

Using the Healthcare Interpreting Career Lattice



A guide to the online resource available at
HealthcareInterpreting.org

Published October, 2015 by the CATIE Center at St. Catherine University, St. Paul, Minnesota
Revised June, 2016.

This document and career lattice was developed with funding from the U.S. Department of Education, Rehabilitation Services Administration, CFDA 84.160 A and 84.160B. Visit InterpreterEducation.org for more information and resources available from the NCIEC, and HealthcareInterpreting.org for resources specific to healthcare interpreting.

Although the contents were developed under a grant from the Department of Education, these contents do not necessarily represent the policy of the Department of Education, and you should not assume endorsement by the Federal Government.

The Healthcare Interpreting Career Lattice is an important step towards improving healthcare interpreting, offering a structure for entry to this specialty and identifying specific steps towards developing competency.

Whether you are Deaf or hearing, work full-time as a healthcare interpreter, or only accept occasional assignments in healthcare, use the Lattice to help you identify where you are now and how to move forward.

Why was the Healthcare Interpreting Career Lattice developed?

- Unqualified interpreters in healthcare settings pose a risk to Deaf and Deaf-Blind patients.
- Historical absence of a clear pathway to competence for ASL healthcare interpreters.

What are the Healthcare Interpreting Career Lattice goals?

- Attract qualified Deaf and hearing individuals to the specialty of healthcare interpreting.
- Provide guidance for those seeking professional development in healthcare interpreting.
- Offer interpreters at all levels of experience specific information about training, education, and experiences leading to greater expertise.
- Assist educators, mentors, academic advisors, students, and potential students in career development planning.
- Inform individuals who may rely on interpreting services in healthcare about the general levels of education, training, and experience they should expect from interpreters.

What does the Healthcare Interpreter Career Lattice show?

- The competencies needed for healthcare interpreting.
- How much time may be needed to develop competencies.
- That entry to the specialty requires a BA/BS and generalist certification.
- The necessary qualifications for healthcare interpreting.





Introduction

Career lattices are common in many practice professions (e.g. nursing and physical therapy) and are designed to help people conceptualize professional development within a field. The Healthcare Interpreting Career Lattice helps current and potential interpreters to better understand the progression towards competency in healthcare interpreting by mapping the phases of development with recommended resources at each level. Interpreters can enter and exit this progression at various points, depending on their background, knowledge, competencies, career goals, and job requirements.

In addition to the resources included, observation, supervision, and mentoring are important components of the professional development of healthcare interpreters. The Lattice provides guidance while promoting individual accountability for one's career development.

Benefits

The use of the Lattice has the potential to not only increase the skills and knowledge of both Deaf and hearing healthcare interpreters, but also to foster dialogue among interpreters, the Deaf community, and healthcare organizations about the need for a more systematic entry to and advancement in the field of healthcare interpreting. By widely disseminating and using the lattice, we hope to increase awareness of the myriad skills required to successfully interpret in healthcare settings, which can in turn provide greater assurance and safety for Deaf patients.

Sign Language Interpreting in Healthcare Settings

The Registry of Interpreters for the Deaf (RID) is a national certifying body for the profession. It offers a generalist certification and several specialty area certificates including legal and educational. However there are currently no national standards or certification processes in place for ASL/English interpreters who work in healthcare settings. In many states, any interpreter, regardless of qualification, can accept assignments that involve Deaf patients in healthcare settings, from routine physicals to mental health, and everything in between. There is no way to measure the potential risks posed when unqualified interpreters accept work in high-stakes settings such as healthcare.

Because there is no systematic entry to, or standardized professional development within healthcare interpreting, procedures related to hiring and evaluating interpreters in the healthcare setting are non-existent. Interpreters, educators, and students do not have clear guidelines regarding the sequence of education and experience needed to become competent in healthcare interpreting.

Stakeholder Input

This Lattice was reviewed by stakeholders. Developmental stages and experience milestones reflect input from consumers, as well as Deaf and hearing interpreters and interpreter educators. Focus groups further advised on the design and usefulness of the Lattice.

Reading the Lattice

Read the Lattice from bottom to top, following the arrows in the direction presented. The Lattice begins with a prospective healthcare interpreter who has obtained a BA or BS, generalist certification, liability insurance, and all necessary inoculations. The Lattice may be entered at various points as suggested by the arrows along the right margin, provided that the education, experience, insurance, inoculations, and work hours shown prior to that entry point are already in place.

There are three arbitrary designations in the center rectangles: Novice, Intermediate and Healthcare Interpreting Specialist, marking the stages of advancement through the Lattice. These distinguish additional study, observation, and practice directly related to interpreting in healthcare settings. These designations are not measures of proficiency because no standardized measure of proficiency in healthcare interpreting between ASL and English exists at this time. Eventually these designations may be used to delineate different levels of responsibility within healthcare interpreting but do not do so definitively at this time. The Lattice is designed to provide guidance while promoting individual accountability to one's career development and serving as a first step in developing awareness of the many nuances and difficulties associated with interpreting in healthcare settings.

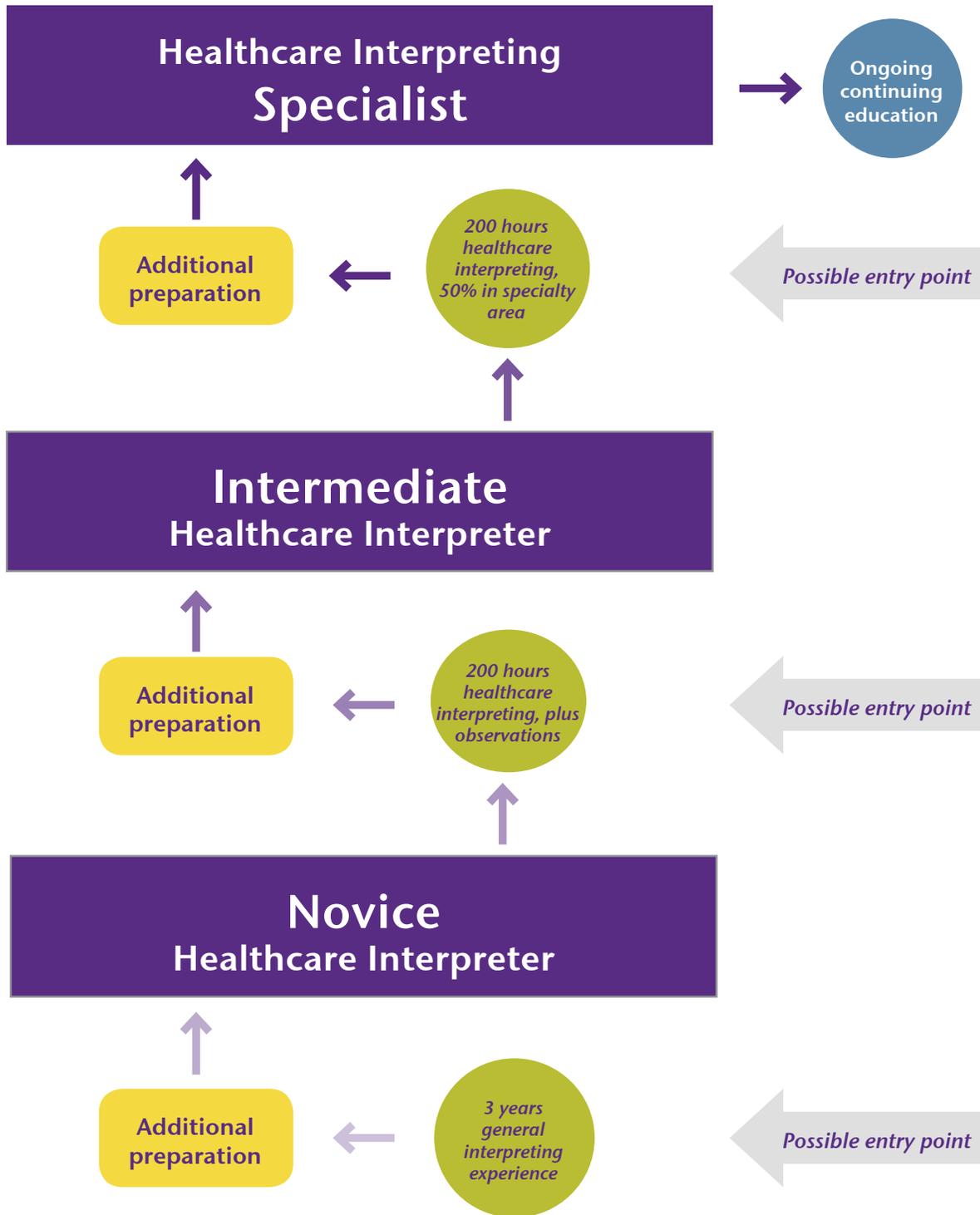
Based on input from experts in healthcare interpreting, this lattice shows 200 hours as an estimate of how much time should be spent actually interpreting within a stage of development. Observation of healthcare interpreters at work and supervision by more experienced interpreters are strongly recommended when possible.

Limitations of the Lattice

Additional details, including specific competencies, training and education may be added in later iterations of the Lattice. Activities and information for those progressing through the Lattice will eventually include as many current resources as possible along with the incorporation of supervision, mentoring, or other forms of support.

The Healthcare Interpreting Career Lattice relies on the individual seeking advancement to actively pursue and participate in specific activities, to seek input from other professionals, and to document their activities.

Healthcare Interpreting Career Lattice



The interactive version of this Lattice is available at HealthcareInterpreting.org

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This Lattice is intended for both Deaf and hearing interpreters. Whether you work full time in healthcare settings, or only accept occasional assignments in healthcare, these guidelines help you match your skills and experience with appropriate assignments. Use additional pages as needed to document your work.

Prerequisites Checklist

- Have three years recent interpreting experience in various settings Date: _____
- Have B.A. or B.S. degree Date: _____
- Have RID, NAD, or BEI certification Date: _____
- Have liability insurance
- Obtain or document inoculations
 - Type: _____ Type: _____
 - Date: _____ Date: _____
 - Type: _____ Type: _____
 - Date: _____ Date: _____
- Comply with security and background checks
- Complete fifty hours observing healthcare interpreting
 - Dates: _____ Dates: _____
 - Location: _____ Location: _____



Additional Preparation Checklist

- Use resources from HealthcareInterpreting.org
- Take workshops
 - Ethics and Standards of Practice
 - Cultural diversity
- Complete introductory coursework
 - Medical terminology Date: _____
 - Anatomy and physiology Date: _____
 - HIPAA certification Date: _____
- Complete introductory readings



Find expanded links to resources at HealthcareInterpreting.org/Lattice

Team with experienced healthcare interpreters

Possible Assignments

Deaf or hearing Novice Healthcare Interpreters may be qualified to interpret in the following settings or situations with supervision 75% of the time:

- Routine and low risk assignments
- Routine physical exams
- Routine doctor's office visits
- Non-critical follow-up appointments
- Blood drives or health fairs
- General health and nutrition classes
- Childbirth courses
- Physical therapy
- Occupational therapy
- Well patient checkups

Additional Preparation Checklist

- Attend workshops and training on various topics, including:
 - Interpreting for diabetes education
 - Interpreting for cancer patients
 - Interpreting in mental health settings
 - Teamwork with other interpreters and health professionals
- Observe experienced interpreters in a wide range of healthcare settings, including:
 - Addiction and recovery
 - Diabetes care and education



My Professional Goals

My Observation Plan

Healthcare setting: _____

Location: _____

Dates: _____

Healthcare setting: _____

Location: _____

Dates: _____

Healthcare setting: _____

Location: _____

Dates: _____

My Supervision Plan

Supervisor: _____

Dates: _____

Specialty: _____

Notes:

My Workshops and Training

Title: _____

Date: _____

Notes

200 hours
healthcare
interpreting
Observations in
healthcare

Entry Checklist

This is a viable entry point for Deaf and hearing interpreters who have already satisfied the requirements for Novice Healthcare Interpreter and have:

- Observed non-interpreted medical interactions.
- Observed experienced interpreters in healthcare settings.
- Documented 200 hours of healthcare interpreting experience, 150 of which were supervised.

Possible Assignments

Deaf or hearing Intermediate Healthcare Interpreters may be qualified to interpret in the following settings or situations with supervision 50% of the time:

- Routine inpatient care
- Acute care with supervision
- Urgent care with supervision
- Video remote interpreting with supervision
- Specialty care clinics (cardiology, HIV/AIDS, ob-gyn, dialysis)
- Health planning meetings following a diagnosis
- Diabetes education

Additional Preparation Checklist

- Develop specialized knowledge and skills.
Specialty focus may include: interpreting for Deaf-Blind patients, working as a designated interpreter, mental health or specialty care settings, and/or video remote interpreting.
- Complete additional readings on specialty focus.
- Observe specialty focus interpreting.
- Attend workshops and training on specialty focus.
- Participate in a healthcare interpreting fellowship.



My Professional Goals

My Observation Plan in Speciality Care

Healthcare setting: _____
Location: _____
Dates: _____

Healthcare setting: _____
Location: _____
Dates: _____

Healthcare setting: _____
Location: _____
Dates: _____

My Supervision Plan

Specialty: _____
Supervisor: _____
Dates: _____
Notes:

My Workshops and Training

Title: _____
Date: _____

Notes

200 hours
healthcare
interpreting
50% in specialty
area

Entry Checklist

This is a viable entry point for Deaf or hearing interpreters who have satisfied the requirements for Novice Healthcare Interpreter and Intermediate Healthcare Interpreter and have:

- Documented 200 additional hours of healthcare interpreting.
Optional: 100 of the above may have a specialty focus (e.g. cardiology, mental health, ob-gyn, oncology, video remote, etc.).
- Documented that supervision was obtained for 100 of the additional hours.

Possible Assignments

May be qualified to undertake the following additional types of assignments:

- Crisis situations (mental health, emergency room)
- Chronic disease and pain management
- Pre-op, post-op, urgent and emergency care
- Mental health care
- Mentor newer interpreters in healthcare interpreting
- Supervise Novice and Intermediate Healthcare Interpreters

Ongoing Continuing Education

- Complete mentorship and/or supervisor training.
- Attend conferences related to healthcare interpreting including:
 - Association of Medical Professionals with Hearing Loss (AMPHL)
 - International Medical Interpreters Association (IMIA)
 - National Council on Interpreting in Health Care (NCIHC)
 - National Symposium on Healthcare Interpreting (NSHI)
- Complete additional advanced readings on healthcare interpreting.



My Professional Goals

My Leadership Development Plan

My Supervision Plan

Name: _____

Dates: _____

Name: _____

Dates: _____

Name: _____

Dates: _____

Notes

My Workshops and Training

Title: _____

Date: _____

More information and links to these resources at HealthcareInterpreting.org

Workshops and Training

Medical Interpreting Immersion

A four-day intensive course offering application of anatomy and physiology in American Sign Language, with an emphasis on classifiers, specialized terminology used in medical settings, and ethical decision-making strategies especially for medical settings.

Mental Health Interpreter Training

Alabama's renowned intensive annual institute focused on mental health interpreting.

Certificate in Healthcare Interpreting

NTID's program combines a week-long face-to-face experience with online learning components to provide specialized professional development to ASL/English interpreters in the area of healthcare interpreting.

Online Workshops and Training

Body Language

Online six-week courses covering anatomy and physiology topics, and related specialty procedures in ASL and English. Topics include:

- Healthcare discourse
- Cardiovascular system
- Digestive system
- Lungs
- Muscles and bones
- Diabetes

Healthcare Reader

A series of online courses designed to build a foundation in healthcare interpreting studies, based on the *Interpreting in Healthcare Settings Annotated Bibliography*.

- Intro to Interpreting Studies
- Discourse and the Triadic Encounter

Supervision

Numerous resources developed for the Healthcare Interpreting Fellowship, including supervisor training, observation log sheets, and feedback forms for supervised interpreters.

Self-Study Materials

Bibliography of Mental Health Interpreting

Documents research in the field related to interpreting in mental health settings.

Demand Control Schema

Dean and Pollard have created a wealth of resources for developing ethical decision making skills using the demand control schema.

Interpreting in Healthcare Settings Annotated Bibliography

Recommended resources organized following the 13 Medical Interpreting ASL/English Domains and Competencies (CATIE Center, 2007). This bibliography is available as a printable PDF, and in both Google and Excel spreadsheet formats searchable by domain, topics, authors, etc.

Medical Interpreting Domains and Competencies

A printable document identifying the skills needed to work as an interpreter in healthcare settings.

Mental Health Interpreting Domains and Competencies

A printable document identifying the skills needed to work as an interpreter in mental health settings.

Oncology Interpreter Training Program

A project of the UCSD Moores Cancer Center to provide free oncology information in ASL. Includes cancer reference videos, cancer modules, and a glossary of medical terms and definitions.

Towards Reflective Practice: Case Studies for Interpreting in Healthcare Settings

Provides case studies from real situations encountered by interpreters in healthcare settings. A useful resource for developing decision-making skills in anticipation of challenges interpreters may face in these settings.

Videos

Videos on a variety of healthcare interpreting topics and settings, including childbirth, emergency room, cardiology appointment, gastroenterology appointment, and a pharmacy visit.

More information and links to these resources at HealthcareInterpreting.org



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National Consortium of Interpreter Education Centers