete a language asses		Yes	Yes	N/A	N/A	Y- 30 hour	Yes	Introduction to Healthcare Interpreting Concepts, Medical Terminology I and II, Overview of Anatomy and Physiology, Advanced Healthcare Interpreting Concepts
1 = Medical Interpretation			6 = Case studies								
2 = Oral Interpretation			7 = For each language								
3 = role-playing and group discussions			8 = For various types of instructors								
4 = role playing and videotaping			9 = Internship								
5 = shadowing of working interpreters			10 = Externships and Laboratory courses								

Narrative Description of Interpreter Programs

A. Academic Training Programs

Bentley College -- Waltham, MA

<p>LEGAL AND MEDICAL INTERPRETER CERTIFICATE PROGRAM</p>	<p>The only combined legal and medical interpreter certificate program in New England. Separate certificates are offered. The program lasts 12 months for one certificate (154 hours training), 15 months for a combined certificate (190 hours training). Certified and experienced faculty train individuals in legal and medical settings. Available for Spanish-English and Portuguese-English speakers – schedule varies each semester. Prospective students must complete the application process and pass a language proficiency examination.</p>
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Instruction is provided in written and sight translation, simultaneous and consecutive interpretation, and the Massachusetts Medical Interpreters Association standards of practice for interpreters. Depending on the courses taken, participants receive either a combined certificate for legal and medical interpreting, or a certificate for one component. The "program plan" (legal or medical certificate) is \$3,475 plus a \$25 lab fee. The "per course plan" is \$3,775 plus a \$25 lab fee.

Contact:

Franklyn P. Salimbene, JD, LLM Director
 Tel: 1-800-866-2201
 fsalimbene@bentley.edu
<http://www.bentley.edu/ce/interpreter>

Source: Massachusetts Medical Interpreters Association (www.mmia.org)

UMass Amherst Online

Medical Interpreting teaches students how to interpret for patients and health care providers. The course will be taught online and available off-campus to students throughout the Commonwealth of Massachusetts. Three on-campus workshops (Saturdays) will be held during the course of the semester. Skills covered include terminology building in specialized medical terminology, word derivations, abbreviations, memory retention, note-taking, standards of practice, and multicultural problem-solving. Requirements include advanced knowledge of one language other than English, a general knowledge of scientific concepts, and the desire to learn and/or improve interpretation skills.

The class will be multilingual, with a variety of languages included. All students passing the course will receive a certificate, 3 Continuing Education Units (CEUs), and/or 3 hours of academic credit. Open to interpreters, translators, bilingual health care providers, nurses, doctors, emergency room personnel, intake coordinators, community educators, counselors, therapists, social workers, community support services personnel, and anyone interested in improving the quality of bi-lingual health care.

Contact:

The Translation Center at the University of Massachusetts Amherst
Tel: (413) 545-2203, 877-77U-MASS (toll free)
Email transcen@hfa.umass.edu.

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

Cambridge College

Designed & developed by Neighbors for a Better Community, Inc., the goal of the program is to produce qualified, competent medical interpreters ready to be employed in the health care setting in a professional capacity. The Standards of Practice developed by the Massachusetts Medical Interpreters Association is the basis of the class instruction. The program is designed for medical interpreters currently working in the field, community-based interpreters, and bilingual/bicultural individual interested in a career in medical interpreting. The language assessment is determined by the "shadow" and translation in the interpreter's native language and English.

The structure of the program consists of six 3-credit courses offered sequentially in consecutive semesters, including a 120-hour internship upon the completion of the classes.

Contact:

Medical Interpreter Training Program
216 Broadway
Cambridge, MA 02139
Tel: 617-864-9911

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

Oregon Health Career Center

Columbia Willamette Area Health Education

Training as a healthcare interpreter is offered through a special assistance program available from the Oregon Health Career Center. In order to participate in the program, an individual must be employed at a participating hospital system, speak English and either Spanish or Russian, and complete a language assessment exam.

Upon completion of the course work, students will attend a thirty-hour practicum experience. During the practicum, students will work closely with an experienced healthcare interpreter. A certificate is earned upon successful completion of the course work, practicum and oral and written exams.

Contact:

Stella De Anda, Senior Program Coordinator
Tel: 503/691-9088 Ext. 111.

Source: Oregon Health Career Center -<http://www.ohcc.org/proghitp.html>

Mount San Antonio College

<p style="text-align: center;">HEALTH CARE INTERPRETING PROGRAM</p>	<p>The Medical Interpreting Program is designed to train bilingual and cultural students to develop awareness, knowledge and skills necessary for effective interpretation in healthcare settings. Through academic preparation, practical skills training and service in the community based health care settings; certificate candidates learn the roles and responsibilities of a medical interpreter in health care settings.</p>
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The program may be completed in ten months and courses are arranged for the working student. Applicants should have advanced academic proficiency in English, both written and spoken, and should be equally proficient in their native language.

Mount San Antonio College recently opened the International Health Worker Assistance Center in February 2002. The primary goal of the center will be to provide career counseling and placement for immigrants who received health care training in other countries such as physicians, nurses, technicians and other skilled health categories.

Contact:
Mrs. Yeon Bitting
Health Care Interpreting Program Coordinator
Tel: 909-594-5611 ext 5242

Regional Health Occupations Resource Center
Tel: 909-594-5611 ext 6101

Source: http://www.mtsac.edu/college/community/schedule/spring_2002/healthcare_interpreting.pdf

City College of San Francisco

The goal of City College of San Francisco is for individuals to develop awareness, knowledge, and skills for language interpretation in health care settings. Students will develop a range of skills and qualities related to the communication process: working with providers and patients, consecutive interpretation, note-taking, and cross-cultural communication. The training is designed for all City College of San Francisco health career students and health agency employees (hospital, medical center, community based organizations, etc).

There are three courses that consist of 96 hours with no fees. Students must attend a 3-hour orientation meeting prior to submitting a written application. A competency test will be administered. The classes are open to students of all languages and they are primarily run in English with some specific discussions. The typical class size is 40 students.

Beginning in Fall 1998, a Health Care Interpreter Certificate has been offered. It is recommended that students also take the following courses: Basic Medical Terminology; Introduction to Human Anatomy and Physiology and Introduction to Human Physiology; prior to their first semester of the certificate program.

Contact:
City College of San Francisco
Terry Hall, Health Sciences Dept. Chair
50 Phelan Ave, Box A-19
San Francisco, CA 94112
Tel: 415-239-3220
Fax: 415-239-3992

Email: thall@ccsf.cc.ca.us

Source: Asian Health Services and Cross Cultural Health Program Report, Page 11

Hunter College – New York, New York

HUNTER COLLEGE COMMUNITY INTERPRETER PROJECT	Designed for bilingual undergraduate students, the Hunter College Community Interpreter Project builds on the bilingual skills of these students, who often serve as ad hoc interpreters for their family and community. Students spend approximately 30 hours on interpretation and 21 hours on medical sociology for a one-semester course. The course is open to speakers of Spanish, Russian, Cantonese, and Mandarin. It is taught in English with 40% of the training utilizing language coaches for each language. The course can be applied for 3 credits (\$399) toward an undergraduate degree.
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Contact:
Suzanne Michael, Director
Center for the Study of Family Policy
Hunter College
695 Park Avenue (1005 East)
New York, NY 10021
Tel: 212-772-4120
Fax: 212-650-3845
Email: Smichael@shiva.hunter.cuny.edu

Source: Asian Health Services and Cross Cultural Health Program Report, Page 23-24

Oregon Health Sciences University – Portland, Oregon

INTRODUCTION TO INTERPRETING	The goal of the program is to provide fluent and proficient multilingual individuals with the skills they need to become a medical interpreter or sharpen their skills in medical interpreting.
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As the program continues to evaluate itself, there are 4-5 courses that are developed. A typical course length is 30-40 hours with 3 possible credits and a fee of \$215. The course is taught in English and is open to speakers of all languages.

This program is a “work in progress” at the time of the report.

Contact:
Maria Michalczyk, Medical Interpreter Manager
Oregon Health Sciences University
Portland, OR 97201
Tel: 503-494-8720
Fax: 503-494-1426
Email: michalcm@ohsu.edu

Source: Asian Health Services and Cross Cultural Health Program Report, Page 33

University of Minnesota – Minneapolis, Minnesota

<p style="text-align: center; margin: 0;">M E D I C A L I N T E R P R E T I N G T R A I N I N G P R O G R A M</p>	<p>The University Minnesota program is designed to train working interpreters and bilingual individuals to become professional interpreters. At the time of the report, 5 courses were offered with varying lengths of 30-40 hours. The course is open to students of all languages with half of the time devoted to bilingual lab sessions. Students are required to be proficient in English and another language. In addition, they must provide writing samples in English and the other language. The tuition is \$300-400 per course and student scholarships are available. A grant from the Bush Foundation supported the development of the program.</p>
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Contact:
 Dara Becker, Administrative Fellow
 Program in Translation & Interpreting
 196 Klæber Ct.
 320 16th Ave S.E.
 Minneapolis, MN 55455
 Tel: 612-624-4055
 Fax: 612-624-4579
 Email: umling@tc.umn.edu

Source: Asian Health Services and Cross Cultural Health Program Report, Page 43

Reedley College

<p style="text-align: center; margin: 0;">H E A L T H C A R E I N T E R P R E T E R C E R T I F I C A T I O N P R O G R A M</p>	<p>The Healthcare Interpreter Certification Program is dedicated to promoting excellence and professionalism in interpretative services to enhance the provision of health and social services to ethnic communities. This program consists of 3 college courses for a total of 15 college credits (288 to 300 hours). Classes are to run consecutively and concurrently depending on need.</p>
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Classes are scheduled on the Reedley College campus or at the work site. Classes will be held two times per week. In order to be admitted to the program, students must attend the required orientation and submit a written application.

Contact:
 Trish Johnson, Program Coordinator
 Reedley College
 995 N. Reed Ave
 Reedley, CA 93654
 559-638-3641

Source: <http://www.reedleycollege.com/academic/departments/peandh/heathcareinterpreter/default.htm>

Southern California School of Interpretation

<p style="text-align: center;">M E D I C A L I N T E R P R E T E R P R O G R A M</p>	<p>The Southern California School of Interpretation specializes in preparing fully bilingual individuals to pass the State certification examinations for Medical interpreters. Courses include: Introduction to Medical Interpretation, Sight Translation, Presentation Techniques, and Examination Preparation.</p>
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Contact:
 Southern California School of Interpretation
 11506 E. Telegraph Road
 Santa Fe Springs, CA 90670
 Tel: 562-863-0026
 Fax: 562-863-7029
 Email: scsinter@ix.netcom.com

Source: www.interpreting.com/scsicat.html

University of Arizona, National Center for Interpretation

The Agnese Haury Institute for Interpretation is offering a weeklong series on medical interpreting as part of its three-week intensive interpreter-training institute this July 8 - July 26, 2002. This training will expand upon the training in medical interpreting already offered through the AHL, and will be led by leaders in the field from Massachusetts and Washington. Interested individuals may attend the comprehensive three-week Institute, or may make arrangements to attend only the one-week medical training from July 14 - July 19.

The Staff at the National Center for Interpretation
 Phone: (520) 621-3615 or (520) 624-3153
 Fax: (520) 624-8130
 E-Mail: ncitrp@u.arizona.edu
 National Center for Interpretation
 University of Arizona
 Modern Languages Building #67, Room 445
 Tucson, AZ 85721

Monterey Institute of Language – Monterey, California

<p style="text-align: center;">G R A D U A T E P R O G R A M O F T R A N S L A T I O N A N D I N T E R P R E T A T I O N</p>	<p style="text-align: center;">CERTIFICATE PROGRAMS IN COURT AND MEDICAL INTERPRETING</p> <p>Under the International Interpretation Resource Center (IIRC), intensive courses in Spanish court and medical interpreting prepare students for careers in court or medical interpreting, and for the certification exams that are required in some states. These courses are offered throughout the year. Introduction to Medical Interpreting orients students to the role of the medical interpreter, the code of ethics, medical terminology, and interpreting techniques. Qualified students may also participate in an internship at Stanford University Hospital at the end of the course.</p>
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Contact:
 Holly Mikkelsen, Associate Professor, Director, International Interpretation Resource Center
hmikkelsen@miis.edu

University of South Florida

<p style="text-align: center;">M E D I C A L I N T E R P R E T E R T R A I N I N G P R O G R A M</p>	<p>Gulfcoast South AHEC developed a unique medical interpreter-training program that incorporates the wealth of experience many seasoned interpreters have accumulated over the years, and incorporates these experiences as lessons into the curriculum.</p> <p>Building on the most effective resources available at the regional and national levels, this experiential curriculum is richly illustrated with stories of interpreting experiences. Discussions of these experiences led to better understanding of the appropriate roles for interpreters, the ethical considerations involved, and techniques for maximizing communication between patient and provider.</p>
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Gulfcoast South AHEC, as part of their commitment to increase the training opportunities for medical interpretation throughout the state, presented "Getting Started with Medical Interpreter Training," a conference held for Florida AHEC Network staff from around the state to assist them in initiating similar programs. In addition, Gulfcoast South AHEC is collaborating with its sister AHECs in southwest Florida, the Health Council of West Central Florida and the Heartland Rural Health Network to develop a statewide model for medical interpreting training. Plans include a system for training trainers, monthly area meetings, a yearly statewide conference and procedures for certification.

Source: <http://www.flahec.org/provide.html>

B. Bilingual Health Care Employee Training Program

Harvard Pilgrim Health Care

Harvard Pilgrim Health Care provides medical interpretation training for its employees and Harvard Vanguard Medical Associates and their community members. Although there is a bilingual language assessment, the following groups are eligible; HPHC and HVMA employees, staff of HPHC affiliated providers as well as community members who are bilingual in English and one of the following languages: Cantonese, Haitian Creole, Italian, Khmer, Mandarin, Portuguese, Russian, Spanish, and Vietnamese.

The class structure consists of a 48-hour training is offered several times a year, which entails six 8-hours sessions and one ½-day final assessment. Upon completion of the program, students receive a certificate stating they are either a Language Facilitator or a Medical Interpreter. The tuition is \$400 for those not affiliated with Harvard Pilgrim, \$350 for affiliated applicants.

Contact:
 Andrea Velazquez
 Office of Diversity, Harvard Pilgrim Health Care
 617-509-7782
andrea.velazquez@hphc.org

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

Vista Community Clinic – Vista, California

<p style="text-align: center;">M E D I C A L I N T E R P R E T A T I O N & C U L T U R A L C O M P E T E N C Y</p>	<p>Vista Community Clinic offers medical interpreting training to its clinic support staff and health care providers to improve communication between non-English speaking patients and providers. The course is offered to students of all languages with instruction primarily in English with some language-specific practice. The course runs about 6 hours with no prerequisites. These courses are available to health facilities in Imperial County, Orange County, and San Diego County</p>
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Source: Asian Health Services and Cross Cultural Health Program Report, Page 47

New York Task Force on Immigrant Health – New York, NY

<p style="text-align: center;">I N T R O D U C T I O N T O M E D I C A L I N T E R P R E T I N G</p>	<p>A community-based project, the New York Task Force on Immigrant Health is designed for bilingual medical personnel to utilize their interpreting skills and introduce them to interpreting in medical situations. The class is structured around a multi-lingual format, but groups of some languages group together to review terminology and discuss issues. Each class entails 40 hours of instruction (6 modules), with 2 or 3 different languages during each training cycle. The course fee is \$300, but that is flexible depending on the financial need of the student. In order to enroll, prospective students must be fluent in English and another language, as well as working in situations where they are frequently asked to interpret as part of their job. Students are screened on their writing and speaking skills in English, as well a writing screening for their non-English skills.</p>
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This course complements courses at Hunter College and Columbia Presbyterian Hospital trainings, which are shorter and designed for volunteer interpreters.

Francesca Gany, Executive Director
 New York Task Force on Immigrant Health
 NYU School of Medicine, Division of Primary Care
 550 First Avenue
 New York, NY 10016
 Tel: 212-263-8783
 Fax: 212-263-8234
 Email: fg12@is.nyu.edu

Source: Asian Health Services and Cross Cultural Health Program Report, Page 29

MassHealth Access Program (MAP)

<p style="text-align: center;">M E D I C A L I N T E R P R E T E R T R A I N I N G P R O G R A M</p>	<p>Worcester, MA</p> <p>MAP is a collaborative between the Office of Community Programs of the University of Massachusetts Medical School and the Massachusetts Division of Medical Assistance. The goal is to improve the medical interpreting competency skills of bilingual staff working as interpreters in acute care hospitals, community health centers, group practices, and other health care facilities that serve Medicaid members. The training program uses the Massachusetts Area Health Education Center medical interpreting curriculum.</p>
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In order to participate in the training program, applicants must: be employed by a DMA provider, possess a high school diploma or equivalent, ability to read and write in target language, knowledge of health care industry, oral proficiency in English and target language, complete the language assessment.

The program is designed to meet the schedule and needs of the health care facility. Classes are held at the health care facility (a contracted DMA provider) or at a location accessible to the program participants. The training program can be completed as the Introductory Training Program (15 hours) or a Comprehensive Training Program (54 hours) and certificate of attendance are granted upon the completion of the training. The Division of Medical Assistance sponsors the training and tuition, with a materials fee in some regions.

Contact:

Lisa Morris, Director
UMass Medical School, Office of Community Programs
Chang Building – Lower Level
222 Maple Avenue
Shrewsbury, MA 01545
508-856-4849, phone
508-856-4850, fax
lisa.morris@umassmed.edu

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

Health Care Interpreting Services/Heartland Alliance – Chicago, Illinois

This program is designed for individuals wishing to interpret for Health Care Interpreter Service (HCIS) in the community for medical settings. The courses are also offered to outside individuals, subject to availability. All potential HCIS interpreters must complete the course and internship regardless of their education or experience.

The length of the course is 30 hours and an internship lasting 8 hours, with fees of \$30-50. The enrollment prerequisites include: a medical exam in English and the target language; oral section of exam evaluated by native speaker with medical background; successful oral interview with Program Director; and competency testing.

The courses are offered on the weekends and during the evenings at the health facilities provided by the most conducive setting for the trainings.

Contact:

Health Care Interpreting Services/Heartland Alliance
Karin Ruschke, Associate Director
1015 W.Lawrence
Chicago, IL 60614
Tel: 773-506-9851
Fax: 773-506-9872
Email: HCIS@enteract.com

Source: Asian Health Services and Cross Cultural Health Program Report, Page 33

Hennepin County Medical Center -- Minneapolis, Minnesota

Hennepin County Medical Center provides medical interpreter training specific to their institution, including application of ethical and professional guidelines to actual on-the-job situations. The duration of the course is 30 hours, with no fees required of the staff member.

The course is open to employees of all languages and the courses are taught in English.

Contact:
Hennepin County Medical Center
Ellen Rau, Interpreter Services Specialist and Community Liaison
Social Services Department
701 Park Avenue S
Minneapolis, MN 55415
Tel: 612-347-2248
Fax: 612-904-4291
Email: ellen.rau@co.hennepn.mn.us

Source: Asian Health Services and Cross Cultural Health Program Report, Page 21

Massachusetts General Hospital – Boston Massachusetts

**MEDICAL
INTERPRETER
TRAINING** Massachusetts General Hospital is a training course for Hospital staff interpreters, volunteer interpreters and on-call interpreters to train under the Standards of Practice established by the Massachusetts Medical Interpreters Association. Designed to serve the medical and social services settings, prospective students are required to pass a bilingual proficiency as well as a written proficiency test. The course is offered for multilingual groups and students are paired with a mentor, volunteer Massachusetts General Hospital clinician of their native language for support.

The training involves 90+ hours of classroom instruction of four sessions, which is free of charge to the participants.

Contact:
Margarita C. Battle
Massachusetts General Hospital
Coordinator of Interpreter Services
Fruit Street
Boston, MA 02114
Tel: 617-726-6966
Fax: 617-726-3253
Email: battle@ziplink.net

Asian Health Services and Cross Cultural Health Program Report, Page 25

Stanford Hospital and Clinics – Stanford, California

**MEDICAL
INTERPRETING
TRAINING
PROGRAM** Stanford Hospital offers courses in medical interpreting for hospital staff interpreters, bilingual hospital staff, community language bank volunteers and students from the Monterey Institute of International Studies. This program provides training for a variety of functions and positions in the health care. Three courses are offered: Interpreting & Cultural Competency Educational Training (16 hours); Language Bank (Community Volunteers) Training (50 hours); and an Internship Course for Monterey Institute of International Studies (192 hours).

The course is available to speakers of all languages and the instruction is in English, with language specific practice conducted in small groups. Since there are many types of students participating in the courses with different intents, the requirements vary. The course is free of charge for hospital staff, community volunteers and students of Monterey Institute of International Studies. For the general public, there is a \$200 charge.

Contact:

Monique Alfaro, Assistant Director of Interpreting
Stanford Hospital and Clinics
300 Pasteur Drive, Rm H-1134
Stanford, CA 94305
Tel: 650-725-7955
Fax: 650-723-5932
Email: Alfaro_m@hosp.stanford.edu

Source: Asian Health Services and Cross Cultural Health Program Report, Page 37

Language Line Services

Contact:

Evin Ollinger
Phone: 831-648-7189
eollinger@languageline.com

Language LineSM Certified Medical Interpretation Service gives healthcare providers immediate access to cost-effective, professional medical interpreters to help ensure seamless provision of effective, culturally appropriate care.

Additionally, as a certification requirement, Language Line Services incorporated the medical training developed by Cross Cultural Health Care Program, a nonprofit organization whose mission is to ensure full access to quality healthcare that is culturally and linguistically appropriate.

Language LineSM Certified Medical Interpreters must:

Pass an Interpreter Skills Assessment Test that evaluates an interpreter's language and Medical interpretation training designed by Cross Cultural Health Care.

Passed a Medical Certification Test validated by recognized healthcare and interpretation industry experts.

Demonstrated competence in accurate, impartial and culturally sensitive interpretation.

Interpreted an average of 500 minutes in a healthcare setting.

Interpreted medical calls for at least six months after successfully passing the initial testing.

Source: www.languageline.com

C. Community Training Programs

Merrimack Valley Area Health Education Center

Lowell, MA

**MEDICAL
INTERPRETER
TRAINING
PROGRAM**

This is a 54-hour training for individuals who provide interpreter services in a health care setting. The goal of the program is to provide participants with the skills needed to effectively interpret during medical encounters.

This course is for bilingual employees working in a health care setting. Preference is given to those currently serving as medical interpreters.

Schedule varies for each program; Attendance is required for certification although missed classes can be made up in future programs. A certificate is awarded upon satisfactory completion of the program. A non-refundable fee of \$30 tuition fee is payable upon registration.

Contact:
 Johanna Ortiz, Coordinator
 978-685-4860

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

University of Massachusetts Memorial Health Care

B I L I N G U A L M E D I C A L I N T E R P R E T E R T R A I N I N G P R O G R A M	Worcester, MA The program has been designed to select and train qualified multilingual members of the community in the art of medical interpreting in order to meet the increasing demand for professional interpreters at UMass Memorial Health Care and other institutions or agencies in the Worcester area. The admission process includes a screen, test, and assess linguistic (oral and written), cultural, and communication skills of applicants. Applicants must speak, read, and write fluent English and target language. A minimum of two years of college or similar preparation, along with a resume and two letters of recommendation.
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The structure of the program is 51 classroom hours, 40 practicum hours and is held twice a year in the spring and fall semesters at the UMass Medical School. Classes are three hours long, held once a week on Wednesdays, 5:30-8:30pm. Training methods: lectures – guest speakers, discussion, small group activities, brainstorming, role playing, quizzes, final exam and project presentation; case studies; hospital tour; shadowing; and practicum.

The tuition is \$330 for the entire course and all printed material.

Contact:
 Estela McDonough
 Coordinator of Education and Training
 Interpreter Services Office
 UMass Memorial Medical Center
 University Campus
 55 Lake Avenue North
 Worcester, MA 01655
 Tel: 508-856-2792
 Fax: 508-856-8627

Source: Massachusetts Medical Interpreters Association Web site (www.mmia.org)

Health Promotion Council of Southeastern Pennsylvania

Community Healthcare Interpreter Training (CHIT)

The Community Healthcare Interpreter Training is a community driven program administered by Health Promotion Council. Its goals are to improve the quality of healthcare for limited English speaking health care

consumers, to provide a high quality and standardized training program for interpreters who work in health care settings.

CHIT is a 32-hour training scheduled to meet the needs of students. The course covers: interpreting skills, information on health care, cultural frameworks in interpreting, communication skills for advocacy, and professional development. It provides students with a handbook, medical glossaries, culture-specific materials, a guide to medications and a certificate of completion.

CHIT follows the interpreter-training model established by the Cross Cultural Health Care of Seattle, Washington, nationally known experts in medical interpreter training.

Contact:

Community Health Interpreter Training
Health Promotion Council
Tel: 215-731-6193
Email latino@phmc.org.

Health Promotion Council
260 South Broad Street
Philadelphia, PA 19102
Phone:(215) 731-6150
Fax: (215) 731-6199
Email: hpcpa@phmc.org

Source: <http://www.hpcpa.org/chit.html>

The North Carolina AHEC Spanish Language & Cultural Training Initiative

The North Carolina AHEC Spanish Language & Cultural Training Initiative is a statewide collaborative effort to promote increased Spanish Language fluency and related cultural competencies through a multilevel training program. Clinical and administrative health professionals who are working in community health centers, health departments, hospitals and other health or human services agencies are invited to enroll in training courses and workshops.

Training Currently Available

* Interpreter Training Initiative

Lead Agency:

NC Department of Health and Human Services Office of Minority Health
Contact: Jose Velez, Interpreter Training Coordinator: (919) 715-7276

The Interpreter Trainings are part of a larger Interpreter Initiative that has been in existence since 1995. Training for interpreters working in health care and social agencies is being provided at various AHECs throughout the state. Target audience includes individuals who have a demonstrated competency in English and Spanish, and who currently provide interpreter services in health and human services settings. The following programs are provided:

Level I

Two-day introductory training course for community interpreters, covering such topics as role of the interpreter, different modes of interpreting, interpreter ethics, specialized vocabulary and community resources.

Level II

One-day training course which provides additional intensive training and practice sessions.

Provider

A 1 - 2 hour training for providers working with interpreters offered at AHEC conferences, workshops and seminars. Target audience includes social workers, physicians, pharmacists, health educators, nurses and other professionals.

* Instructor Training for Basic Medical Spanish

Lead Agency: Mountain AHEC

Contact: Charlotte Artis: (704) 257-4471; cartis@shamu.mtn.ncahec.org

Instructor Trainings are necessary in order to develop a team of instructors who can teach Spanish for healthcare professionals in their local communities, thus making learning opportunities accessible to the practitioners who need them. Each AHEC provides a three-day Instructor Training Course, a two-day workshop and a third day to observe the teaching of Lessons 1-3 of Hablar El Idioma De Su Cliente Level I. Hablar El Idioma De Su Cliente is an intensive beginning level second language curriculum designed specifically for healthcare professionals. Please submit an application form to your local AHEC if you are qualified and wish to register for an Instructor Training.

* Spanish Language Training for Health Professionals

Lead Agency: UNC-CH School of Public Health

Contact: Chris Harlan: (919) 966-9877; chris_harlan@unc.edu

Deborah Bender: (919) 966-7383; dbender@sph.unc.edu

Source: <http://www.hhcc.arealahec.dst.nc.us/ahecspanini.html>

Cross Cultural Communication Systems, Inc. – Winchester, Massachusetts

The goal of Cross Cultural Communications Systems is to train medical interpreters basic skills of interpreting techniques, standards of practice, conflict resolution, cultural competence continuums for organizations and individuals. The program is designed for medical interpreters with diverse backgrounds with high school to bachelors level language proficiency in the fields of medical and mental health.

The courses are open to speakers of all languages. It is run entirely in English with some language-specific practice during the mid-term and role-playing exercises. The prerequisites to the program include a written and oral competency test of bilingual proficiency. Students must also pass an interview to assess suitability to interpreter position.

Contact:

Cross Cultural Communications Systems, Inc.

Zarita A. Araujo, President

P.O. Box 860

Winchester, MA 01890

Tel: 781-729-3736

Fax: 781-729-1217

Email: sorte@tiac.net

Source: Asian Health Services and Cross Cultural Health Program Report, Page 13

Cross Cultural Health Care Program – Seattle, Washington

The goal of this program is to prepare interpreters to begin health care service in health care settings and to increase skills in working medical interpreters. The content of the course is based on “Bridging The Gap” curriculum with a total of 40 hours of training. The course is designed to serve as a complement to external screening and certification processes. Each course is taught in English with some language-specific practice with an average class of 20 students.

Cross Cultural Health Center offers training courses throughout the country to serve their clients’ needs.

Contact:

Cross Cultural Health Care Program
Pac-Med Clinics
Cindy Roat, Interpreter Training Coordinator
1200 12th Ave South
Seattle, WA 98144
Tel: 206-621-4472
Fax: 206-326-2471
Email: training@pacmed.org

Source: Asian Health Services and Cross Cultural Health Program Report, Page 13

Texas Department of Health –Austin, Texas

**INTERPRETATION:
STRATEGIES FOR
EFFECTIVE
PRACTICE** The Texas Department of Health offers a training course for interpreters from Voluntary Agencies (VOLAGs) and the community, along with ad hoc interpreters in health care settings. The length of the course is 14 hours and it is free of charge. Priority admission to the course is given to the staff in refugee and TB programs. The course is taught in English and is open to speakers of all languages.

The course focuses on training ad hoc interpreters to understand their boundaries as interpreters and to practice within their boundaries. Students look at case studies to help them to define their role as communicators in health care.

Contact:

Texas Department of Health
Refugee Health Screening Program
Cross Cultural Program
1100 W. 49th Street
Austin, TX 78756
Tel: 512-458-7494
Fax: 512-458-7527

Source: Asian Health Services and Cross Cultural Health Program Report, Page 41

Asian Health Services – Oakland, California

Curriculum reflects the draft Standards of Practice in development by CHIA Collaborative member for the "Connecting Worlds Health Care Interpreter Training Curriculum". Specializes in Asian languages, but includes Spanish language interpreter training. A 50-hour, 6-week training for health care staff and interpreters covering topics such as legal and ethical issues, culture and health, medical terminology and basic anatomy and physiology. A directory of health care interpreter training programs is available.

Source:<http://www.ahschc.org>

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