

**Oregon Health Care Interpreters Association:
2016 Southern Washington and Oregon Language Access Survey**

Quick Links:

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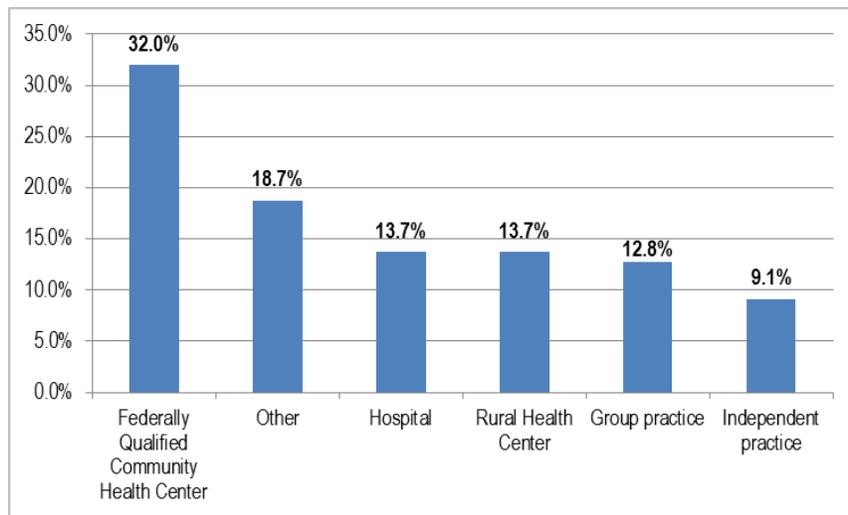
PROVIDER ANALYSIS

Number of survey respondents = 219

What type of health care provider organization(s) do you work for? (Mark all that apply).

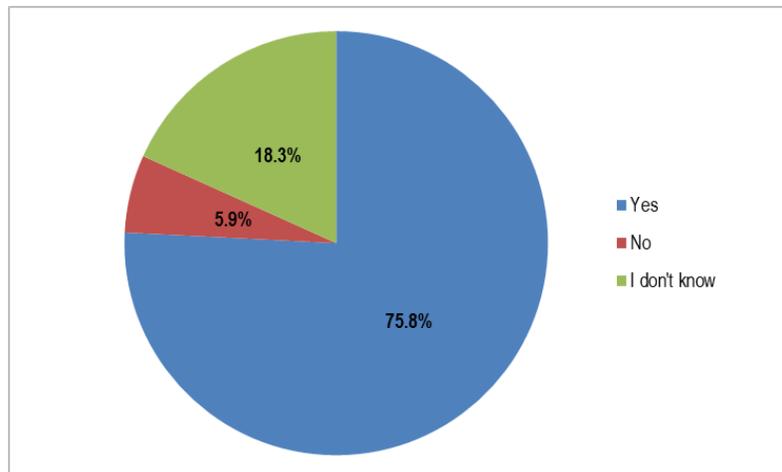
32.0% of respondents reported that they work for a federally qualified community health center. 18.7% indicated that they work for an “other” type of organization (see list below*), while 13.7% work for a hospital and 13.7% work for a rural health center. 12.8% of respondents work for a group practice and 9.1% work for an independent practice.

*Among “Other” responses were: Behavioral/mental health clinic, SRTF, county/local health department, public health clinic, free clinic, CMHP, non-profit organization, crisis, community college health clinic, DHS central office, schools, WIC, A&D services, urgent care and state organizations.



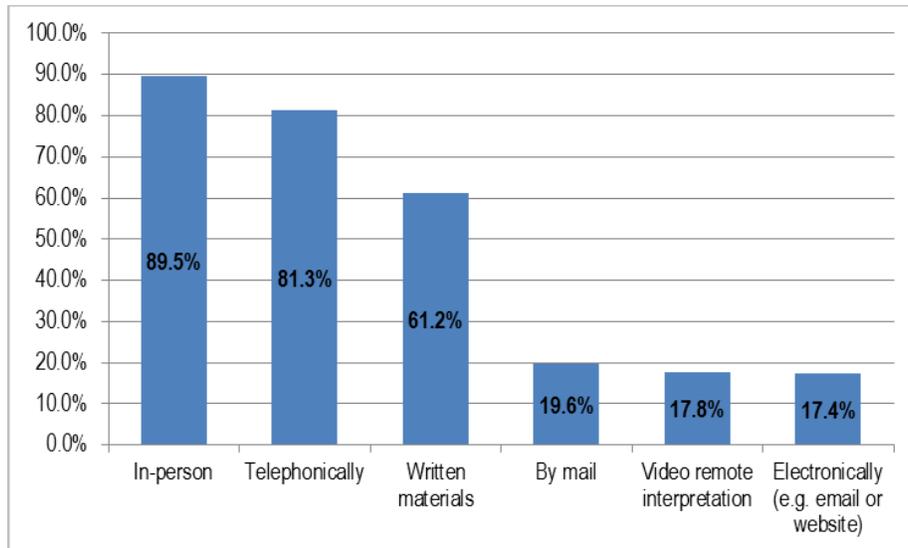
Does your facility have a policy for the provision of language access services for patients?

The majority of respondents (75.8%) reported that their facility does have a policy for the provision of language access services for patients. 5.9% indicated their facility does not have such a policy, while the remaining 18.3% were uncertain about the existence of such a policy within their organization.



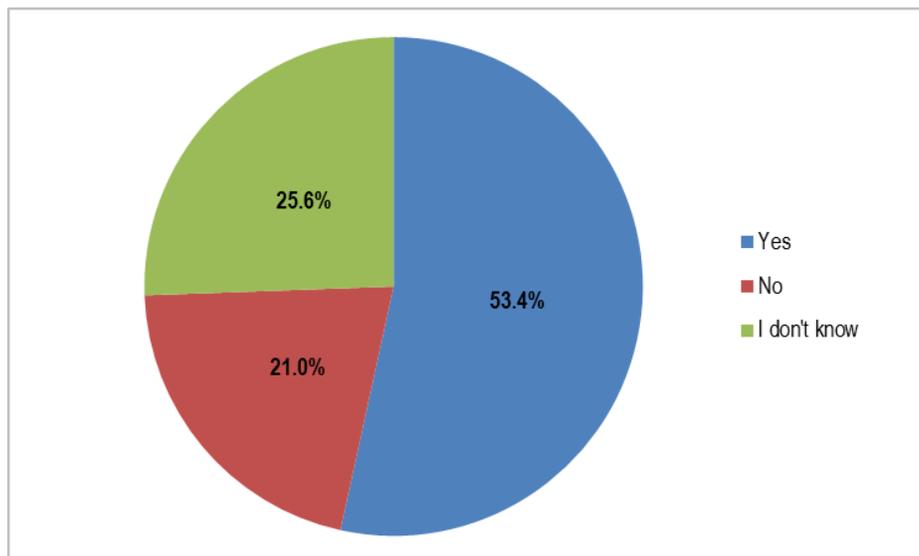
In what ways does your facility provide language access services? (Mark all that apply).

89.5% of respondents indicated that language access services are provided in person, followed by 81.3% telephonically and 61.2% in written form. 19.6% of respondents reported that language access services are provided by mail, followed by video remote interpretation (17.8%) and electronically (17.4%).



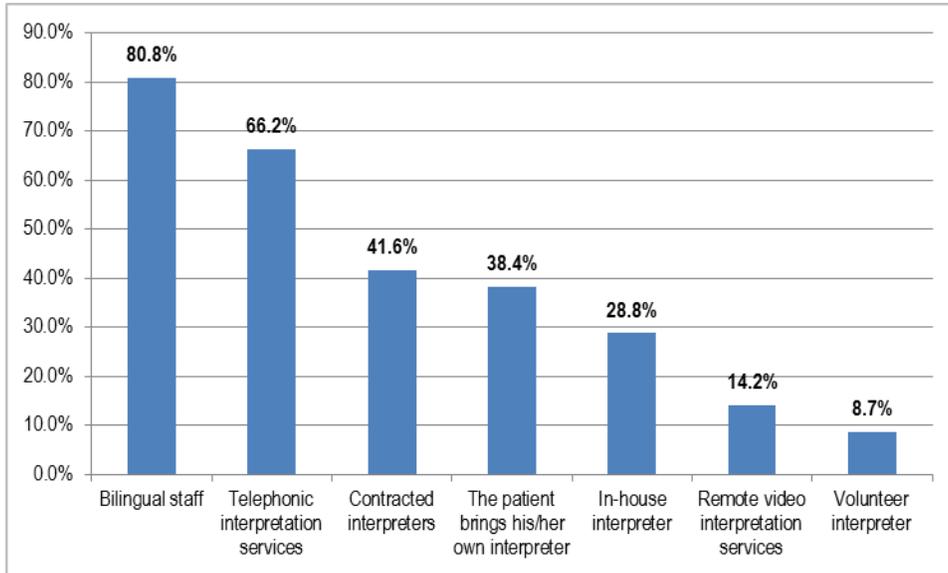
Do you collect and record primary language data from individuals that utilize services at your facility?

Just over one-half of provider respondents (53.4%) indicated that they do collect and record primary language data from individuals who utilize services at their facility. 21.0% reported that they do not collect/record this data, while the remaining 25.6% did not know whether this data is collected/recorded.



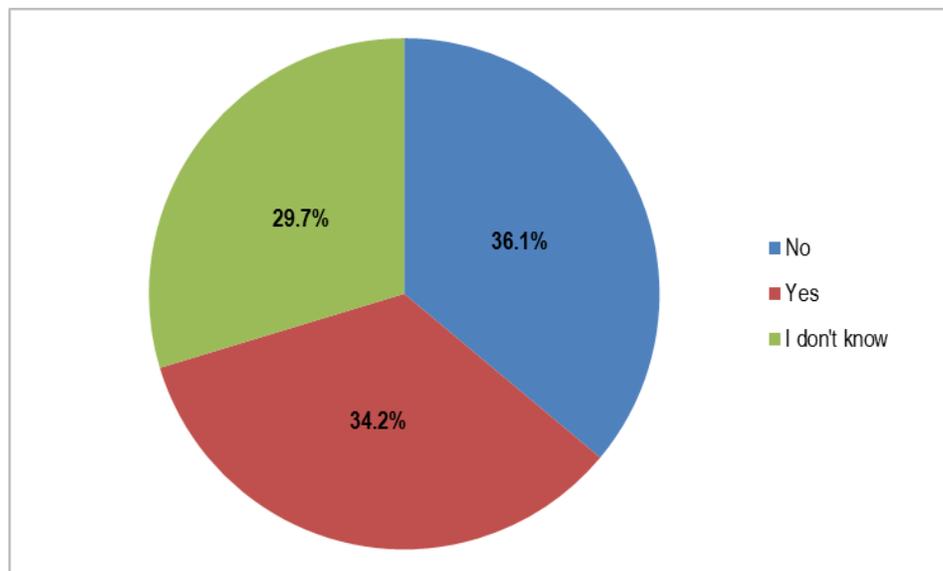
Who at your facility provides languages access services? (Mark all that apply).

Of the 219 respondents, 80.8% indicated that bilingual staff onsite provide language access services. 66.2% reported the use of telephonic interpretation services, 41.6% use contracted interpreters and 38.4% indicated that patients bring their own interpreter. 28.8% of respondents reported that their facilities have in-house interpreters, while 14.2% use remote video interpretation services and just 8.7% utilize volunteers.



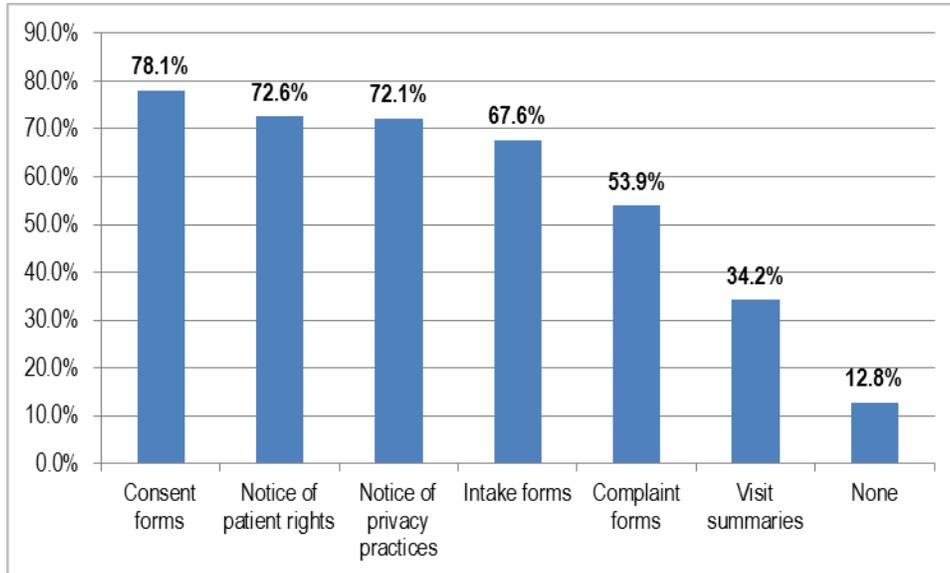
If you work with bilingual staff, is there a certification or assessment process that bilingual staff must complete before serving as interpreters for Limited English Proficient (LEP) patients in your facility?

36.1% of respondents indicated that their facility does not require any type of certification or assessment process for interpreters, while 34.2% reported that such a process is required at their organization. 29.7% of participants did not know if such a requirement was in place.



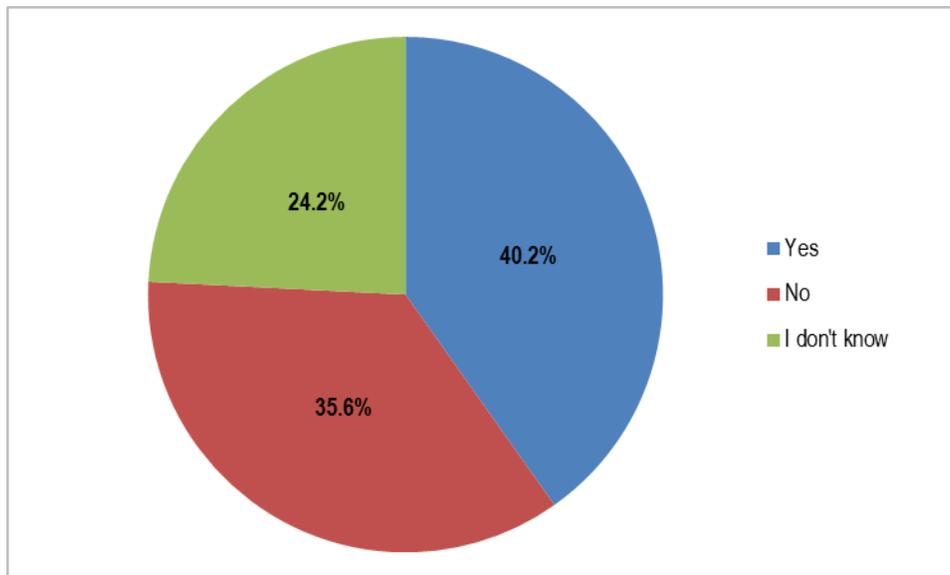
At your location, which written documents are translated into non-English languages for basic interaction with the LEP patient? (Mark all that apply).

78.1% of respondents reported that consent forms were translated into non-English languages, followed by notice of patient rights (72.6%) and notice of privacy practices (72.1%). Intake forms (67.6%), complaint forms (53.9%) and visit summaries (34.2%) followed. 12.8% of respondents indicated that no written documents are translated into non-English languages at their facilities.



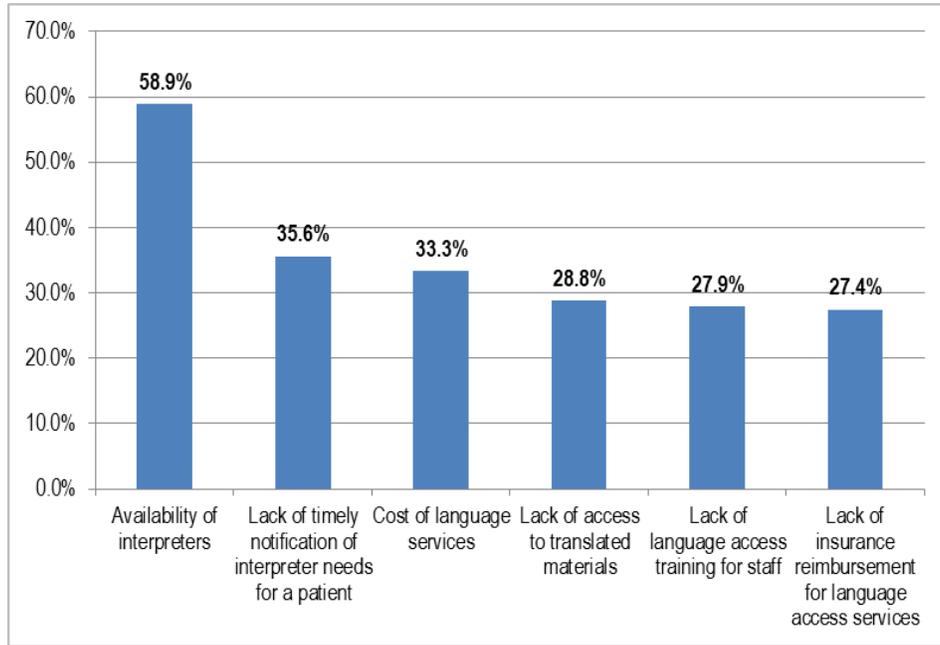
Do you have signs or posters announcing the availability of language access services?

There may be an opportunity for organizations to better promote the availability of language access services. 40.2% of respondents indicated that signs or posters are used to advertise such services at their facilities, while 35.6% said no such advertising takes place. 24.2% of respondents did not know if language access services were advertised via signs or posters within their organization.



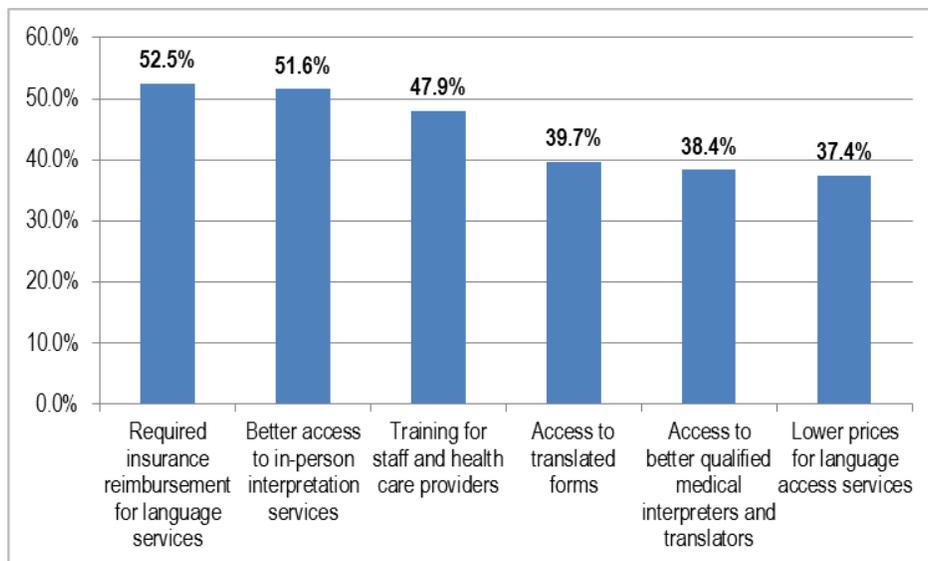
What key barriers is your organization currently experiencing in supporting LEP patients? (Mark all that apply).

The top barrier in supporting LEP patients cited by respondents is interpreter availability (58.9%). Other key barriers follow as indicated in the chart below.



What resources or support would help resolve these barriers? (Mark all that apply).

The top three resources/support that respondents identified as being helpful to resolving the above barriers were required insurance reimbursement (cited by 52.5%), better access to in-person services (cited by 51.6%) and training for staff and health care providers (cited by 47.9%). To a slightly lesser extent, respondents indicated that it would be helpful to have access to translated forms (39.7%), access to better qualified interpreters and translators (38.4%) and lower prices for language access services (37.4%).

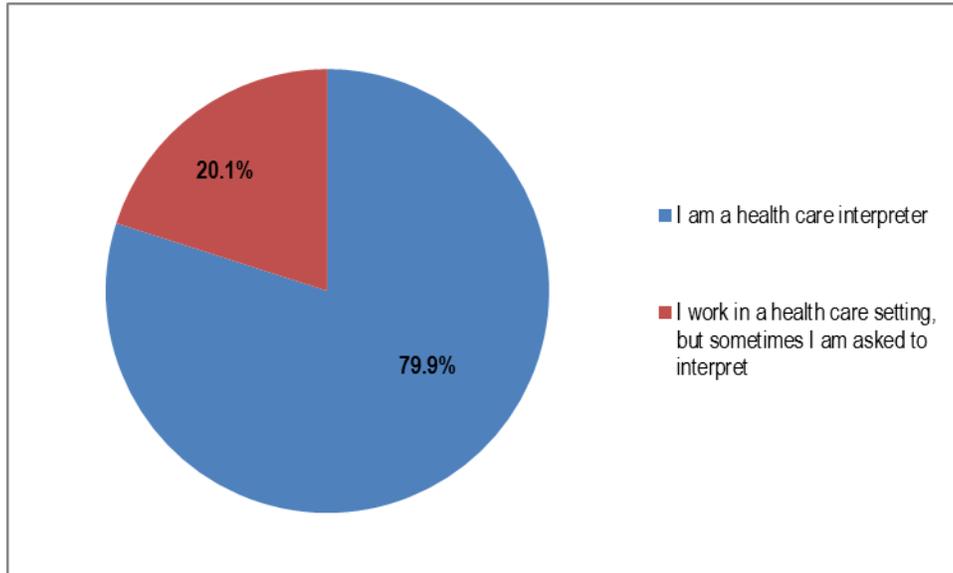


INTERPRETER ANALYSIS

Number of survey respondents = 339

Are you a health care interpreter, or do you work in a health care setting and are at times asked to interpret?

79.9% of survey respondents indicated that they are health care interpreters, while 20.1% work in a health care setting performing different roles, but are sometimes asked to interpret.

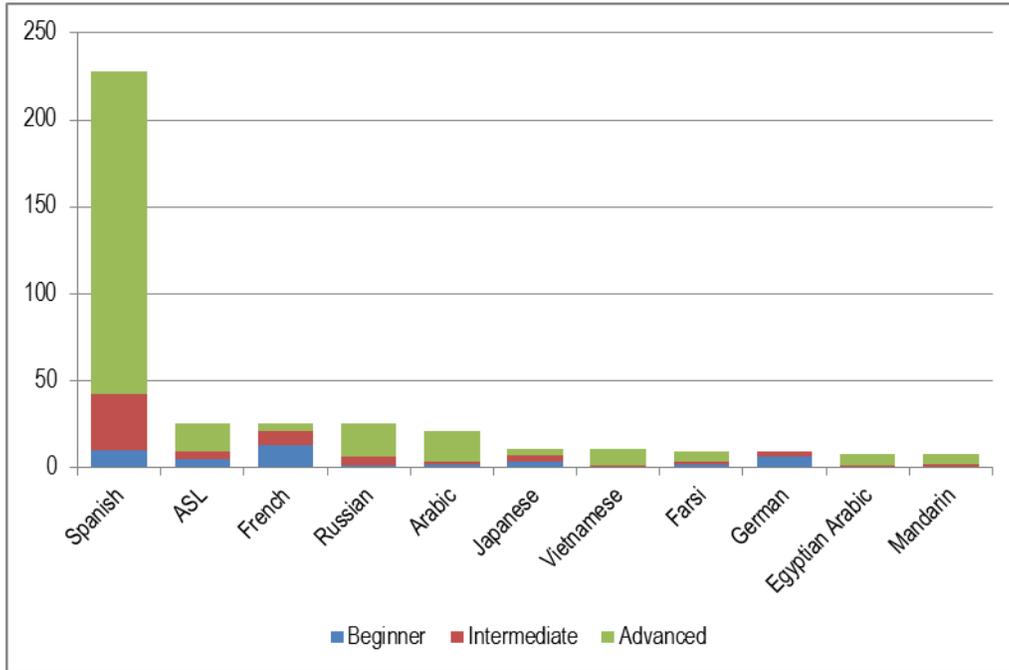


If you are health care staff who sometimes interprets, what is your job title?

A variety of job titles were entered, making this a difficult question to depict graphically. See [Appendix](#) for the complete list.

Select the proficiency level of the language(s) that you speak besides English. (Mark all that apply.)

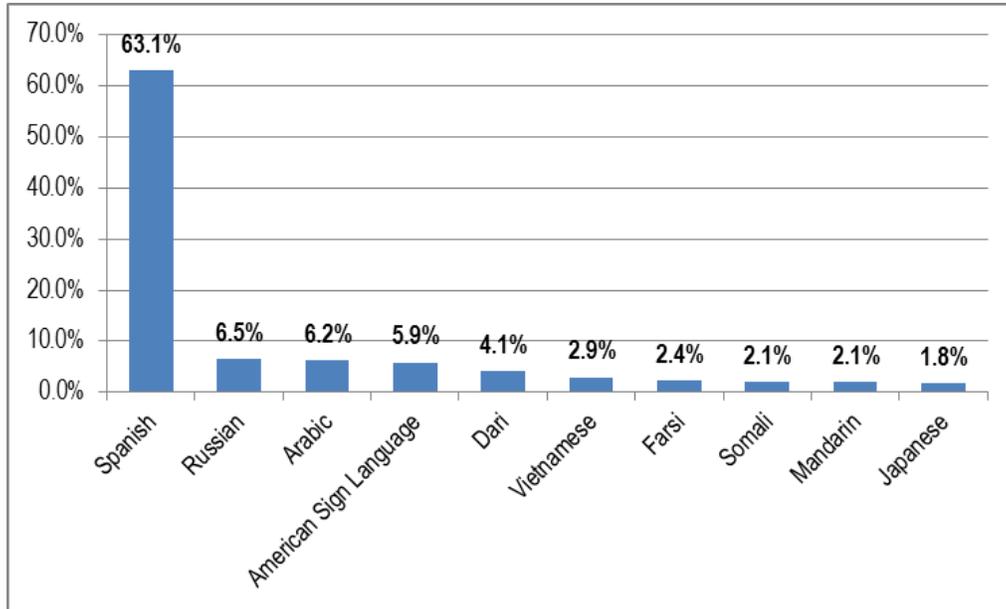
A quick look at proficiency across the top languages reported on this question is included below.



	Beginner	Intermediate	Advanced
Spanish	10	32	186
ASL	5	4	16
French	13	8	4
Russian	1	5	19
Arabic	2	1	18
Japanese	3	4	4
Vietnamese	0	1	10
Farsi	2	1	6
German	6	3	0
Egyptian Arabic	0	1	7
Mandarin	0	2	6

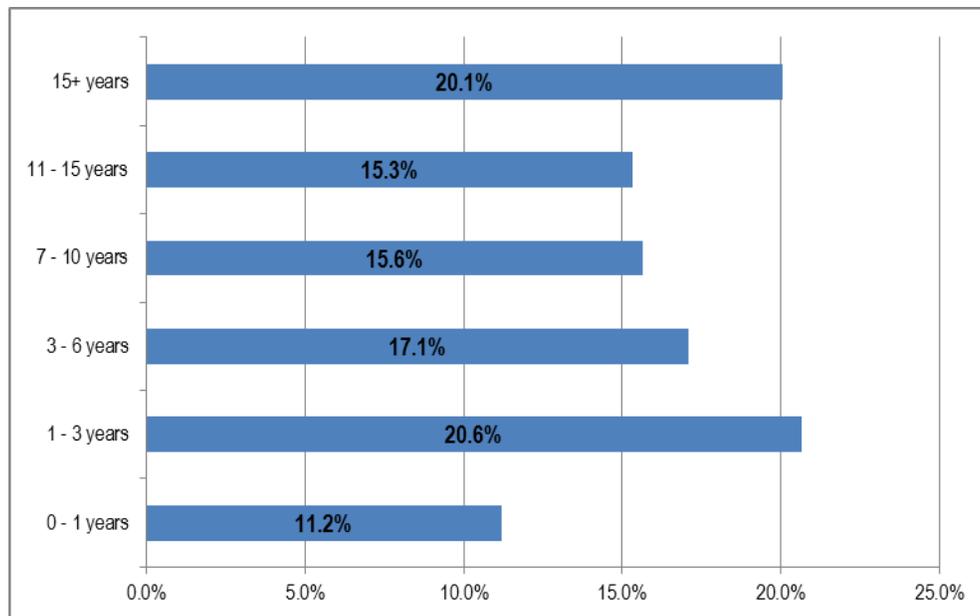
Select the language(s) in which you interpret besides English.

The top 10 languages participants interpret are indicated in the chart below. Spanish is most prevalent (reported by 63.1% of respondents), followed by Russian (6.5%), Arabic (6.2%) and American Sign Language (5.9%). Other languages rounding out the top 10 include Dari (4.1%), Vietnamese (2.9%), Farsi (2.4%), Somali (2.1%), Mandarin (2.1%) and Japanese (1.8%). Other languages reported with some frequency included Korean, Cantonese, Ukrainian, Portuguese, Burmese, French and German.



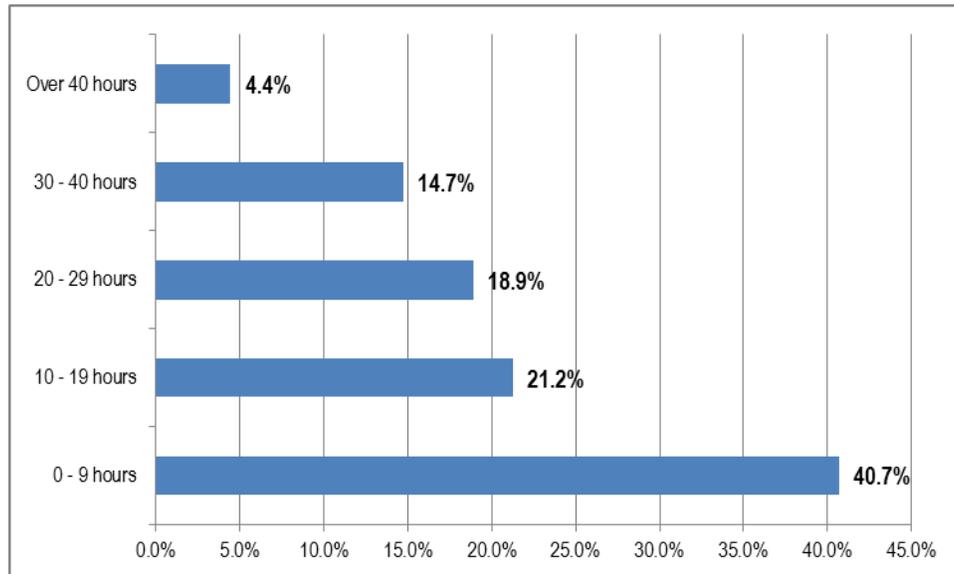
How many years have you performed work as an interpreter?

20.6% of respondents have performed work as an interpreter for 1 – 3 years, followed closely (20.1%) by 15+ years. 17.1% indicated that they have worked as an interpreter for 3 – 6 years, followed by 15.6% reporting 7 – 10 years and 15.3% reporting 11 – 15 years. The fewest respondents (11.2%) reported working as an interpreter for less than one year.



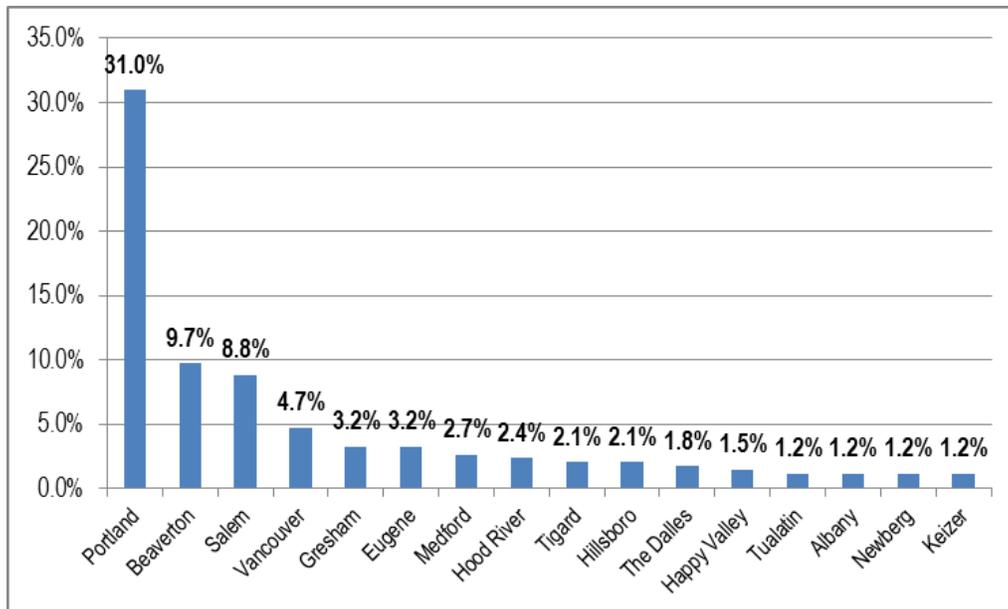
How many hours a week on average do you spend interpreting?

40.7% of respondents indicated that they spend between 0 and 9 hours each week interpreting. 21.2% spend 10 – 19 hours, while 18.9% spend 20 – 29 hours. 14.7% interpret between 30 – 40 hours per week, while just 4.4% interpret more than 40 hours per week.



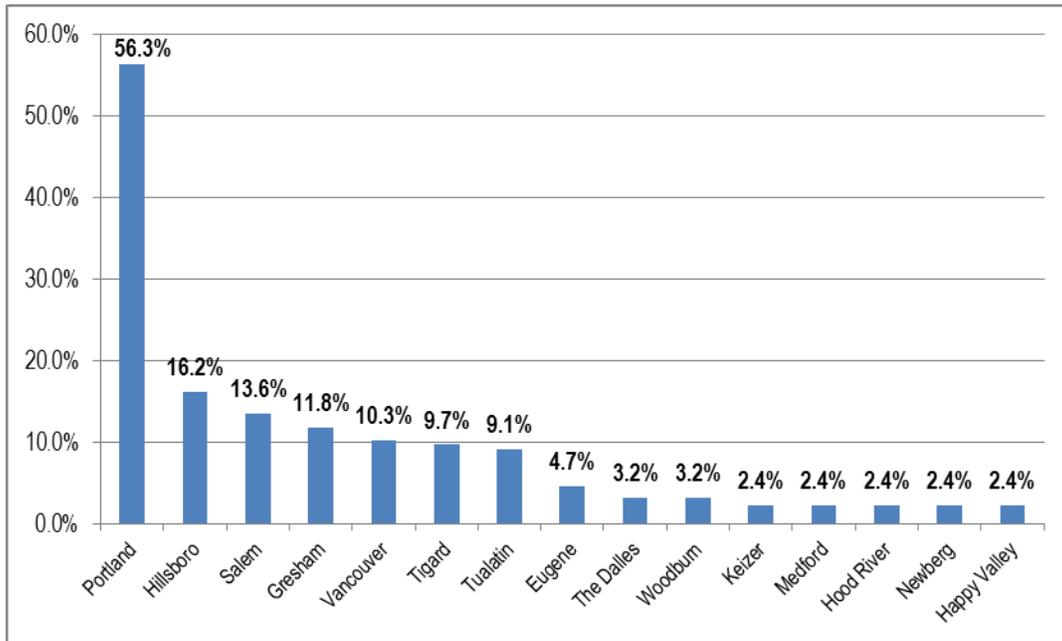
In what city do you reside?

31.0% of respondents live in the city of Portland, followed by 9.7% in Beaverton and 8.8% in Salem. Other cities where respondents live with some frequency include Vancouver, Gresham, Eugene, Medford, Hood River, Tigard, Hillsboro, The Dalles, Happy Valley, Tualatin, Albany, Newberg and Keizer.



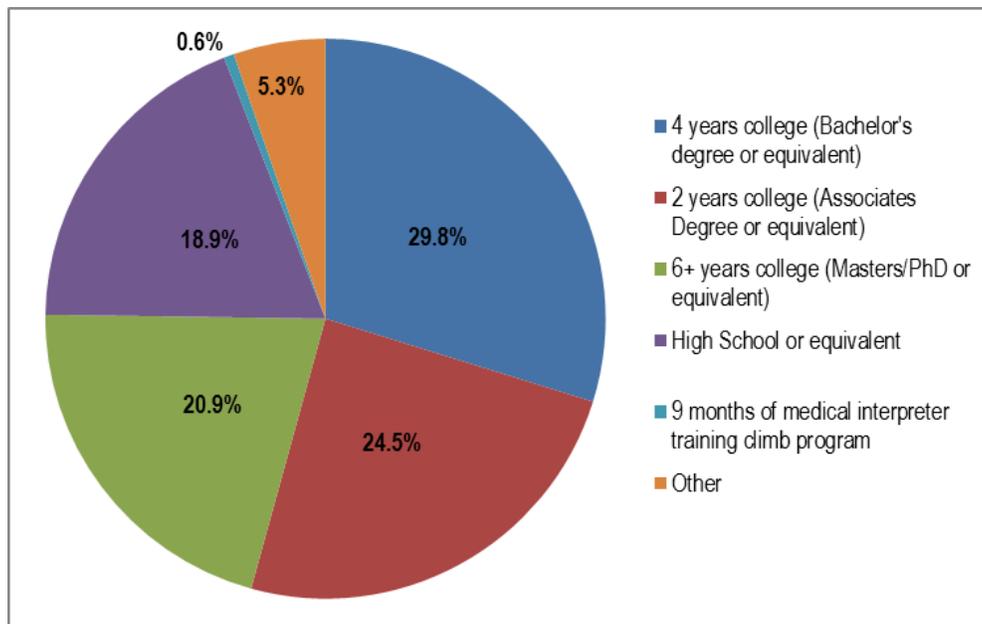
In what cities do you perform interpretation work?

The majority of respondents (56.3%) indicated that they perform interpretation work in Portland. The next closest cities were Hillsboro (16.2% of respondents), Salem (13.6%) and Gresham (11.8%). Other communities followed as indicated in the chart below.



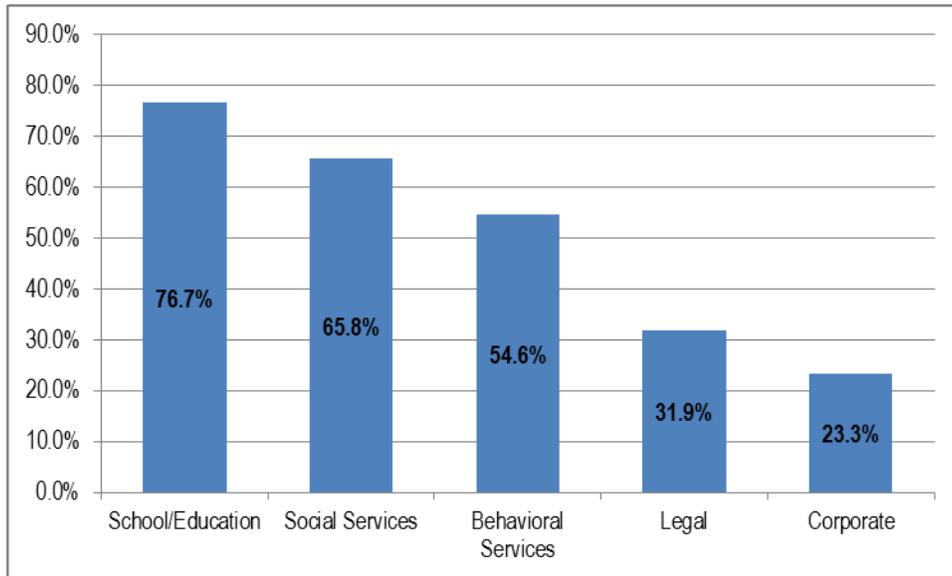
What is your level of education?

29.8% of respondents reported having a 4-year college degree. 24.5% reported possessing a 2-year college degree, while 20.9% reported having 6 or more years of college. 18.9% of respondents reported a high school degree as their highest level of education, while 0.6% reported participating in a 9 month medical interpreter training program. 5.3% of respondents reported some other level of education such as high school and some college, MA in progress, several years of college but no degree, etc.



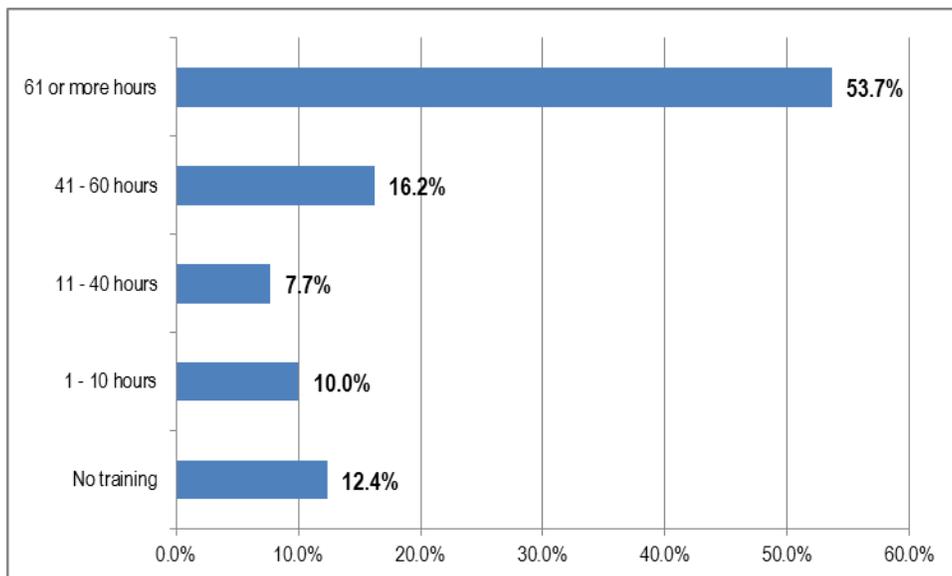
Other than health care, in which fields do you interpret? (Mark all that apply)

The top fields in which respondents interpret (aside from health care) include: School/education (76.7%), social services (65.8%), behavioral services (54.6%), legal (31.9%) and corporate (23.3%).



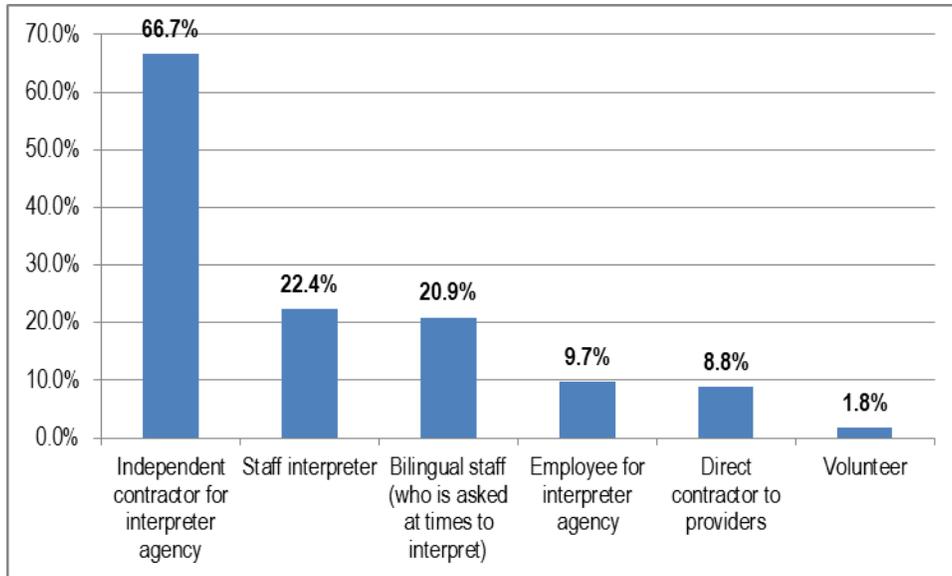
How many hours of training have you had as an interpreter?

The majority of respondents (53.7%) reported having 61 or more hours of training as an interpreter. 16.2% reported having between 41 and 60 hours of training. 12.4% had no training whatsoever, while 10.0% reported having between 1 – 10 hours of training and 7.7% reported having between 11 and 40 hours of training.



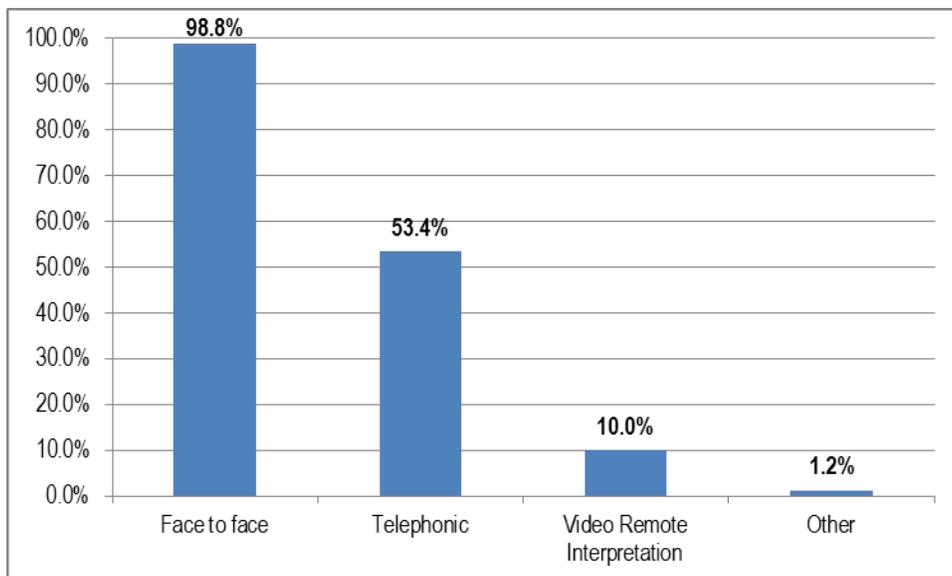
How do you primarily perform work as an interpreter? (Mark all that apply.)

66.7% of respondents indicated that they primarily act as an independent contractor for an interpreter agency. 22.4% indicated they were a staff interpreter. Just slightly less (20.9%) indicated that they are bilingual staff who are sometimes asked to interpret. Employees for interpreter agency (9.7%), direct contractor to providers (8.8%) and volunteer interpreter (1.8%) followed.



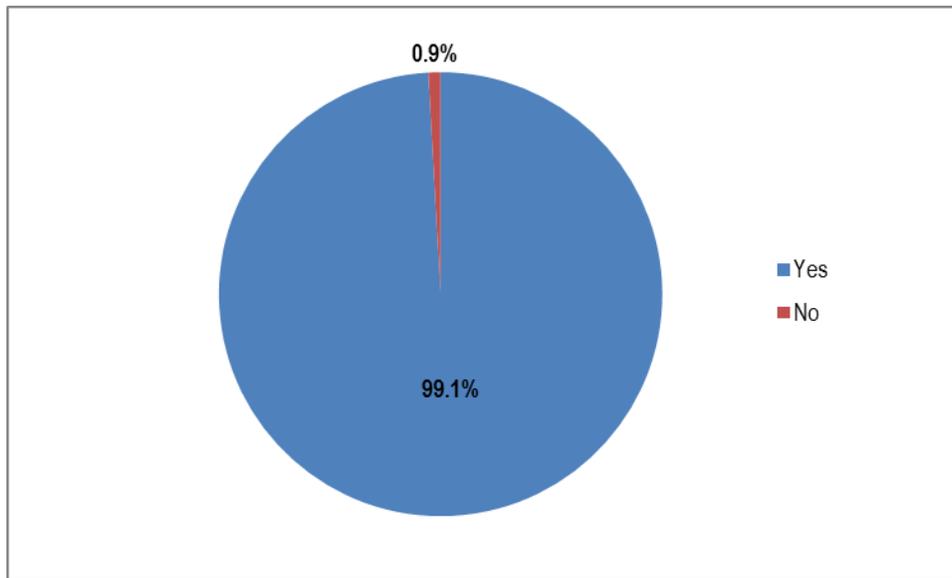
What method do you use to perform work as an interpreter? (Mark all that apply.)

The great majority of interpreter work is still performed face to face, with 98.8% of respondents reporting this method of interaction. Telephonic interpreting followed (53.4%), then video remote interpretation (10.0%). Other methods noted (1.2%) included over Face Time or videophone (in urgent or emergency situations), writing and video relay.



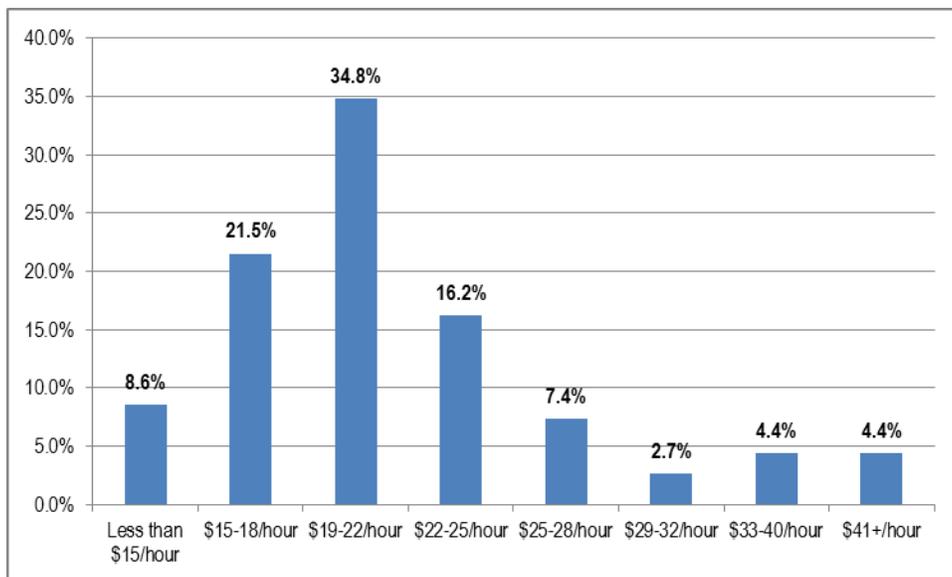
Do you have regular access to the internet?

The vast majority of respondents (99.1%) reported having regular access to the internet.



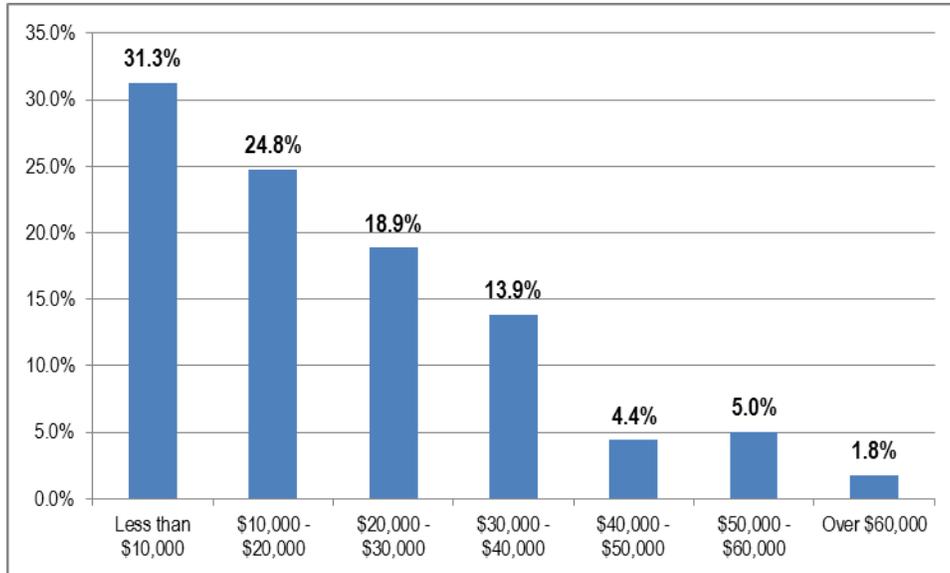
How much are you paid hourly for your work as an interpreter? Check all relevant amounts if you have different rates. (List your position's hourly rate if you are health care staff that is sometimes asked to interpret.)

34.8% of respondents indicated that they are paid \$19 – 22/hour for their services. 21.5% reported they are paid between \$15 and \$18 per hour. Additional respondents indicated pay ranges as reported below.



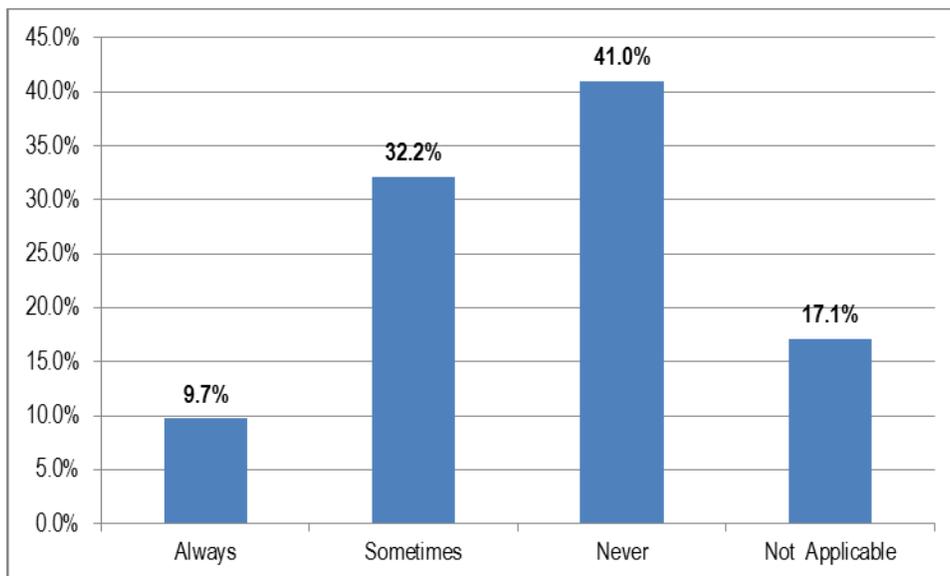
What is your total annual income from interpreting? (List your position's annual income if you are health care staff that is sometimes asked to interpret.)

31.3% of respondents indicated that they make less than \$10,000 annually from interpreting. 24.8% make between \$10,000 and \$20,000. 18.9% earn between \$20,000 and \$30,000, while 13.9% earn between \$30,000 and \$40,000 each year. Just 11.2% of respondents indicated that they earn over \$40,000 annually.



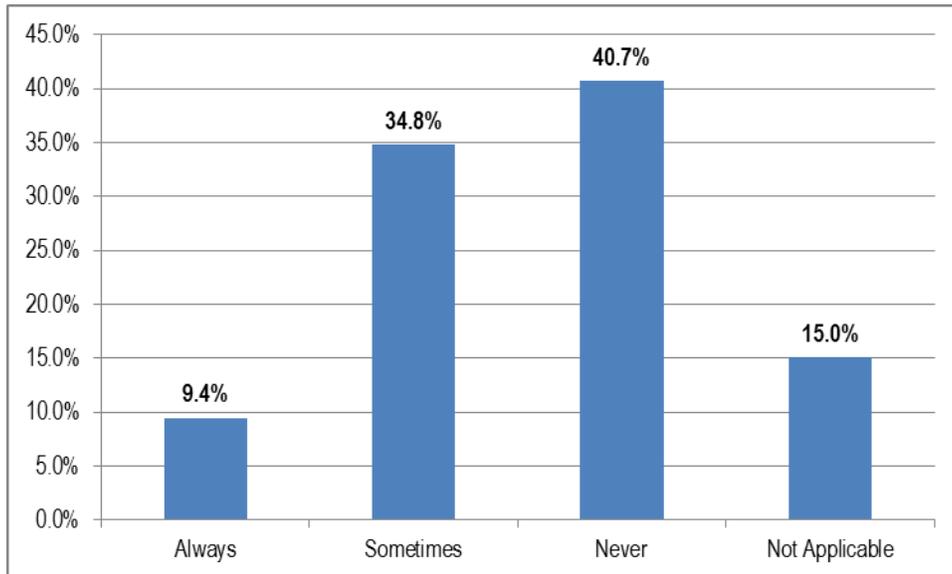
Are you paid for travel time to/from appointments?

While a fair share of respondents (17.1%) indicated that this question was not applicable to them, the majority of respondents (73.2%) are either never paid for travel time to/from appointments or only sometimes paid for travel time. Just 9.7% indicated they were always compensated for travel time.



Are you reimbursed for gas mileage to/from appointments?

Again there were a fair share of respondents to whom this question was not applicable (15.0%). 75.5% indicated that they are never or only sometimes reimbursed for gas mileage to/from appointments. 9.4% indicated they are always compensated for gas mileage.



Appendix

If you are health care staff who sometimes interprets, what is your job title?

Title	Count
Community Health Worker	3
I am a health care interpreter	3
Medical assistant	3
Medical Interpreter	3
Clinical Health Navigator	2
Community Health Worker	2
Family physician	2
HEALTH SERVICE AIDE 2	2
Health Specialist	2
PFT TECH	2
Admin Assistant	1
Admin Assistant, Research Assistant	1
Administrative assistant	1
Administrative Receptionist	1
Advanced	1
Assistant Director	1
Authorization Specialist	1
Authorization Specialisty	1
Breast Health Education and outreach coordniator	1
Case management	1
Certified Dental Assistant	1
Clinic Assisstant/Interpreter	1
Clinic manager	1
CMA	1
Community Healt Worker	1
Community Health Specialist	1
Community Health Specialist/Health Educator	1
customer service supervisor	1
Dental assistant	1
Educational Assistant	1
Eligibility&Enrollment Specialist	1
Environmental services	1
ESL Teacher Assistant	1
Especial education assistant	1
Financial Counselor	1
Front Office Assistant	1
Front office lead	1
Help dental asistents, hygienits and Dr	1
I am a certified ASL/English Interpreter who works occasionally, but my primary job is coordinator of an Independent Living Program	1
I am not staff, but called to work in health care most often	1
Im a certified interpreter but my job title is a Community Health Outreach & Enrollment worker	1
I'm a freelance ASL/English Interpreter part time, my primary position is coordinating an Independent Living Program	1
Interpreter	1
Korea LEP	1

Language Interpreter -Medical	1
Lead Clinic Access Coordinator	1
Medical assistant	1
Medical intepreter	1
mental health counselor	1
MH therapist	1
n/a	1
National Certified Medical Assistant	1
no	1
Nutritionist	1
Nutritionist	1
office specialist	1
Office Specialist II	1
On-call medical interpreter	1
Orthopedic Surgery Coordinator	1
Outreach coordinator	1
outreach eligibility specialist	1
Patient Assistance Specialist	1
PATIENT FINANCIAL SERVICES REPRESENTATIVE	1
patient service representative	1
Pharmacist	1
Pharmacy technician	1
Program Secretary	1
QMHA	1
Qualified healthcare interpreter	1
Quality Medical Management Technician	1
Reception	1
Referral coordinator	1
registered nurse	1
RN Care Manager	1
RN Case Manager	1
Service Navigator	1
Social Worker	1
Special Education Admin Assitant	1
Test	1
Urgent care admitting	1
volunteer Spanish health care interpreter	1
WIC Coordinator	1
WIC employee	1
WIC Nutrition Counsler	1
WIC, Health Educator	1