

# INTERPRETING STAKEHOLDER GROUP

## Meeting Minutes

Friday March 19, 2010 (10am to 12pm)

Present: Khadija Ali, Said Ali, Carlos Andrade, Heidi Barba, Carol Berg, Michelle Chillstrom, Inessa Dorofeeva, Bruce Downing, Anna Esaybegyan, Idolly Fajardo, , Karen Houle, Sadia Hussein, Jayne Jonhson, Sarah LeCocq, Song Ly, Alejandro Maldonado, Larissa Martin, Mary Montury, Veronica Newington, Jen Sunness, Minh Tong Sidney Van Dyke, Maikhou Vang,  
On the phone: Connie Nelson, Gilda, Chong Moua.

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### Welcome and Introductions

Members introduced themselves. Membership roster was available to record attendance and to mark with corrections.

### Announcements/ Updates

During the meeting there were microphones available to help participants on the phone listen better for discussion

Jen Sunnes from UMTIA announced and invited ISG members to attend the planning committee meeting for this year's UMTIA conference on Saturday March 20<sup>th</sup> at 3pm at Abra Palabra offices at the Mercado Central in Minneapolis.

Alejandro Maldonado commented about documents regarding the Expert Panel available at the CCHI website. He had some samples to share with members. The CCHI board will be meeting in Chicago in April 7-9. They will be meeting with the company who is going to develop the test; the CCHCI is right on track with agenda. CCHI is looking for people to get involved. They have different opportunities for participation such as JTA Job Task/Analysis. There are links on website to sign up as a volunteer with different opportunities to bet involved and be part of the development committee. Alejandro reported that CCHI has been extremely successful getting input from the field to create the certification.

There was a communication posted in March 19<sup>th</sup> Mara Youdelman, CCHI Chair from with clarification points about other organization developing the test, the communication is as an FYI to clarify points argued.

A card was made available for participants to sign and give to Veronica Newington as a farewell on her maternity leave.

We had a special guest, Heidi Barb, who is the MN State Court program coordinator.

All ISG committees had already met.

Update on provider trainer, Alejandro has been working with MN Academy of Family Physicians foundation

### Discussion on ISG Committees and Updates

#### **Legislative: Sarah Noor chair, Bruce Downing reported.**

**Bruce Downing** co-chair reported on behalf of the committee. Committee will be busy during legislative session. They had a meeting with Representative Cy Thao, they met as a committee as well after. The bill he has introduced to the legislator is very simple; all interpreters must be in the roster of interpreters maintained by the MDH, in order to be reimbursed by public programs. Although, as of today very little people have signed up for it. The objective of the

roster has is has been to get a list of everyone who is interpreting in MN. This bill is in the process, Rep. Cy Thao expects that it will be a bill, he does not think there will be any opposition to it. Committee is prepared to testify if needed.

The registry committee, agreed to provide recommendations to put together a bill that would spell out information for registry. This is a very complicated task which will require setting up a board to come up with detailed procedures. The recommendations were made on a plan that was already approved by the ISG Executive Committee last year; however it will be up to the board to decide details regarding either grandparenting or implementation of the other proposals.

Timeline roster will not go into effect until next January 2011. The Roster will be required by law starting on Jan 1<sup>st</sup> 2011 in the meantime there is time for people to get on board. The plan for the register, after the legislative session is over, is to work with the revisited statutes for a bill to go next fall in 2011 so that by the end of the session a year from now they will have the requirements for the register in place. It will not go into effect right away at that time.

Cy Thao plans to step down; his period ends at the end of December, so he still has time to work with the committee. Rep. Thao had also mentioned some people he's talked to in the senate and legislature. Committee is not sure how it going to work with enforcement; since interpreting agencies would have to hire interpreters who are on the roster only for reimbursement purposes.

The representative from DHS made comments about the fee for services medical assistance and stated that DHS must have a balance to be structured between access by federal law and this legislation which sort of limits it. DHS is already looking at assistance issues and some options to use to make sure the law is enforced but still reasonable, cannot be a complete restriction due to access issues.

Issues will be with health insurances that have contracts with MA. The law does not have any information for phone language or video interpreting. They will not deny payment for these services, since it's about access and they can't provide the face to face for some languages. Reference was also made to the CHW process enrollment to get a ID number. They are looking at some other programs like the PCA, different concepts, looking to see what makes the most sense; DHS open to providing a solution for this.

Agencies are already able to use the Roster database to search by interpreter's name to be sure they are on the list before hiring.

It was suggested that the committee identifies a date for a meeting where they can discuss about challenges/issues/logistics, so that ISG members interested in discussing this can provide input.

Representative Maria Rudd, Senator Higgins, interested in revising the interpreting topic for next session.

### **Communication Committee: Chair Larissa Martin reported**

The committee is looking to develop a networking site to promote the roster. The idea is to develop a professional/social networking to compliment the MDH Roster of Interpreters such as facebook for example. The goal is not to compete with the Roster website; it's to compliment only, opportunity for scholarships, etc.

The also would like to make available to interpreters a list of the Compile resources of MN interpreters, a roster to disseminate information.

They plan to send out information as it comes to them; with other two committees, they would reword it in a simpler way. In the next meeting they will discuss on to how to do this. These are the goals for this year. This list will be separate from the roster. The idea of this site is to have a 3<sup>rd</sup> party who does not have any interest, concern if emails can be attached? For now the committee is trying to get data for a more comprehensive list, trying to get a number of interpreters no certification information inquiries at this time. This will ensure the committee is getting the message to everyone, and getting some networking as well.

### **Education/training: Maikhou Vang co-chair reported**

The objective of the committee is to outreach and inform to all interpreters about educational opportunities to research and identify programs to help interpreters continue to work on their professional development. The committee also plans to identify opportunities available to accomplish this.

Michelle suggested to the committee to try outreaching to different communities, besides the interpreting one, and that maybe other people might get interested in becoming an interpreter.

Some of the programs that have been identified so far are the BTG, U of M and Century College.

Larry is getting the current table for the committee.

Michelle suggested there are different ways each committee can help each other since there is a lot of collaboration that can happen between them; since several of their objectives overlap.

### **Update on Provider training and discussion**

**Veronica Newington** talked about the toolkit developed a couple of years ago with a Bush Grant foundation. Back then they gather all resources available. This resource is available on the UMTIA website for free. The toolkit was adapted so that all resources can be targeted to work from 2 hour training to an entire day. **Alejandro Maldonado** also commented about the fact that is very difficult to get into the physician training, his presentations have been for 35 minutes only, since providers seem not to be open for more than that. Alejandro is doing one in April 15<sup>th</sup> for 50 residents; during a big conference at their lunch time. He's done a few presentations for Children's Hospital and in Mankato too.

Dr. Araminta from the MN Academy of Physicians and MN medical association had offered to bring the training to the clinics that she works as well as HCMC. Alejandro is also trying to pair up with a physician, someone related with diversity training or language access. People are definitely becoming more interested. The trainings have been very successful so far. Michelle commented these trainings have been very well received at Children's Saint Paul.

Michelle commented that at Children's they are also providing an update with residents and medical students through rotation for pediatrics. They have a pair of interpreters who do a role play instead of the videos; they have done this presentations in less than an hour.

Sidney VanDyke commented in regards to Regions and HP initiatives with physician groups, nurses and practitioners. They research about patient safety the data and evidence found is critical to understand. They have a Patient Safety initiative where interpreting services presents to integrate into discussion about this. Regions and HP leadership support has been very important, with a committee developed to oversee all language services improvements organization wide. Every year top leaders go out to every single clinic/hospital to get an idea of every encounter, to see what they are doing to reduce disparities, to show importance, so each clinic can develop trainings involving people. She recommends focusing on research, clinical relevance and tying them to the importance of interpreting services. Sidney also shared efforts such as peer to peer education and best practices including the use of professional interpreters.

It was also suggested to go into other areas such as home visits with skilled nurses. Clients tend to be a bit different than the formal clinic setting. There have been a full day HP visiting nurses interpreter training program. HP has done it twice with U of M instruction. It was recommended to also share this kind of training with the State Associations for Nurses so they can also pass the

word around with all home care professionals, which would be another arena for presentation of these resources.

Carol asked audience if there is a way to reach preceptors physicians. Michelle asked audience if they know if there is a language certification for providers. Sydney recommended to look at the Speaking Together website can help identify this. At the time of the study it seemed not make sense for Regions/HealthPartners to conduct assessments on providers languages since providers languages do not reflect population served.

**The Exchange-Multilingual Health Resource Presentation [www.health-exchange.net](http://www.health-exchange.net)**

Visit website for more information. Carol raised question about how interpreters can be aware of this resource. What would be the role of the interpreter to help providers use this resource? Carol wants to get feedback from audience about the role? Looking for reaction information from audience. Is it helpful to have quality translated piece to be part of the conversation for patient education for equitable care. Every translation posted in this website has an English version as well. Some concern was expressed if providers can misunderstand this tool, as an interpreter, and provide written materials to for instance the Hmong population who might not be able to read/write the language. Maybe add the clarification to NOT RELY on written materials only, strongly recommended because of literacy rates/cultural practices TO RELY on a trained interpreter instead.

Veronica had an idea to tie the Roster with this website, so this can be offer to the interpreters as a benefit to joining instead of purchasing the materials. At the moment the membership fee is \$2500 per year. UCARE announces this on their provider for awareness.

Alejandro shared that it will be important to educate and share with our peer Interpreters to know if the exchange exists, by the way have you heard about this tool. Maybe members of exchange could also talk about access for interpreters. Consolidating information and standardization is a great goal to move forward to as a group. Any patient should have access to this information regardless of the language. For English speakers patient education does not happen and literacy is also an issue. So perhaps importance should be placed on patients' rights around interpreting services. Need to talk about sustainability as well.

Someone questioned the use of videos. Carol responded this is the next step trying to incorporate preview of videos in the future. Michelle also shared the thought of getting audio versions for written materials. Anyone can add a link to their multiple websites to get the word out about this resource.

**Farewell words** expressed to Veronica Newington who will be leaving for the arrival of her twins. This was her last ISG meeting. She has tremendously contributed to the interpreting field in entire country by providing training to numerous interpreters.

**Agenda for Future ISG Meeting: (same time 10am to 12noon) on Friday April 16<sup>th</sup>**

- Review questions about the roster to be addressed at a later meeting.
- Cultural care connection through Stratus Health
- HP training for Home care interpreters for a separate group.
- IS Leaders group putting a presentation for agencies.

Submitted by Idolly Fajardo, Secretary