



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	Recommendations Review and Discussion
2:00 –2:20	Member Voting
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.

Meeting Recap

- Members discussed barriers for some interpreters joining the roster.
 - Lack of technical support and customer service to make changes.
 - Inability to search for gender or other specific interpreter aspect.
 - Agencies cannot remove interpreters from their roster list.
 - Some interpreters go on an agency's list they've never worked for.
 - Rural interpreters pay \$50 to join roster for perhaps only 1-2 requests per year.
 - Need to consider incentives to join and make fees reasonable for interpreters and agencies.
 - Some members would like to see jobs posted on the roster; it was noted this is outside MDH's scope.
- Some members volunteered to meet separately and develop draft recommendations, to present to work group members at meeting #2 on April 14th.

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 Recommendations and Discussion

Topic (from statute): Addressing barriers for interpreters to gain access to the roster, including barriers to interpreters of uncommon languages and interpreters in rural areas.

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 rural gaps – identifying gaps in interpreter services in rural areas and recommending ways to address interpreter training and funding needs; **Thursday, April 30th from 2:00 – 3:30.**
- Consult with the community you represent, subject matter experts and resources in the shared folder.
- Please submit resources and SME suggestions for this and other future topics to the shared folder and/or SLHCIWG email address (copy Rick).
- Submit Expense Forms **for this meeting** to the SLHCIWG email address and **copy** Rick.Michals@state.mn.us and Julianna.Leintz@state.mn.us.

Thank You!

SLWG Email:

SLHCIWG.MDH@state.mn.us