



# Spoken Language Health Care Interpreter Work Group

# Agenda

1:00 - 1:05	Welcome and Housekeeping
1:05- 1:15	Meeting Recap and Project Plan
1:15 - 2:00	Draft Recommendations and Member Discussion
2:00 – 2:20	Vote on Recommendations
2:20 - 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](mailto:SLHCIWG.MDH@state.mn.us).

# Meeting Recap

- A volunteer member sub work group presented their work on refining recommendations related to training and certification.
  - Included was a recommendation for an MDH registry with 4 tiers of interpreters.
  - Background checks were suggested for all.
  - Minimum training requirements were discussed, along with the concern of not wanting to deter needed interpreters.
- A new form to help standardize recommendations was presented for future use.

# 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.

# Review of Draft Recommendations - 1

- **Recommended statute topic:** Equitable access, workforce standards, and quality improvement for spoken language health care interpreter services for limited English proficiency populations.
- **Recommendation:** Minnesota will improve access to qualified spoken language health care interpreters for high-need communities, including the Somali community, by strengthening interpreter standards, increasing reimbursement, and partnering with community-based organizations.

# Review of Draft Recommendations – 2- subpoints

- Minnesota will ensure consistent access to qualified Somali interpreters across all health care settings, including hospitals, clinics, emergency departments, behavioral health, maternity care, and long-term care.
- Health care providers will be required to use trained and qualified interpreters, rather than family members or children, to protect patient safety, confidentiality, and informed consent.
- The state will increase and modernize reimbursement rates for interpreter services to reflect interpreter skill level, medical complexity, preparation time, and in-person travel costs.
- Policies will address frequent delays and shortages of Somali interpreters, which currently contribute to missed appointments, reduced quality of care, and health inequities.
- Minnesota will support community-based interpreter agencies that have cultural and linguistic expertise within the Somali community to improve trust, accuracy, and patient engagement.
- The state will collect multilingual feedback from Somali patients and interpreters through surveys and community listening sessions to identify gaps and improve service delivery.
- Workforce development, certification pathways, and continuing education will be expanded to strengthen the Somali interpreter pipeline and long-term sustainability.

# Review of Draft Recommendations – 3 – Sub Work Group

- Review from document

# Presentation of Perspectives and Considerations

- Members

# Member Discussion

Topic (from statute): draft recommendations for training, education and continuing education programs.

And including recommendations from previous 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.

# Gradients of Agreement

- Full endorsement – fully approve.
- Support with minor reservations – I can live with it.
- Don't fully like but will support – don't want to hold up the work of the group.
- 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 – changes in requirements and qualifications on telehealth or remote interpreting
- Consult with the community you represent, subject matter experts and resources in shared folder on topic(s)
- 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: January 29, 2:00 – 3:30.
- Submit Expense Forms **for this meeting** to the SLHCIWG email address and **copy** [Rick.Michals@state.mn.us](mailto:Rick.Michals@state.mn.us) and [Julianna.Leintz@state.mn.us](mailto:Julianna.Leintz@state.mn.us).

# Thank You!

**SLWG Email:**

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