

Interpretation Services Planning Worksheet

Determine the scope of interpreting in your organization

- Determine patient points of contact where interpretation services are needed most.

Determine the types of interpreters

- Bilingual staff and clinicians
- Dedicated staff interpreters
- Dual-role staff interpreters
- Contract interpreters
- Community volunteers
- Language agencies
- Family and friends

Determine preferred modes of interpretation

- Consecutive
- Simultaneous
- Sight translation

Identify methods of delivering interpretation services

- Face-to-face
- Phone lines
- Video

Identify organizational factors related to interpreters work

- Ability to go through all points of contact with the patient
- Type of interpreters to use when demand is low
- Type of interpreters easily accessible for acute needs
- Type of interpreters to use for less frequent language groups
- Interpreters workflow
- Type of supervision that interpreters need
- Paying for interpreter services if the patient does not show up
- Costs and availability of equipment for interpretation services
- Availability of interpretation services after hours

Develop a process for ensuring interpreter competence

- Identify skill components to be assessed

- Identify the methods of assessment

Train interpreters

- Identify training agencies
- Identify forms of training

Assess interpreter's performance

- Utilize standards for health care interpretation
- Observe the work of interpreters
- Provide feedback to interpreters

Develop policies and procedures for dealing with interpreters

- Access to interpretation services
- Scheduling interpretation services