

Competency Checklist for Bilingual Staff Interpreting Clinical Encounter |2020

Organization Name:	Form #	Related to Policy #	Date Started:
Employee Name:	Employee Position:		Completion Date:
Section I. Basic Requirements (Complete the following requirements per each staff member who will be providing interpreter services)		Completion Date	Notes
1. Completion of a written and oral proficiency test of both the source and the target languages (e.g. English and Spanish)			
2. Completion of basic interpretation training			
3. Observation of a face-to-face professional interpretation session			
4. Completion of one or more supervised interpretation sessions			
5. Other:			
Section II. Competencies applicable for all interpretation sessions. (Observe employee during one complete interpretation session to evaluate proficiency in all of the following competencies). Employee should:		Demonstration Date:	Evaluator Notes/ initials
		Y N	Re-Check Date (If applicable)
1. Self-introduce and explain the interpretation process			
2. Inform both parties that all information will be repeated in the two languages			
3. Assure and demonstrate confidentiality and neutrality (i.e. avoiding giving more importance to provider or patient words)			
4. Select the best position in the room to facilitate patient-provider interaction			
5. Avoid summarization, demonstrating accuracy and completeness in the rendition of the observed interpretation session			
6. Serve as cultural broker, if needed			
7. Use a hand signal to request a speaker to pause or slow down			
8. Inform parties when clarification is needed			
9. Demonstrate ethical conduct by avoiding bias or inappropriate advocacy			
10. Avoid establishing one-way communication with patient or provider			
11. Demonstrate knowledge of colloquial terms used by the population (e.g. they "measure" my pressure, etc.)			
Section III. Competencies that may or may not be applicable to the interpretation session being evaluated. (Observe employee during one complete interpretation session and, if applicable, evaluate proficiency of the following competencies). Employee should:		Demonstration Date:	Evaluator Notes/ initials
		N/A Y N	Re-Check Date (If needed)
1. Demonstrate knowledge of medical terminology applicable to the observed clinical interaction (e.g. pediatric, prenatal, etc.)		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
2. Demonstrate understanding of the basic clinical procedures interpreted (e.g. vital signs, access to after-hours care, etc.)		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Section IV. Follow-up plan (If lack of proficiency in one or more competencies are identified, employee and supervisor can agree on a plan of action (e.g. complete two more supervised interpretation sessions, study the list of common colloquial terms used by Spanish-speaking patients; etc.) and schedule a re-check date.			
Section V. Verification (Acknowledgment of employee and supervisor)		Signatures	
		Employee	Supervisor
		Date	
Proficiency Demonstrated <input type="checkbox"/> YES <input type="checkbox"/> NO			
[] If "NO", Re-evaluation date and time:			
Proficiency Demonstrated on Re-evaluated competencies <input type="checkbox"/> YES <input type="checkbox"/> NO			
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