

Partnering organizations offering this service:



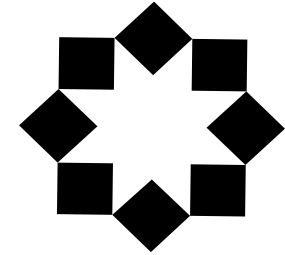
For more information on language assessments or medical interpretation classes, contact:

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Please visit our websites!
NHMHC <http://www.nhealthequity.org>
SNHAHEC <http://www.snhahec.org>

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Language Fluency Assessment for Your Bilingual Staff



A service from the partnership
between the
New Hampshire Minority Health
Coalition
and
Southern New Hampshire Area Health
Education Center

NHMHC Tel. 603-627-7703

SNHAHEC Tel. 603-895-1514

Language Fluency Assessments for your Bilingual Staff

Interpretation in New Hampshire

The face of New Hampshire is changing with a growing number of diverse communities of racial and ethnic minorities. These individuals often have Limited English Proficiency (LEP).

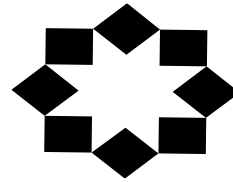
According to Title VI of the Civil Rights Act of 1964.

“No person in the United States shall, on grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

Interpretation services are needed in a wide variety of arenas for LEP individuals, particularly, in health care. It is critical for the patient and provider to understand each other to communicate correct information, to consent to treatment and to avoid breaches in patient-provider confidentiality, among many other things.

Asking a client to bring someone to interpret, grabbing an unrelated bilingual staff member, or asking a client's child to interpret are all common responses to the need for interpretation. Yet all of these options could bring about serious consequences such as lack of confidentiality and poor or incorrect communication which could lead to poor health outcomes.

Organizations must provide trained interpreters for their LEP clients to serve them effectively and safely.



Advocating for Trained Interpreters

According to the National Academy of Science report, “language barriers may affect the delivery of adequate care through poor exchange of information, loss of important cultural information, misunderstanding of physician instructions, poor shared decision making or ethical compromises.”

To address these barriers, the New Hampshire Minority Health Coalition and Southern New Hampshire Area Health Education Center collaborate on training and development of a medical interpretation workforce. Since 2001, we have offered a 54-hour medical interpretation course for bilingual individuals on the ethics and protocol of being a medical interpreter, the various roles, and an overview of the health care system and relevant terminology.

In addition to assisting with organizational compliance with Title VI of the Civil Rights Act, training is also critical to risk management and providing quality care.

Many organizations employ bilingual staff who act as interpreters as part of their jobs. Although we recommend completion of the formal training, we understand that it may be difficult to arrange for individuals to participate in the training. We recommend that these individuals, at a minimum, undergo a language proficiency assessment for each language they interpret. This provides organizations with the knowledge that the individual is proficient in both English and the target language.

Language Assessments

Organizations that wish to confirm that a bilingual staff person is competent to interpret can request a language fluency assessment. This assessment is the same tool used to determine a candidate's ability to enter the 54 hour medical interpretation training class. Individuals take a four-part language fluency test to assess fluency and ability to successfully participate in class. This service was borne out of the need expressed by a variety of organizations interested in assessing the language fluency of their current employees. Individuals who complete the assessment do not need to repeat it if they choose to enroll in the medical interpretation class at a later date.

Assessment Details

This language assessment consists of the following four parts:

1. Brief dictation in English
2. Translation of English dictation into target language
3. Brief conversation in English
4. Interpretation from English to target language

Cost: \$75.00 per person per foreign language assessed

We would be happy to meet with you to discuss the process for scheduling language fluency assessments or professional development opportunities for your bilingual staff.

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