

DRAFT RECOMMENDATION TWO

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Instructions: Use the [Information Sheet](#) describing the required design elements needed for each recommendation to draft your ideas on how the State of Washington can support having more qualified medical interpreters.

1.	<p>Testing entities</p> <ul style="list-style-type: none"> • Must have expertise and sustainable resources to develop and update tests. • Must have the necessary technology to deliver online tests. • Must have the resources to maintain and update the technology routinely. • Must have processes that align with national and industry standards of medical interpreter testing.
	<p>Support and resources for individuals not as familiar/comfortable with online test taking. There also should be equitable distribution of in-person testing options across the state. Identification of a testing system for the Marshallese language is crucial to our state as well.</p>
2.	<p>Technology</p> <ul style="list-style-type: none"> • 24/7 access to registration/scheduling. • Virtual testing, or easily accessible test centers. • Virtual proctors / ID verification available (e.g., through ProctorU service) • Quick written test score reporting turn-around (immediate or within 48 hours for written tests). • Reasonable cost to candidates based on industry standards.
	<p>Options for neurodivergent individuals or those with visual impairments</p>
3.a.	<p>Prerequisites and screening</p> <ul style="list-style-type: none"> • Proof of bilingual and multi-lingual proficiency: Passing score of a formal test, school diplomas of education conducted in the target language, experience living in the target language-speaking country, and documented work experience. • Training in interpreting skills.
	<p>It would be great to have a training program for youth (mainly high schoolers), who have interpreted for their community elders and family members most of their lives and possess the skillsets to be great interpreters to have a pipeline in to this profession.</p>
3.b.	<p>Test content</p> <ul style="list-style-type: none"> • Proficiency in English and target languages. • Domain knowledge: Healthcare system, medical terminology, and procedures • Medical interpreter ethics. • Interpreting skills (e.g., sight translation, consecutive interpretation, and memory retention).
3.c.	<p>Test quality</p> <ul style="list-style-type: none"> • Tests must meet national standards and federal requirements. • Tests must be valid and reliable. • Testing entities must provide reports demonstrating test validity and reliability
	<p>Having a retesting system to continue to ensure quality of interpreters in the system already.</p>
4.	<p>Resources to support clients and healthcare providers</p> <ul style="list-style-type: none"> • A platform accessible by healthcare providers to look for interpreters. • Approved continuing education (CE) courses. • Certification distribution and revocation systems. • Customer complaint resolution process. • Other customer services.