Advisory Committee on Qualifications for Health Care Translators and Interpreters

Meeting Site:
Health and Human Services Commission (HHSC)
Brown-Heatly Building, Room 4501
Austin, Texas 78751

**June 20, 2014
Meeting Minutes**

Members in Attendance:
Todd Agan for Chris Moreland
Jacque Burandt
Esther Diaz
Ryan Foley
Miguel A. Fuentes
Manuel Higginbotham
Tony Martin
Nancy Miller
Irma Rubio
Fabio Torres

Members Not in Attendance
Detra Stewart
Zee Broussard
Gel Detrick

Non-voting Members in Attendance:
Barbara Wright, Department of Aging and Disability Services (DADS)

1. Call to order.

The meeting was called to order at 10:10 a.m. by Tony Martin, Chair.

2. Approval of minutes for the May 9, 2014 meeting.

Item 4, under Feasibility of Training and Mentoring was amended to read "…the pushback has been from private practitioners." The minutes were then approved as amended.

3. Report on administrative action items from last meeting.

Esther: will revise instructor requirements to be voted on next meeting.
Status: Complete

Fabio: will give a brief presentation on his mentorship program at Fort Worth Catholic Charities
Status: Complete

Fabio or Jacque: will give a brief presentation on TeamSTEPPS.
Status: Will present at next meeting

Jacque: will give a presentation on the preceptor program at University Health Systems
Status: Complete

Ryan: will give a brief presentation of mentoring program at MasterWord.
Status: Complete

4. Discussion on existing health care mentor and preceptor programs.

Fabio Torres described the mentor preceptor program at Fort Worth Translator Interpreter Network (TIN). TIN has been training interpreters, then sends them out to work as freelancers. The training is 40 hours. A mentor then serves for 3 months, and can communicate with the mentee by email, Skype or phone. The mentor can be the guide, empowering the mentee and helping connect with other professionals. The mentor gives guidance on ethics and professionalism. TIN matches the mentor and mentee, preferably in the same language group. After 18 hours of mentoring, the mentor observes 3 appointments and reports to TIN; the mentee shadows the mentor for 3 appointments. The mentor gets credit and is paid more for future work. For languages of lesser diffusion, it can be much more difficult; the trainee may have little formal education and may experience cultural differences, for example about tone of voice and approach.

Ryan Foley described the mentor program at MasterWord. The program started with well-established languages. Staff discussed it thoroughly with major hospitals that have established interpreter programs. Then MW can send trainees to the hospitals for mentoring. First, MW tests language proficiency, then provides 40 hours of training, then implements 40 hours of mentoring - 20 hours observation, 20 hours interpreting. The mentor is paid for mentoring.

Nancy Miller described the preceptor program at Seton Shoal Creek for new nurses. The preceptors are staff nurses, and it is an 18 week program, after which the resident (the graduate nurse) provides feedback about the preceptor.

Jacque Burandt described the preceptor program for staff nurses at University Health Systems, to ease new nurses into the system. The course is 2 days, and the preceptor then works with the new staff nurses. The preceptor receives a stipend and can count the preceptor role toward requirements of the Clinical Advanced Program.

5. Discussion on developing a registry for health care interpreters.
In the committee's 2012 Report and Recommendations, Recommendation 4 concerned the registry. For sign language, the BEI registry includes only the interpreter's name and type/level of certification, and no other information on training or experience.
For spoken language, it was suggested the registry could include a notice that the persons included submitted documentation about certain certification, and the listing is not a recommendation as to competence. The agency hosting the registry might be able to charge a fee to companies that wish to be listed.

6. Finalize proposal for certification (vote required*).
Committee members then turned to the draft certification document and revised the document. CRO staff will prepare a clean copy of the document and circulate it to the committee members.

7. Discussion on disseminating information on the committee recommendations.
Postponed for next meeting.

ACTION ITEMS for next meeting

Fabio and/or Jacque: will give a brief presentation on TeamSTEPPS.
CRO: will prepare a clean copy of the certification document and provide it to committee members.

Next Meeting Dates and Locations

September 19, 2014, BH 4501
December 5, 2014 TBD

Any changes to the meeting schedule will be announced on the committee website.