DRAFT RECOMMENDATION SIX

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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.	**Testing entities** • 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.	
	DSHS (or LTC) has been doing a GOOD job on providing quality online CE courses. I think that they should continue working on approving/providing CE courses.	
2.	**Technology** • 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.	
	Can HCA be responsible of providing ""Customer Services"" (except CE courses)?	
3.a.	**Prerequisites and screening** • 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.	
3.b.	**Test content** • 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.	**Test quality** • Tests must meet national standards and federal requirements. • Tests must be valid and reliable. • Testing entities must provide reports demonstrating test validity and reliability	
4.	**Resources to support clients and healthcare providers** • 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.	