



Sharp Health Plan's
Translator and Interpreter Proficiency Standards
under Sharp Health Plan's Language Assistance Program

As per the requirements of California Health & Safety Code Section 1367.04 and Title 28 California Code of Regulations, Section 1300.67.04, Sharp Health Plan's Language Assistance Program Translator and Interpreter Proficiency Standards require documentation of all of the following elements:

- I. Translators and/or Interpreters must have a documented and demonstrated proficiency in English and the other language.**
Acceptable evidence to meet standard: Documentation of an oral interview (for interpreters) and/or a reading skills assessment (for translators) testing the translator's/interpreter's basic language skills in English and the other language. The interview should test the interpreter's basic knowledge of grammar, vocabulary and syntax and English and non-English comprehension and production to show that the translator/interpreter can accurately speak and understand the two languages being translated/ interpreted.
- II. Translators and/or Interpreters must have a fundamental knowledge in both languages of health care terms and the concepts relevant to health care delivery systems.**
Acceptable evidence to meet standard: Documentation of an oral interview (for interpreters) and/or a reading skills assessment (for translators) testing the translator's/interpreter's familiarity and skills in health care terminology and concepts such as anatomy, symptoms, illnesses, procedures and tests, equipment, treatment, specialists, hospital departments, medications, etc., and translation of simple instructions commonly encountered in the health care industry such as application forms, notices, surveys, brochures, invoices, bills, discharge instructions, appointment cards, medication labels, etc.
- III. Translators and/or Interpreters must have had education and training in interpreting ethics, conduct (including consideration of cultural sensitivity) and confidentiality.**
Acceptable evidence to meet standard: Documentation that interpreters have been educated and trained via a certification program such as California Healthcare Interpreters Association (CHIA) or the National Council on Interpreting in Healthcare (NCIHC) or via written and/or oral scenarios, ethical case studies and decision-making skills and presentation of scenarios that ask candidates to respond to scenarios describing examples of cultural barriers or misunderstandings commonly encountered in the health care setting. Components of ethical principles should include information on confidentiality, accuracy

and completeness, impartiality, respect and professionalism, conveying cultural information, and acceptance of assignments.

**Note: The basic concepts outlined in (2)(h) b-c have been adapted from standards outlined in the Robert Wood Johnson Foundation's "Language Testing Options" developed by Hablamos Juntos National Program.*