CULTURE ADVANTAGE ONLINE MEDICAL INTERPRETER PROGRAM

60-Hour Health Care Interpreter Certificate Program

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

This program follows the CMIE Standards for Medical Interpreter Education.

The professional-level medical interpreter program prepares qualified bilingual individuals with a broad and intensive background in medical terminology in both languages and professional medical interpreting skills, with emphasis on health literacy and accuracy in interpreting.

Culture Advantage is a nationally-recognized online medical interpreter program taught by physicians, nurses, physical therapists, respiratory therapists and CMIs and CHIs.

It is the only medical interpreter program approved for continuing nursing education (CNE) by the California Board of Nursing.

The program meets the national certification requirements for CCHI and NBCMI. We have strong record for preparing our graduates for national certification.

INSTRUCTORS:

Marlene V. Obermeyer, MA, RN: Curriculum Developer, Mentor, Director
Kelly Martinkus, MD, CMI-Spanish: Program Development Manager, Spanish Senior Mentor/Instructor, Course Developer, Culture Advantage Professional Medical Interpreter Graduate
Lizbeth Mendoza, MD, CMI-Spanish: Spanish Mentor, Instructor, Course Developer, Culture Advantage Professional Medical Interpreter Graduate
Ofelia Chacon, MD, PhD: Spanish Mentor, Culture Advantage Professional Medical Interpreter Graduate
Liza Mannella, BS Chemistry, CMI-Spanish: Mentor/Instructor, Culture Advantage Professional Medical Interpreter Graduate
Tatiana Piccoli, MD – Russia: Russian Mentor, Course Advisor, Culture Advantage Professional Medical Interpreter Graduate
Gi Eun Oh, MA in Translation, CMI-Korean: Korean Mentor, Culture Advantage Professional Medical Interpreter Graduate
Joon Lee, MD: Korean Mentor, Culture Advantage Professional Medical Interpreter Graduate
Sophia Zhao Qi, MD, MS, CMI-Mandarin, CHI-Mandarin: Chinese Mentor/Instructor, Culture Advantage Professional Medical Interpreter Graduate
Katherine Ling Post, RN-US: Chinese Mentor, Culture Advantage Professional Medical Interpreter Graduate
Dalia Elsouhag, MD, MPH: Arabic Mentor, Culture Advantage Professional Medical Interpreter Graduate

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60-Hour Curriculum

PROGRAM OUTLINE

PART 1: MEDICAL CONCEPTS: ENGLISH 10 HOURS: Taught by healthcare professional (RN or MD)

COURSE CONTENT

1. Basic concepts of anatomy of the human body.
3. Cardiovascular diseases, treatments, and procedures and specialties.
4. Musculoskeletal and skin diseases, treatments, and procedures and specialties.
5. Digestive diseases, treatments, and procedures and specialties.
6. Endocrine diseases, treatments, and procedures and specialties.
7. Neurological diseases, treatments, and procedures and specialties.
8. Respiratory diseases, treatments, and procedures and specialties.
9. Renal diseases, treatments, and procedures and specialties.
10. Reproductive system diseases, treatments, and procedures and specialties.
11. Blood and immune system diseases, treatments, and procedures and specialties.
12. Medications, Procedures, Equipment and Medical Devices.

PART 2: MEDICAL CONCEPTS: LANGUAGE-SPECIFIC 20 HOURS *(ARABIC, CHINESE MANDARIN, JAPANESE, KOREAN, PORTUGUESE, RUSSIAN, SPANISH, VIETNAMESE) Taught by physicians, nurses, physical therapist, respiratory therapists and CMIs and CHIs in the language pair.

1. Basic Anatomy in the language pair
2. Cardiovascular diseases, specialties, treatments, and procedures in the language pair
3. Musculoskeletal and skin diseases, specialties, treatments, and procedures in the language pair
4. Digestive diseases, specialties, treatments, and procedures in the language pair
5. Endocrine diseases, specialties, treatments, and procedures in the language pair

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6. Neurological diseases, specialties, treatments, and procedures in the language pair
7. Respiratory diseases, specialties, treatments, and procedures in the language pair
8. Renal diseases, specialties, treatments, and procedures in the language pair
9. Reproductive System diseases, specialties, treatments, and procedures in the language pair
10. Blood and Immune System diseases, specialties, treatments, and procedures in the language pair
11. Online research skills in the language pair

PART 3: MEDICAL INTERPRETING SKILLS AND PRINCIPLES 30 HOURS (Taught by healthcare professionals and CMI/CHIs)

1. US Healthcare System and Cultural Competency (2 Hours)
2. Introduction to Interpreting and Standards of Practice: IMIA, NCIHC, CHIA (8 hours)
3. Code of Ethics: IMIA, NCIHC, CHIA (RID included for ASL interpreters) (8 Hours)
4. Roles of the Interpreter: IMIA, NCIHC, CHIA. (8 Hours)
5. Integrative Skills: Consecutive Interpreting Skills, Beginner Simultaneous Interpreting, Sight Translation, and Medical Specialties integrated throughout Part 3. (4 hours)

Final Evaluation: To be reserved in advance after successful completion of Part 1, Part 2, 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:***
   a. Graduation from high school in the US or in a country where English is the medium of instruction.
   b. College major in English.
   c. Professional work experience where English and the other language were spoken - 5 years.
   d. Validated Language Proficiency Testing equivalent to ILR-2.5 or higher.
3. Language Proficiency – Other language. Any of the following is accepted:***
   e. Graduation from high school in a country where the other language is the medium of instruction.
   f. College major in the other language.
   g. Professional work experience where English and the other language were spoken - 5 years.
   h. 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. Personal computer (PC or MAC) with Internet access and appropriate software to view the lessons.
6. Telephone access.

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7. Computer with microphone and audio recording software.
8. Pass Culture Advantage Screening and Placement Test with at least 80% grade (90% for the Fast Track Program).

NOTE: Minority language interpreters and healthcare professionals may have different requirements.

FORMAT:

Interactive online course delivery. Based on adult learning principles, participants complete the lessons and activities independently, guided by qualified healthcare professionals and professional interpreters. Assignments are corrected by the medical/language mentor and feedback is individualized to each student. Live conference calls are conducted for practice, hands-on guidance, coaching, and formative assessment of knowledge and skills. Final evaluation is a live conference call with two mentors who provide feedback and individualized coaching. Final Evaluation includes an online component simulating the national certification exams.

COURSE REQUIREMENTS TO RECEIVE A CERTIFICATE OF COMPLETION:

The certificate awarded is a 60-Hour Certificate and the skill level specified will depend on the demonstrated knowledge and skills throughout the program.

To receive a Professional-level Certificate 60 Hours:

1. Must meet or exceed all language and education requirements per CMIE standards.
2. At least 80-90% average grade on all assignments and quizzes.
3. At least 90% grade on all exams.
4. All oral and written assignments with satisfactory feedback from the mentor.
5. Must have completed all required activities.
6. Pass the Final Exam/Evaluation with at least 90% grade and high degree of accuracy in interpretation. Not more than 4 interpreting linguistic/cultural/clinical errors and not more than total 5 errors including protocol errors. (Refer to the specific program plan for details on the Final Exam requirements.) May retake the Final Exam once.

To receive a Basic Healthcare Interpreter Certificate 60 Hours:

1. Must meet the language and education requirements, or provide equivalent documentation.
2. At least 80% average grade on all assignments and quizzes.
3. At least 80% grade on all exams.
4. All oral and/or written assignments with satisfactory feedback from mentor.
5. Must have completed at least 90% of all required activities.

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6. Pass the Final Exam with at least 80% grade and demonstrate medical interpreting skills to be able to interpret with high degree of accuracy with not more than 5 clinically significant errors. May retake the Final Exam twice.

CORE CURRICULUM

LEARNING OBJECTIVES: PART 1 and PART 2

By the end of this section, the participant 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. Compile a comprehensive personal glossary of anatomy and medical terms in the participant’s language pair that covers the 10 body systems. (500-term Bilingual Glossary for the Basic Program, 700-term Bilingual Glossary for the professional programs.)
6. Accurately describe and pronounce medical specialties, diagnoses, symptoms, and patient education information in the language pair.*
7. Demonstrate ability to conduct online search and verification of medical terms and symptoms using credible sources of information.*
8. Demonstrate knowledge of common acronyms and abbreviations in medicine and recognize the dangers of using abbreviations.
9. Demonstrate accountability for own learning achievement by completing assignments, tests and learning activities independently and documenting sources of information as appropriate.

LEARNING OBJECTIVES – PART 3

1. Explain how healthcare is accessed in the United States. *
2. Differentiate between basic insurance-related terms.*
3. Define HIPAA, LEP, CLAS, Joint Commission, health disparities, cultural competency, and language access.
4. Define cultural competency.
5. Discuss the legal liability of the medical interpreter.
6. Recognize the role of culture in healthcare communication.*
7. Recognize the relationship between health literacy and health outcomes.*
8. Define medical ethics and bioethics.*
9. Summarize the medical interpreter’s standards of practice 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.*

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10. Discuss accuracy, confidentiality, impartiality and professionalism within the medical interpreting context.*
11. Given a medical encounter scenario, choose the most appropriate interpreter action based on the standards (IMIA, NCIHC, and CHIA, RID for ASL interpreters).
12. Distinguish between first-person and third-person interpreting; between consecutive and simultaneous interpreting; and between translation and interpreting.
13. Demonstrate professional introduction, pre-session, self-correction, and closure activities.
14. Demonstrate beginner consecutive interpreting skills such as note-taking, asking for clarification appropriately, and accurately, fluently, and completely interpreting 1-2 sentences into the target language reflecting knowledge of common diseases and disorders in the language-pair.
15. Discuss ethical decision-making based on the CHIA Standards.*
16. Given a case study, explain how the Code of Ethics will guide the interpreter’s practice in the healthcare setting.
17. Demonstrate sight translation of at least two documents into the target language. *
18. Demonstrate consecutive interpreting skills by interpreting familiar medical encounters and terminology from English into the target language and vice versa.
19. Interpret end-of-life care situations and advance directives with accuracy and cultural sensitivity.*
20. Demonstrate consecutive interpreting skills by accurately and completely interpreting 2-3 sentences including high-register and medically complex concepts in both languages (Examples: Genetic testing, allergy testing, blood transfusion reactions, infectious diseases, etc.).**
21. Demonstrate critical-thinking and decision-making skills during interpretation of authentic simulation of ethical and challenging scenarios. **
22. Demonstrate effective clarification protocol when communicating with providers and patients.
23. Demonstrate ability to switch from one mode of interpreting (consecutive to simultaneous or vice versa) into another more appropriate mode in order to adapt to the situation.*
24. Discuss the four roles of the medical interpreter: Conduit, clarifier, culture broker, patient advocate.
25. 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.
26. Discuss the differences between translators and interpreters.
27. Demonstrate accuracy and fluency in interpreting medical information and patient responses of routine medical encounters using consecutive interpreting mode.
28. Analyze a provider-patient interaction and identify the most appropriate role in the interaction using the IMIA, NCIHC or CHIA standards and code of ethics for medical interpreters.*
29. Prepare for professional practice by exploring different specialty areas, telephonic and video interpreting modes, and employment options. **
30. 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. **
31. Discuss the role of the interpreter in patient safety and quality of care.*
32. Self-evaluate own competencies related to translation and interpreting by comparing qualifications with national standards and expectations for professional translators and professional medical interpreters. **

**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 Evaluation 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.

The Final Exam/Evaluation includes interpreter skills assessment in three modes. The certificate awarded and recommendations for employers are based on the skill level achieved throughout the program:

Basic Interpreting Skills Level 1 – General Medical Setting: Graduate has demonstrated basic medical knowledge of anatomy and medical terminology but may be limited in one of the two languages. Has demonstrated basic interpreting skills. May interpret for basic conversations in a general medical environment, for example, giving basic information, providing directions around the hospital, basic intake questions, with opportunity to ask questions and clarification as needed. Not recommended to interpret in an acute care or healthcare setting where time is critical and high level of knowledge of medical concepts is required.

Basic Interpreting Skills Level 2 – Primary and Community/Public Health/Medical Setting: Graduate has demonstrated basic medical knowledge of anatomy and medical terminology in both languages. Has demonstrated basic interpreting skills in both languages. May interpret for general or routine medical appointments. Recommend working with a healthcare provider who has received training on working with medical interpreters. Not recommended to interpret in an acute care where time is critical and high level of knowledge of medical concepts is required.

Professional-level Skills Level 3 – Graduate has demonstrated intermediate to advanced knowledge of anatomy and medical terminology, diseases, treatments, procedures in both languages with high degree of accuracy. May interpret in acute care setting, clinics and hospitals. More advanced training is recommended for interpreting in specialty care areas, although may have knowledge of the most common diagnoses in specialty areas.

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Professional-level Skills Level 4 – Graduate has background and education as a physician or equivalent clinical degree and experience, or has a degree in a healthcare field. Graduate has demonstrated accuracy and fluency in interpreting in both languages and exemplary professional interpreting skills. Additionally, has presented a clinical interpreting project in a medical specialty, which is approved for continuing education for medical interpreters. May interpret in any inpatient, outpatient, community, or specialty care areas in which they have clinical knowledge and/or experience.

CONTACT INFORMATION
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