



## CULTURE ADVANTAGE, LC

Culture Advantage is approved as a provider of continuing nursing education by the California Board of Nursing. Continuing Education Provider 15854. This program is applicable towards continuing education for relicensure of RNs and LPNs. Culture Advantage is approved by the Oregon Health Authority to provide healthcare interpreter training.

The Culture Advantage training program meets the training standards described in OAR 333-002-0070 of the [Oregon Health Authority \(OHA\)](#). The 60-Hour Program is approved by the OHA to train Oregon Health Care Interpreters.

Curriculum is subject to change without notice. Please visit the Culture Advantage website for the most current version. <http://www.cultureadvantage.org>

The Culture Advantage curriculum adheres to the curriculum standards established by the Commission for Medical Interpreter Education (CMIE), a division of the International Medical Interpreters Association (IMIA).

Culture Advantage prepares medical interpreters with the clinical knowledge base and professional interpreting competencies as a member of the healthcare team, to interpret the source message into the target language with fluency, accuracy, and comprehension, with the goal of patient safety and promoting positive health outcomes.

We build a strong foundation in anatomy and medical terminology in both working languages, in addition, to personal coaching of students in the standards, code of ethics, roles of the interpreter, protocols, and communication skills while providing the student with a supportive online environment.

As healthcare professionals, we use authentic medical scenarios and guide the student in interpreting with clinical accuracy while providing the medical provider's perspective along with the interpreter's perspective, giving the student a well-rounded view of the medical interpreting profession.

Proprietary training program and materials were developed and approved by physicians, nurses, and other healthcare providers with contributions by professional medical interpreters.

The Culture Advantage philosophy is grounded in the belief that clinical accuracy in both languages is the measure of quality medical interpreting and patient safety in interpreted encounters. The training programs were developed based on analysis, discussions and consensus of healthcare professionals with diverse cultural and linguistic backgrounds that quality interpreting services begin with quality education and training for medical interpreters that reflect accurate clinical practice.

Culture Advantage takes pride in their high standards for accuracy and professional interpreting skills for the graduates and uncompromising commitment to patient safety and quality of care.



## PROGRAMS:

1. Professional Medical Interpreter Program (60-Hour Certificate): Language-specific Program. Oregon State-Approved Healthcare Interpreter Program.
2. Professional Medical Interpreter Program (70-Hour Certificate): High-Register Medical Interpreting Certificate
3. Basic Medical Interpreter Program (40-Hour Certificate): Language-specific Program.
4. Interpreter Continuing Education and Advanced Certificates in Medical Specialties.
5. Fast Track Program for Bilingual Healthcare Professionals: Advanced Clinical Interpreting Certificate: Language-specific Program.

## FEATURES:

- Taught by healthcare professionals (MDs, RNs, LPNs, PTs) and professional interpreters (CMI, CHI, experienced qualified professional interpreters).
- Approved for continuing education for RNs and LPNs.
- Specializing on preparing bilingual healthcare professionals (HCP) with competencies for medical interpreting.
- Individualized FAST TRACK Program for HCPs affording them with the most flexibility.
- Listed in the Trainers Directory of the International Medical Interpreters Association (IMIA) as meeting or exceeding the 40-hour requirement for national certification.
- Emphasis on strong foundation on health literacy in both languages as the basic preparation for professional interpreters for the medical setting.
- Patient-centered preparation for medical interpreters with perspectives from healthcare providers and professional medical interpreters.
- Culture Advantage Clinical Interpreting Standards for Medical Interpreters developed by our team of healthcare professionals.
- Based on adult learning principles, instructor-facilitated active learning is expected of participants.
- Flexible asynchronous instructor-led online and offline assignments.
- One-on-one live coaching/mentoring by healthcare professionals and/or professional interpreters/CMIs/CHIs.
- Live practice sessions and authentic medical scenarios prepared by healthcare professionals.
- Comprehensive final evaluation includes simulation of the national certification exams.
- Live Medical Terminology Drills conducted by healthcare professionals (RNs, MDs, PTs, NMTs)
- Live assessment of interpreting skills.
- Language-specific programs offered in Arabic, Chinese – Cantonese, Chinese - Mandarin, Korean, Farsi, Haitian-Creole, Japanese, Vietnamese, Portuguese, Russian and Spanish.
- Content and presentation format can be customized based on the organization's needs. May be offered online, onsite or blended format.
- Discounts to continuing education courses for one year after graduation.
- Professional Programs meet or exceed the content requirements for the NBCMI National Certification and NCIHC Certification exams.
- Strong track record of preparing [certified medical interpreters](#).



## PROGRAM OUTLINE: 60-Hour Professional Medical Interpreter Program

### PART 1: MEDICAL CONCEPTS 10 HOURS: ENGLISH

(Please refer to the learning objectives for the course content.)

### PART 2: MEDICAL CONCEPTS 20 HOURS: NON-ENGLISH LANGUAGE

(Please refer to the learning objectives for the course content.)

### PART 3: MEDICAL INTERPRETING SKILLS AND PRINCIPLES 30 HOURS: BOTH LANGUAGES

(Please refer to the learning objectives for the course content.)

1. US Healthcare System, CLAS and Cultural Competency 4 Hours.
2. Introduction to Interpreting and Standards of Practice: IMIA, NCIHC, CHIA 4 hours.
3. Code of Ethics: IMIA, NCIHC, CHIA (RID included for ASL interpreters) 8 Hours.
4. Roles of the Interpreter: IMIA, NCIHC, CHIA 4 Hours.
5. Integrative Skills: Consecutive Interpreting, Beginner Simultaneous Interpreting, Sight Translation, Managing the Communication Flow. 6 Hours (Also integrated in other Part 3 modules.)
6. Intermediate Interpreting Skills: Cross-cultural Communication, Professional Communication Skills in the Healthcare Setting, Patient Safety, Quality of Care. Interpreting high-register and complex scenarios. 4 Hours. (Also integrated in other Part 3 modules.)

(Fast Track Program or other specialty programs may be designed to meet the learning goals of the specific programs.)

### PROGRAM FORMAT

- Mentors/Instructors are trained medical interpreters with MD or RN or RN+LPN team or certified medical interpreters and qualified professional medical interpreters.
- One-on-One feedback and mentoring in both languages for medical concepts and interpreting skills.
- Instructor-facilitated online study with online lessons, audio assignments and written quizzes and exams. Written, audio assignments and/or tests are submitted for every lesson.
- Progress is based on satisfactory performance of the required competencies.
- Each lesson must be completed with satisfactory grade before proceeding to the next lesson.
- Oral exams are conducted after each section.
- Mentors with healthcare background and/or CMI/CHIs evaluate the participant's interpreting skills in both languages during practice sessions and during live assessments of competencies.
- Completion Time of 60 or 70 hours for the professional programs is based on the average number of hours of completion verified during pilot testing.

- Individual practice time, assignment time, and additional research time are not included in the average completion time.
- Completion time depends on various factors such as the participant's previous educational preparation, language skills, Internet skills, Internet connectivity, time constraints, etc.
- The courses in the program must be completed consecutively. Part 1 must be completed successfully before access is given to Part 2, Part 2 must be successfully completed before access is given to Part 3.

#### ADMISSION REQUIREMENTS: \*

1. Education: College-level education or five years of combined professional work experience with at least 2 years of college-level education.
2. Language Proficiency – English. Any of the following is accepted: \*
  - Graduation from high school in the US or in a country where English is the medium of instruction.
  - College major in English.
  - Professional work experience where English and the other language were spoken - 5 years.
  - Validated Language Proficiency Testing equivalent to ILR-2.5 or higher.
3. Language Proficiency – Other language. Any of the following is accepted: \*
  - Graduation from high school in a country where the other language is the medium of instruction.
  - College major in the other language.
  - Professional work experience where English and the other language were spoken - 5 years
  - Validated Language Proficiency Testing equivalent to ILR-2.5 or higher.
4. Basic Internet skills: Ability to send and receive email, follow links, download and upload files, access to audios and videos, etc.
5. Basic computer skills: Familiarity and ability to download and read WORD document, PDF files, PowerPoint, printing documents, etc.
6. Personal computer (PC or MAC) with Internet access and appropriate software to view the lessons.
7. Telephone access.
8. Computer with microphone and audio recording software.
9. If the candidate does not meet the language and education requirements, they need to pass the Culture Advantage Screening and Placement Test with at least 90% grade to be admitted to the program. (Extra fee.)
10. Other requirements as required by licensing or regulatory organizations.

\*Basic Program and Fast Track Programs may have different requirements.



## PROGRAM COMPLETION REQUIREMENTS

Certificate of Completion of the Professional Medical Interpreter Program will be awarded upon satisfactory fulfillment of Part 1, Part 2, Part 3 and the comprehensive Final Exam within the Program Plan. If the candidate is not able to complete the program, a letter of attendance (not a certificate) will be issued, if requested, to verify attendance, (provided at least Part 1 has been completed with satisfactory performance), but that the requirements for graduation were not completed. Limited monthly extensions are available if unable to complete the program within the Program Plan. (Refer to our Attendance Verification Policy for details.)

### COURSE REQUIREMENTS TO RECEIVE A CERTIFICATE OF COMPLETION:

1. At least 80% average grade on all quizzes. Failing grades need to be remediated before progress to the next section of the program is approved.
2. At least 90% grade on all exams.
3. All oral and written assignments with satisfactory feedback from the mentor.
4. Attendance and satisfactory participation in 100% of required live practice sessions, with attendance in at least two practice sessions while in Part 3 of the program.
5. Pass the Final Exam with 90% grade and high degree of accuracy in interpretation.  
(Refer to the specific program plan for details on the Final Exam requirements.)

## CURRICULUM: PROFESSIONAL MEDICAL INTERPRETER PROGRAM 60 Hours

### FOUNDATION IN MEDICAL CONCEPTS: PART 1 AND PART 2

#### *ANATOMY AND MEDICAL TERMINOLOGY AND DISEASE PROCESS IN BOTH LANGUAGES*

The foundation of the Culture Advantage program is mastery of basic concepts of anatomy, medical terminology and disease process.

In Part 1 (English) of the program, we start with basic understanding of anatomy and medical terminology and concepts of disease, including diagnostic procedures, treatments and medical specialties.

In Part 2 of the program, more in-depth discussion of specific diagnoses is integrated with the knowledge gained in anatomy and medical terminology from Part 1 (English) while teaching the medical concepts in both languages.

### *COURSE DESCRIPTION*

Concepts of Anatomy and Medical Terminology are taught using combination of proprietary written lectures and PowerPoint Presentations, audios, online videos, and patient education articles. Each lesson has an assignment and/or quiz. Section exams include multiple choice and oral exams that are graded individually. Personal one-on-one feedback is returned to the student with advice for remediation and/or continued professional development. Live practice sessions are conducted by phone or online, facilitated by physicians/nurses for reinforcement of lessons, opportunity to bring questions to the forums, demonstration of comprehension of concepts, and of the participant's ability to explain medical concepts accurately and fluently in the both languages. Individualized feedback and coaching during live practice sessions including mentor coaching and peer review/analysis and recommendations for further improvement.

### *LEARNING OUTCOMES*

By the end of this section, the student would be able to:

1. Identify the locations of the major structures of the human body.
2. Define common medical terminology associated with the major body systems.
3. Explain common medical terminology using word parts (prefix, root word, suffix) and word combinations as appropriate.
4. Explain terminology related to common diseases, diagnoses and symptoms, diagnostic procedures and treatments and common medical equipment and devices.
5. Demonstrate translation of medical terms by compiling a comprehensive personal glossary of anatomy and medical terms in the participant's language pair that covers the 10 body systems, based on the Culture Advantage lessons. (Recommended: 500-term Bilingual Glossary for the Basic40 Program, 700- term Bilingual Glossary for the professional 60-70-Hour programs.)
6. Accurately describe and pronounce medical specialties, diagnoses, symptoms, and patient education information in the language pair.
7. Demonstrate knowledge of common acronyms and abbreviations in medicine and recognize the dangers of using abbreviations.
8. Demonstrate ability to conduct online search and verification of medical terms and symptoms using credible sources of information when research assignments are assigned.
9. Demonstrate accountability for own learning achievement by completing assignments, tests and learning activities independently and documenting sources of information as appropriate.
10. Satisfactory participation in live practice sessions. Must be able to verbally explain medical concepts fluently and accurately in both languages.

### *COURSE CONTENT: ENGLISH*

1. Anatomy of 10 major body systems.
2. Cardiovascular diseases, treatments, and procedures
3. Musculoskeletal and skin diseases, treatments, and procedures
4. Digestive diseases, treatments, and procedures
5. Endocrine diseases, treatments, and procedures
6. Neurological diseases, treatments, and procedures

7. Respiratory diseases, treatments, and procedures
8. Renal diseases, treatments, and procedures
9. Reproductive System diseases, treatments, and procedures
10. Blood and Immune System diseases, treatments, and procedures
11. Specialties, medical equipment, common medications.
12. Online research skills
13. Bonus lessons: Dental Terminology and Mental Health Terminology

## PART 2: MEDICAL CONCEPTS IN THE NON-ENGLISH LANGUAGE

Language-specific programs offered in Arabic, Chinese – Cantonese, Chinese - Mandarin, Korean, Farsi, Haitian-Creole, Japanese, Vietnamese, Portuguese, Russian and Spanish.

Part 2 goes beyond basic translation of terminology. The student is expected to demonstrate comprehension of major diseases and disorders for each body system integrating knowledge of anatomy and medical terminology in explaining diagnosis, symptoms, diagnostic procedures, treatment, medication, and patient education. The participant is expected to verbally explain the medical concepts accurately and fluently in both languages, in addition to passing the written quizzes and written/audio assignments. Please note that although Part 2 includes translation and interpretation, Part 2 is focused on the medical knowledge base and not on interpreting skills. Participant's verbal competencies to demonstrate mastery of concepts are evaluated during live practice sessions and oral section exams.

Specific topics may vary depending on the language pair and program plan.

### *COURSE CONTENT: NON-ENGLISH LANGUAGE*

1. Cardiology: Selected Diseases and Disorders (Topic examples: MI, CABG, PTCA, Afib, etc.)
2. Orthopedics: Selected Diseases and Disorders (Topic examples: Fractures, RA, DJD, arthroplasties, etc.)
3. Dermatology: Selected Diseases and Disorders (Topic examples: Burns, skin infections, wound care)
4. Gastroenterology: Selected Diseases and Disorders (Topic examples: EGD, GERD, Colon surgeries)
5. Endocrinology: Selected Diseases and Disorders (Topic examples: Diabetes, diabetic diet, thyroid diseases)
6. Neurology: Selected Diseases and Disorders (Topic examples: CVA, TIA, types of stroke, epilepsy)
7. Pulmonology: Selected Diseases and Disorders (Topic examples: COPD, TB, bronchoscopy, respiratory treatments)
8. Urology and Nephrology: Selected Diseases and Disorders (Topic examples: UTI, kidney failure, dialysis, urological procedures and surgeries)
9. Obstetrics and Gynecology: Selected Diseases and Disorders (Topic examples: Pregnancy, labor and delivery, ovarian cyst, endometriosis, STDs.)
10. Oncology and the Immune System: Selected Blood Disorders. (Topic examples: Cancer, chemotherapy, radiation therapy, blood transfusion, HIV-AIDS, infections.)
11. Electives: Choose one additional advanced specialty topic.



12. Fast Track Participants submit a project or presentation on a medical specialty, presenting a case study; presenting authentic clinical scenarios with advanced terminology; facilitating group discussions of diagnoses and procedures, etc.

**NOTE: CULTURE ADVANTAGE STATEMENT ON ASSESSMENT OF FLUENCY:**

Since medical interpreting involves working in a fast-paced, sometimes chaotic, noisy and distracting medical environment, the ability to communicate with fluency and not just with accuracy, is critical to prevent misunderstandings and interpreting errors that could contribute to medical errors. Culture Advantage defines fluency as the correct pronunciation of medical and non-medical terminology, ability to fluidly convey the message into the target language using appropriate grammatical conventions, syntax, and expression (tone of voice), and ability to quickly convert the message into the target language without unduly creating delays in the provision of care.

According to the IMIA Standards of practice, "the interpreter must not only be fluent in both the source and target languages but must also have the skills and knowledge base to be able to comprehend the message quickly in the source language and just as quickly re-express it in the target language."

Starting in Part 1 of the program, participants must be able to explain concepts, narrate and describe events, and state opinions without a lot of hesitations, pauses, filler statements, pauses, repetitions and self-corrections in both languages. Participants must be able to read and comprehend complex ideas, rephrase, and explain them accurately in their own words in both languages, and apply the concepts to real-life scenarios. Native language speakers must be able to understand participant's communication including pronunciation of non-medical terminology without having to ask for repetition or clarification. Participants may be referred for Language Coaching services or formal language proficiency testing if unable to demonstrate the expected competencies. Additional fees may be required.

### **MEDICAL INTERPRETING PRINCIPLES: PART 3**

The emphasis of the Medical Interpreting Principles section is on the understanding and application of medical interpreting standards of practice, code of ethics, roles of the interpreter while demonstrating consecutive interpreting skills during clinical simulations/role plays that reflect authentic medical interpreting encounters, while interpreting with linguistic equivalence, cultural appropriateness, and clinical accuracy.

***FORMAT: INSTRUCTOR-GUIDED ACTIVE LEARNER PARTICIPATION***

Independent active learning facilitated by qualified medical interpreting instructors. Proprietary learning resources are provided, supplemented with online discussions and offline assignments. Participants are expected to spend additional practice time outside the online course materials





and live practice sessions. Online forums are provided for the participants to discuss questions, share experiences, and provide support and for mentors to model effective practices. Satisfactory performance is expected in live practice sessions by phone or online, where immediate real-time feedback and coaching is provided.

If more in-depth discussion or more practice is required to develop interpreting skills, private tutoring or private coaching is available as an extra service, or may be required based on the student's performance.

(Culture Advantage reserves the term "medical" to refer to medical care provided in primary care, acute or emergency clinical setting, and "healthcare" as a general term that may refer to the overall healthcare of a country or region, or to specific community health services, public health communication, and other services that may or may not involve acute medical treatment.)

### ***PART 3 MODULE I.***

#### ***US HEALTHCARE SYSTEM, CULTURAL COMPETENCY AND INTERPRETING SKILLS LEVEL 1.***

##### **LEARNING OUTCOMES**

1. Define commonly used general healthcare terminology.
2. Explain how healthcare is accessed in the United States.
3. List examples of medical emergencies.
4. Explain different medical specialties.
5. Differentiate between basic insurance-related terms.
6. Recognize the role of culture and language in healthcare communication.
7. Explain LEP, CLAS, Joint Commission, health disparities, cultural competency, and language access, and the impact of cultural differences on health care.
8. Recognize the relationship between health literacy and health outcomes.
9. List examples of culturally competent services.
10. Explain idiomatic expressions, regional differences in meaning of common non-medical terms, and culturally-related beliefs and practices of patients they may encounter.
11. Demonstrate general understanding of the medical interpreting standards and code of ethics (COE) by passing written and oral exams on the standards and COE.
12. Summarize the development of the medical interpreting profession, from ad hoc interpreting to the development of standards, national certification, different areas of specialization, membership in professional organizations and need for continued professional development through continuing education.
13. Practice beginner interpreter skills such as active listening, note-taking, understanding the source message with 100% accuracy, analyzing the source message, identifying register.
14. Identify common medical interpreting errors such as omission, addition, substitution, editing, change in meaning and register.
15. Discuss denotative and connotative meanings of the message.

16. Demonstrate beginner interpreting skills of active listening, shadowing, and reflecting register by interpreting basic patient information such as Medicare and Medicaid information, HIPAA and patient confidentiality information, etc.
17. Demonstrate ability to verbally convert the source message into the target language with clear and understandable speech delivery, while maintaining register and emotional tone of the speaker, including expletives, idiomatic expressions and colloquialisms.

### ***PART 3 MODULE II.***

#### ***MEDICAL INTERPRETING CODE OF ETHICS (COE), STANDARDS OF PRACTICE AND CONSECUTIVE INTERPRETING LEVEL 2***

##### Learning Outcomes.

1. Demonstrate more in-depth understanding of the medical interpreting standards and COE by: Summarizing the medical interpreter's standards of practice and COE based on the International Medical Interpreter's Association (IMIA) standards, the National Council on Interpreting in Health Care (NCIHC) standards, and the California Healthcare Interpreters Association (CHIA) standards. Given a case study, analyzing the scenario and choosing the most appropriate interpreter action based on the standards and ethics (IMIA, NCIHC, and CHIA, RID for ASL interpreters).
2. Explain the differences in the standards/ethics above and their focus/emphasis.
3. Define HIPAA and distinguish between patient confidentiality and privacy.
4. Identify personal health information (PHI) and laws regarding disclosure of PHI.
5. Discuss accuracy, confidentiality, impartiality and professionalism within the medical interpreting context.
6. Define medical ethics and bioethics.
7. Explain the similarities and differences between medical ethics and medical interpreter's code of ethics.
8. Accurately sight translate the IMIA Code of Ethics into the non-English language.
9. Discuss ethical decision-making based on the CHIA Standards.
10. Given a case study, explain how the Code of Ethics will guide the interpreter's practice in the healthcare setting.

Also, integrated into Module 2 Code of Ethics Module: Medical Interpreting Level 2

11. Distinguish between first-person and third-person interpreting; between consecutive and simultaneous interpreting; and between sight translation, translation and interpreting.
12. Demonstrate professional introduction, pre-session, self-correction, and closure activities.
13. Demonstrate beginner consecutive interpreting skills such as note-taking, visualization, connecting prior knowledge to new information, logical inference, asking for clarification and verification of understanding in a professional manner, accurately, fluently, and completely interpreting 1-2 sentences into the target language reflecting knowledge of common diseases and disorders in the language-pair.
14. Demonstrate beginner simultaneous interpreting mode.

15. Demonstrate beginner consecutive interpreting skills by interpreting diagnoses, treatments/procedures and terminology that the interpreter learned from Part 1 and Part 2, from English into the target language and vice versa.
16. Begin to practice intermediate consecutive interpreting skills by accurately and completely interpreting 2-3 sentences including high-register and medically-complex concepts, in both languages, or other conditions that the interpreter may have limited previous knowledge (Examples: Genetic testing, allergy testing, blood transfusion reactions, etc.). Interpreter must demonstrate critical thinking and analysis to interpret with accuracy and professionalism.
17. Demonstrate critical-thinking and decision-making skills, and ability to manage the communication during interpretation of ethical and challenging scenarios.
18. Demonstrate effective clarification protocol when communicating with providers and patients to ensure 100% accuracy in understanding critical clinical information before attempting to interpret.
19. Demonstrate ability to switch from one mode of interpreting (consecutive to simultaneous or vice versa) into another more appropriate mode to adapt to the situation.
20. Demonstrate ability to self-evaluate own competencies and identify actual interpreting errors and potential for errors.
21. Demonstrate self-correction protocol if interpreter becomes aware of inaccurate or incorrect interpretation in the encounter.
22. Demonstrate transparency by informing the provider/patient of potential conflicts of interest or inability to interpret due to personal or professional reasons, such as inadequate training in a medical specialty, and withdrawing from the assignment as needed.

### **PART 3 MODULE 3**

#### **ROLES OF THE MEDICAL INTERPRETER**

##### Learning Outcomes:

1. Discuss the four roles of the medical interpreter: Conduit, clarifier, culture broker, patient advocate.
2. Discuss the differences in knowledge and skills between a trained and an untrained interpreter using the guidelines from the IMIA standards, code of ethics, and roles of the interpreter.
3. Demonstrate cultural advocacy and patient advocacy when encountering situations that can potentially place the health and life of patients at risk.
4. Discuss the differences between translators and interpreters.
5. Participate in discussions of the role of the interpreter in patient safety and quality of care.

6. Demonstrate professional consecutive interpreting skills by interpreting 2-3 sentences including high register and medically-complex concepts in both languages, while demonstrating compliance with the Standards, the Ethics, and Roles of the Interpreter.
7. Interview a non-English speaker or speaker with limited English proficiency about the challenges of cultural and linguistic barriers.
8. Prepare for professional practice by exploring different specialty areas, telephonic and video interpreting modes, and employment options.
9. Self-evaluate own competencies related to translation and interpreting by comparing qualifications with national standards and expectations for professional translators.
10. Demonstrate ability to plan and prepare for continued professional development by completing a worksheet on preparation for CHI/CMI national certification.
11. For Oregon healthcare interpreters, participate in discussion of interpreter requirements in Oregon. Complete the OHA worksheet on the process to become an Oregon Certified HCI and Oregon Qualified HCI.

### **COMPREHENSIVE FINAL EVALUATION**

After successful completion of Part 1, Part 2 and Part 3 of the program, the candidate would be approved to take the Comprehensive Final Evaluation.

The Comprehensive Final Evaluation includes three sections:

1. Anatomy and Medical Terminology Final Exam in the language pair.
2. Consecutive Interpreting Exam, a simulation of the oral exam for the national certification exams, including sight translation of two documents from English to the target language, a brief simultaneous interpreting scenario, and consecutive interpreting scenarios in both languages.
3. Final Oral Skills Evaluation. A comprehensive assessment of professional medical interpreting skills conducted over-the-phone or online, with two mentors. This is a clinical simulation (role play) of a clinically-authentic medical situation.

A passing grade of 90% in each of the three sections of the Comprehensive Final Evaluation is required for receiving a Culture Advantage Medical Interpreter Certificate - 60 Hours.

The candidate for graduation must be able to demonstrate the following competencies during the Final Oral Skills Evaluation, where a clinically-authentic medical simulation is presented and the candidate will be interpreting for the provider-patient encounter. One mentor plays the role of the provider speaking in English, and the other mentor plays the role of the patient speaking in the non-English language.

The candidate must be able to:

1. Demonstrate accuracy, fluency, comprehension and knowledge of medical concepts in both languages.
2. Demonstrate knowledge of the standards, ethics, and roles of the interpreter during the simulated physician-patient encounter.

3. Demonstrate consecutive interpreting skills in interpreting at least 2 sentences during the simulated physician-patient encounter with accuracy and fluency.
4. Demonstrate clarification protocol and self-correction protocol without unduly interrupting the communication process.
5. Demonstrate fluency, accuracy and completeness in interpreting 2-3 sentences into the target language, including high-register and medically-complex concepts in both languages.
6. Demonstrate accurate interpretation/sight translation of a written document from the source language into the target language.
7. Demonstrate accuracy in interpreting with not more than 4 interpreting linguistic/cultural/clinical errors and not more than total 5 errors including protocol errors. A clinically significant error that can potentially place the life and health of the patient at risk will necessitate an exam retake. (Refer to the specific program plan for details on the Final Exam requirements.) If the candidate fails the comprehensive final evaluation or any portion thereof, they would be referred for remediation/private coaching (extra fee) before approval to retake the exam.

\*\* Basic40 and Healthcare Professionals Track may have different requirements.

## CONTACT INFORMATION

### DIRECTOR:

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<https://cultureadvantage.org/about.html>

Marlene Obermeyer is the curriculum designer and instructor for medical terminology and principles of medical interpreting. She developed the proprietary Culture Advantage Program with emphasis on a strong foundation on medical concepts in both languages to assure accurate interpretation to safeguard patient safety. She is an English-Tagalog/Ilokano Medical Interpreter.

Marlene has 30 years of experience as a registered nurse working in different specialties. She has designed over 100 contact hours of continuing education for nurses. She is an approved continuing education provider for registered nurses in the state of California. She is committed to the highest standards for medical interpreters. She was the first Chair of the IMIA Commission on Medical Interpreting Education (CMIE), and the first chair of the Minority Languages Division of the IMIA.



She is a member of the International Medical Interpreters Association (IMIA), the National Council on Interpreting in Health Care (NCIHC), and of the California Healthcare Interpreters Association (CHIA).

Marlene is the original curriculum designer and presenter of the original IMIA Medical Terminology Boot Camp in 2010 and has been presenting the IMIA Medical Terminology Boot Camps annually, in addition to designing and presenting Advanced Boot Camps in Difficult Situations and Mental Health Interpreting.

Marlene received appreciation from the IMIA in January 2014 for her work as Chair of the CMIE Accreditation Commission.

Marlene and four of our mentors/instructors presented at the International Conference of the IMIA in 2014.

Marlene is currently a member of the Advisory Board of CMIE.

Mentors:

For a list of our current mentors and instructors, please visit the Culture Advantage Website Mentor's Page. <https://cultureadvantage.org/mentors.html>

Featured Graduates: For a list of our certified medical interpreter graduates, please visit Graduates Page. <https://cultureadvantage.org/certifiedgraduates.html>

For more information on our programs, please contact us.

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Patient-Centered, Provider-Managed, Interpreter-Facilitated Communication©

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