

Guidance to Comply with New Interpreter Quality Standards Requirements on the use of Bilingual/Multilingual Staff as Interpreters

<u>Summary of Requirements and Documentation</u>		
Requirement	Potential Evidence	Provider Office to Note Documentation of Qualification
Office has a documented policy to offer interpreter support to LEP patients	<input type="checkbox"/> Local office written policy; or <input type="checkbox"/> Local office policy that defers and adheres to the policy distributed by medical group Note: Policy includes documentation of patient language needs in medical record	Written policy available for viewing by an auditor Policy title:
Adheres to generally accepted interpreter ethics principles, including client confidentiality	Signed attestation of understanding of interpreter ethics and patient confidentiality. Must include a review of National Code of Ethics for Interpreters in Health Care published at: http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf	Signed attestations are available. <input type="checkbox"/> Yes <input type="checkbox"/> No
Has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language	<input type="checkbox"/> Formal assessment of proficiency; or <input type="checkbox"/> Annual job performance evaluations that document proficiency in speaking and communicating in English and one other language	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available
Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary terminology and phraseology	<input type="checkbox"/> Formal assessment of proficiency; or Annual performance evaluations document <input type="checkbox"/> Ability to interpret effectively, <input type="checkbox"/> Ability to interpret accurately, <input type="checkbox"/> Ability to interpret impartially, <input type="checkbox"/> Ability to interpret receptively and expressly, <input type="checkbox"/> Ability to interpret to and from English and another language using any <u>necessary specialized vocabulary terminology and phraseology</u> Note: see NCIHC Interpreter Code of Ethics for description of above.	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available
<p>For more information on Interpreter Quality Standards, please see the Industry Collaboration Effort (ICE) Better Communication, Better Care: Provider Tools to Care for Diverse Populations, Section D.</p> <p>http://www.iceforhealth.org/library/documents/Better_Communication,_Better_Care_-_Provider_Tools_to_Care_for_Diverse_Populations.pdf</p>		