



# Spoken Language Health Care Interpreter Work Group

# Agenda

2:00 - 2:05	Welcome and Housekeeping
2:05- 2:15	Meeting Recap and Project Plan
2:15 - 2:40	Guest Speaker
2:40 – 3:20	Member Discussion
3:20 - 3:30	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](mailto:SLHCIWG.MDH@state.mn.us).

# Meeting Recap

- Members reviewed and discussed draft recommendations to conduct surveys of people receiving and providing interpreter services to understand changing needs and consumer quality care.
- Edits were made to refine recommendations and votes were taken on each recommendation.
- Members were encouraged to think ahead to recommend SME speakers, articles and resources for future meetings.

# Meeting Follow-up

- Final draft recommendations.
- Results of votes.
- New recommendations not finalized during the meeting.
- Next steps.

# Revised Recommendations (1/3)

1. Identify key stakeholders: 73% full support, 27% support with minor reservations.

major healthcare systems with experience working with interpreters, state entities, interpreter agencies, healthcare plan companies, interpreter training programs, MN LEP community associations, interpreters' association – UMTIA, hospital interpreters, providers, interpreters, insurers, and other administrators who authorize interpreter services.

2. Form work group to develop survey questions; should be selected from key stakeholders, evenly represented; stakeholders to be selected from those identified in recommendation #1: 90% full support, 10% support with minor reservations.

3. Different versions of the surveys should be available for: 56% full endorsement. 33% support with minor reservations, 11% don't fully like but will support.

- patients receiving interpreter services
- providers using interpreter services
- interpreters
- groups that hire/arrange interpreter services - interpreter agencies/healthcare systems
- interpreter agencies (language services provider)

# Revised Recommendations (2/3)

4. Surveys should be available in all common languages (translated and interpreted for those survey takers who may not read and who prefer spoken language interpretation): 64% full support, 36% minor reservations.
5. Set up outreach events that offer in-person (preferred) and remote interpreters (for non-bias) to help LEP individuals understand and fill out surveys (2 different roles): 60% full support, 30% support with minor reservation, 10% don't fully support.
  - Could be done at LEP community events or LEP community associations location/office.
6. State should contract qualified spoken interpreters (rare and common languages) to help LEP groups with completing survey [common languages to be defined from identified source document] via events such as town hall meetings and focus groups: 70% full, 20% with minor reservations, 10% don't fully like but will support.

# Revised Recommendations (3/3)

7. Follow generally accepted principles for the creation, piloting, and revision of scientifically sound survey research [including culturally responsive]: 89% full support, 11% support with minor reservations.
8. Survey channels (new): promote survey through different media channels: emails, social media, website, mail, partnering with different community groups/associations and etc. Collect survey responses online and in-person.

# 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

- 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.**
- Meeting 2 = presentation of proposed recommendations, discussion and consensus from members.
- Work Group Goal = The goal of the work group is to recommend improvements to support access to health care interpreting services statewide.

# Presentation of Information

- Guest Speaker, Jill Freudenwald, MDH

Topic (from statute): 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.

# Future Meeting Prep/Next Steps

- Next meeting will be Meeting #2 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.
- Draft recommendations are due the **Thursday before the next meeting**.
- Please submit resources and SME suggestions for this and other future topics to the shared folder and/or SLHCIWG email address (copy Rick).
- Next meeting: Tuesday, December 9th from 1:00 – 2:30.
- Submit Expense Forms to [SLHCIWG.MDH@state.mn.us](mailto:SLHCIWG.MDH@state.mn.us) or email to let us know you won't be submitting expense forms.

# Thank You!

**SLWG Email:**

**[SLHCIWG.MDH@state.mn.us](mailto:SLHCIWG.MDH@state.mn.us)**