



Spoken Language Health Care Interpreter Work Group

Agenda

- 1:00 - 1:08 Welcome, Housekeeping and Project Recap
- 1:08 - 1:10 Review Project Plan
- 1:10 - 1:20 Review Draft Recommendations
- 1:20 - 1:45 Presentation of Perspectives and Considerations
- 1:45 - 2:15 Member Discussion
- 2:15 – 2:25 Poll
- 2:25 - 2:30 Future Meeting Topic Prep, Next Steps and Closing

Respectful Meeting Guidelines

- When speaking, re-introduce yourself (and member role).
- Speak slowly so everyone can clearly understand what you share.
- Stay present giving your full attention to this discussion; let us know via chat if you need to leave the discussion and when you are back .
- Stay focused on the agenda item being discussed (jot out notes for reference later).
- Share your main thoughts/key points early when speaking.
- All members have the right to share their ideas and all ideas are valuable.
- Be respectful of other participants - including privacy (avoid sharing private details).

Respectful Meeting Guidelines (continued)

- Listen to other members with an open mind.
- Assume positive intent – embracing a mindset that will lead to something good.
- Focus on the issue, not the person giving input.
- Advocate for all, not individual situations - stories are shared to inform the recommendations.
- Summarize what you heard to ensure understanding before reacting to another's comment.
- Be mindful of the distracting nature of chat messages to both presenters and other members.
- Time has been allotted throughout the meeting for questions and discussion.

Members of the Public

- Invited to listen.
- Submit comments to SLHCIWG.MDH@state.mn.us.

Meeting Recap

- Members heard from SME member Rachel Herring and Guest Speaker Richard Laurion.
- Discussed aspects of the recommendation to conduct surveys of people receiving and providing interpreter services to understand changing needs and consumer quality care.
- Members who missed the previous meeting are required to review the meeting summary prior to engaging in subsequent conversation to avoid duplication.
- Resources and draft recommendations were sent to members in preparation for today's discussion.

Work Group Timeline

Date and Tasks	Oct 30 Nov 13*	Nov 25* Dec 9	Dec 18* Jan 13	Jan 29* Feb 10	Feb 26 March 10	March 26 April 14	April 30 May 12	May 28 June 9
Consumer and Provider Survey	X							
Changing Needs/Emerging Standards		X						
Training and Certification			X					
Changes in Telehealth Requirements				X				
Reimbursements					X			
Barriers to Accessing Roster						X		
Rural Gaps							X	
Design Financial Assistance Meeting								X

Recurrence: 2nd Tuesday and last Thursday of the month

* indicates off-cycle meeting

Meeting Structure Reminder

- **Topic Meeting 1** = discussion of research/resources on the topic(s), SME presentations, taking in information on the topic(s).
 - Deadline to submit proposed recommendations is the **Thursday before topic meeting 2.**
- **Topic Meeting 2** = presentation of proposed recommendations, discussion and consensus from members (where possible); some topics may need to be discussed alongside other topics before drafting recommendations.

Review of Draft Recommendations (1/3)

1. Identify key stakeholders:
 - Major healthcare systems, state entities, interpreting agencies, healthcare plan companies, interpreter training programs, MN LEP community associations, interpreters' association – UMTIA
2. Form work group to develop survey questions; should be selected from key stakeholders, evenly represented
3. Different versions of the surveys should be available for:
 - patients receiving interpreter services,
 - providers using interpreter services,
 - interpreters,
 - groups that hire/arrange interpreter services - interpreter agencies/healthcare systems

Review of Draft Recommendations - continued

4. Surveys should be available in all common languages (translated).
5. Set up outreach events that offer in-person interpreters (non-bias) to help LEP individuals fill out surveys.
 - Could be done at LEP community events or LEP community associations location/office.
6. State should contract qualified spoken interpreters (rare languages) to help LEP groups with completing survey in case no written translated version is available.

Review of Draft Recommendations (3/3)

7. Identify separate groups to be surveyed (with different research questions and different survey instruments).
8. Identify research questions for each group, as this is a first step to designing scientifically sound survey research.
9. Follow generally accepted principles for the creation, piloting, and revision of scientifically sound survey research.

Presentation of Perspectives and Considerations

- Members

Member Discussion

- Pros/cons of each recommendation to meet the statute requirement of drafting recommendations on conducting surveys of people receiving and providing interpreter services to understand changing needs and consumer quality care.

Gradients of Agreement Poll

1. Full endorsement – fully approve
2. Support with minor reservations – I can live with it
3. Don't fully like but will support – don't want to hold up the work of the group
4. Major reservations – serious contention; can't count on me for support

Future Meeting Prep/Next Steps

- Next meeting will be Meeting #1 on the topic – changing requirements for registered and certified interpreters to reflect changing needs of the Minnesota health care community and emerging national standards of training, competency, and testing.
- Consult with the community you represent and subject matter experts on topic(s) to share with the work group.
- Please submit resources and SME suggestions for this and other future topics to the SLHCIWG email address.
- Next meeting: Tuesday, Nov 25th, 2:00 – 3:30.
- Submit Expense Forms to SLHCIWG.mdh@state.mn.us.

Thank You!

SLWG Email:

SLHCIWG.MDH@state.mn.us