

Breakout Room 1 Participants

Gabrielle Bachmeier
Aranzazu Granrose
Jon Gould
Lynora Hirata
Eliana Lobo
Natalya Mytareva
Cindy Roat
Zenaida Rojas
María Sigüenza

Breakout Room 1 Facilitator

Stacii McKeon

Homework: Please share what would you like to see in a draft recommendation, or what have you already shared in a draft recommendation, regarding the first two main components of the Preliminary Elements of Medical Interpreter Testing and Certification information sheet: *testing entities and technology*.

- Follow ASTM (American Society for Testing and Materials) standards. They are responsible for tech and offering the exam. Proctored exam is much better. Interpreters can't interpret and be technicians at the same time.
- Virtual should be an option, but not the only option. There is a digital divide and some parts of the state have no access. High need among Spanish speakers and tribes. Virtual-only creates barriers.
- It is important to have an in-person or proctored exam. Make sure it is available in all regions of the state and not just Olympia.
- From a contracting perspective, flexibility is needed. Organization to provide proctored and online tests.
- Capability and flexibility to test all the time.
- Capacity to be flexible with time of day and day of week tests are offered. After hours and weekends should also be options.
- Technology should be able to operate on a mobile device, tablet, desktop, laptop, and phone.
- Accessible to audio/video technology, not just android/windows/Apple. Offer a broad range of access.
- Broadband is a huge issue. Available in public forms, library, local college, firewall issues may need to be addressed.
- Dynamic as possible. Be flexible across needs/changes and not locked into one approach.
- The only test right now is ALTA and is remote only and limited.

- Reinstate DSHS' test because it is better than other tests. It tests all languages and knowledge transfer. Low tech approach is perfect.
- Ask for more money.
- Provide a clear process and standard for requesting accommodation and modification for learning disability. Whatever is allowed by the law, whether administered by us or someone else.
- Clear and published standards for persons with disabilities.
- LTC (DSHS Language Testing and Certification) cost was affordable. State test is affordable and a better test. National test \$500 vs state <\$100, even with travel.
- Travel or other expenses can be subsidized, even partially.
- CCHI (Certification Commission for Healthcare Interpreters) is more expensive but more comprehensive, higher quality. Make DSHS' test more rigorous or better.
- Consider rural needs. What level of expertise do we require from bilingual staff? How do we incentivize staff? Add rural languages to recommendations.
- Test everyone in language proficiency including bilingual staff and providers at an advanced level.
- Incentive medical providers in small rural clinics to use interpreters.
- Use a system that can be expanded for other interpreter needs and areas, besides medical.
- Readily and easily updated, low cost to update.
- Low tech for interpreter.
- Accessible from public location, WorkSource, public assistance office.
- Tech support is available at the exam site.
- Help desk heavily staffed and available during testing hours.
- Provide technology assistance in languages other than English.

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