Heritage speakers in healthcare interpreting: A case study in virtual training

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Barton Health

Objectives:

1. Learn about the unique benefits of a flipped asynchronous learning environment for preparing heritage speakers to enter the field of medical interpreting.

2. Identify the critical elements of this curriculum and how to customize it to students' particular needs.

3. Learn about the frequent challenges encountered in a virtual learning environment for this purpose and strategies for overcoming these challenges.

HERITAGE SPEAKER

Heritage speakers in the US

Definition of heritage speaker

Refers to a person who has learned a language **informally** by being exposed to it at **home** as opposed to having learned it **formally** in a school setting. It may be their **native tongue** – the language they identify as being their **primary language** – but more often than not, their **heritage language** becomes **secondary to English**, the language in which they receive their formal education and is used the most in their **daily life** outside the home. (Language Testing International)

OREGON
IDAHO
Redding
Eureka
Lake Tahoe
NEVADA
SACRAMENTO
Oakland
San Francisco
San Jose
Fresno
Monterey
CALIFORNIA
Bakersfield
San Luis Obispo
PACIFIC OCEAN
Santa Barbara
Los Angeles
Palm Springs
San Diego
ARIZONA
MEXICO

Consistently exceptional care is our promise

Vision for LAS

…..accessible, seamless, top notch interpreting for our patients and staff

Staff: Manager, Assistant, x 1 FT Interpreter

Interpreter Training Program

Dual-role interpreters (17 now) and 13 in training

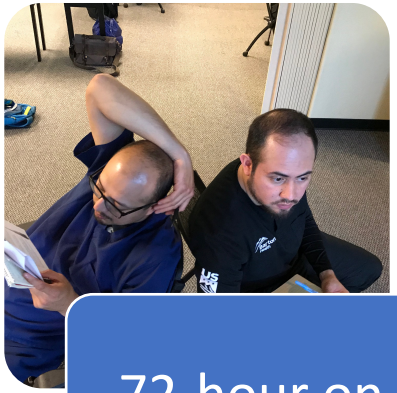
Why I want to be a medical interpreter....

Interpreter Training Timeline

ACTFL

ACTFL language proficiency screening test

3-month introductory online class



72-hour on-site class

Interpreter Training Timeline

Shadowing sessions

Preceptorships

Practice written and oral tests

National Certification test (CCHI)

Time dedication

Homework Assignments

On-line class, what?!

Objective 1:

Learn about the unique benefits of a flipped asynchronous learning environment for preparing heritage speakers to enter the field of medical interpreting.

What is a flipped classroom?

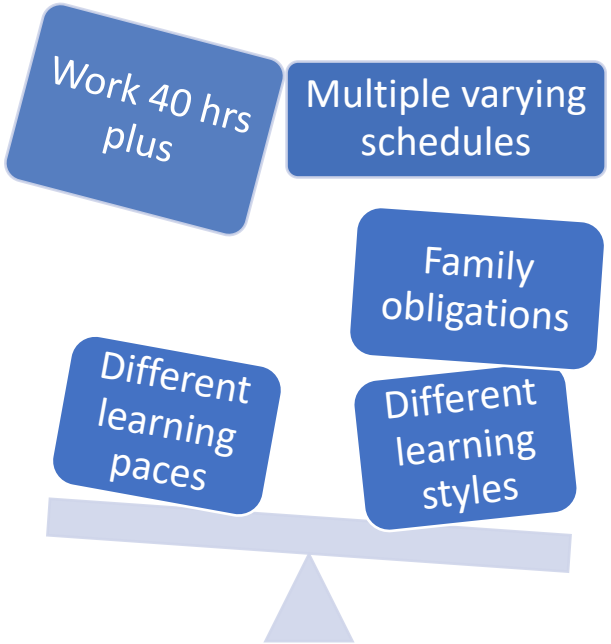
Synchronous vs. Asynchronous

Synchronous learning: Involves in-classroom and/or online studies. Everyone is learning together at the same time- “real time”. Whether online or in the classroom.

Asynchronous learning: The material is delivered online via web-based platforms, email, online forums, and message boards. Students work at their own pace and on their own time.

BENEFITS OF ASYNCHRONOUS TRAINING FOR INSTRUCTORS

BENEFITS OF ASYNCHRONOUS TRAINING FOR STUDENTS



- Group discussions
- Student can enter platform any time of day or night
- Instructor can respond to student input, questions and assignments
- Students can interact with each other and start building community

Objective 2:

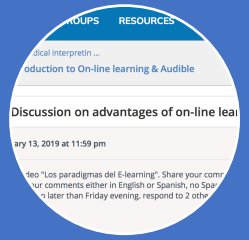
Identify the critical elements of this curriculum and how to customize it to students' particular needs.

A little tour…..

- https://app.schoology.com/course/1832609700/materials

Critical Elements

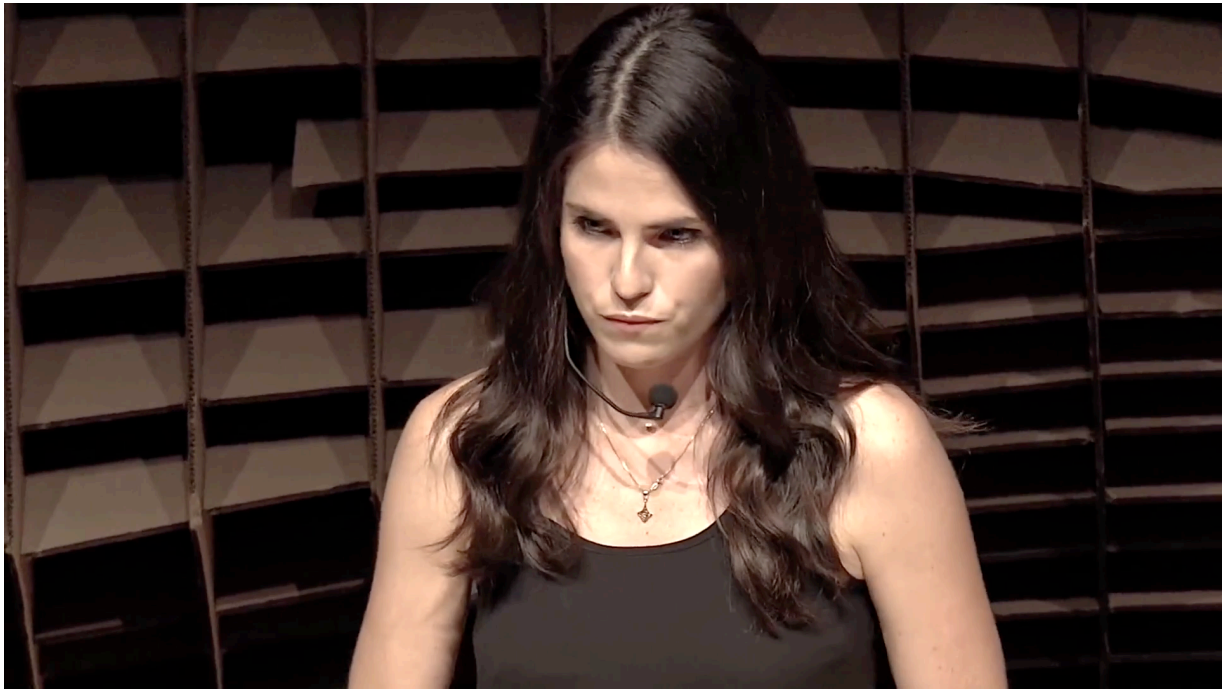
Videos



Group Discussions

Audible

Podcasts



What I will be incorporating in my journey, including this interpreter program, … is to persevere and push through all the adversities that pop up … most of all to put forth the effort and work and not just expect success.

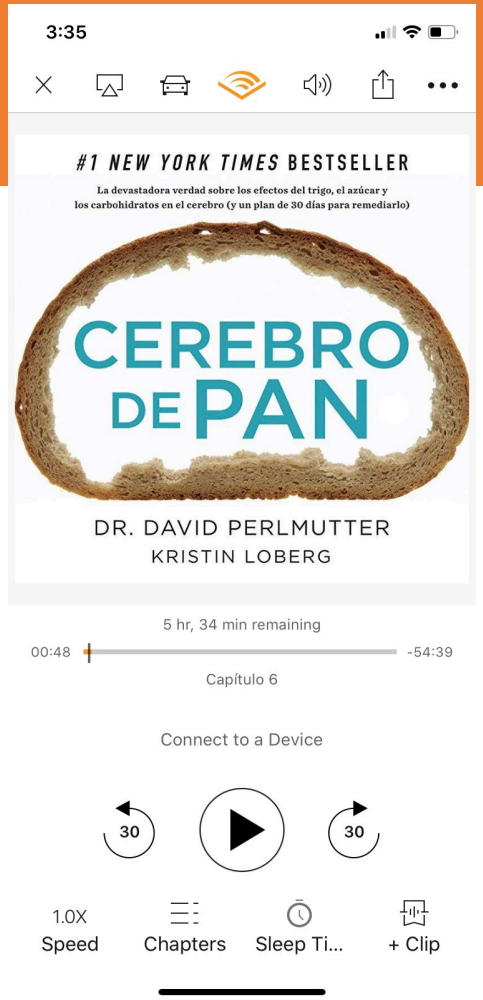
One thing that really inspired me… and that I plan on using in my journey is to learn how to take criticism and not let it set me behind.

Tengo que recordar que siempre hay una joya al final del camino

That being said the lesson I will apply in my journey as a medical interpreter is putting devotion and always giving it my all. Karla talks about how her journey was never easy; she is a great example to look back on when times get difficult and remember that we can all make it.

Discussions helped!
Barton
Rosalba

Audible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#1 NEW YORK TIMES BESTSELLER
La devastadora verdad sobre los efectos del trigo, el azúcar y los carbohidratos en el cerebro (y un plan de 30 días para remediarlo)
CEREBRO DE PAN
DR. DAVID PERLMUTTER
KRISTIN LOBERG
5 hr, 34 min remaining
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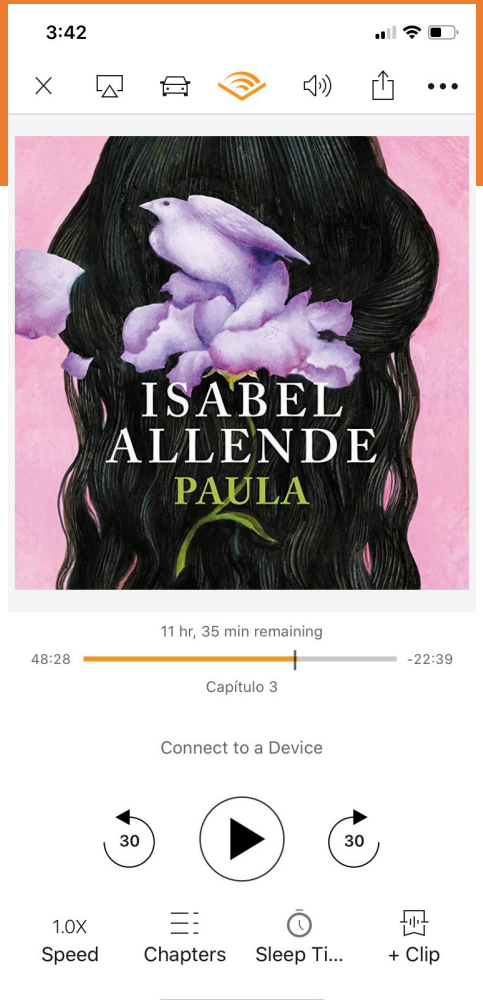
-54:39
Capítulo 6
Connect to a Device
30
30
1.0X Speed
Chapters
Sleep Ti...
+ Clip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ISABEL ALLENDE
PAULA
11 hr, 35 min remaining
48:28
-22:39
Capítulo 3
Connect to a Device
30
30
1.0X Speed
Chapters
Sleep Ti...
+ Clip

npr

RADIO AMBULANTE

YouTube

Schoology Tour

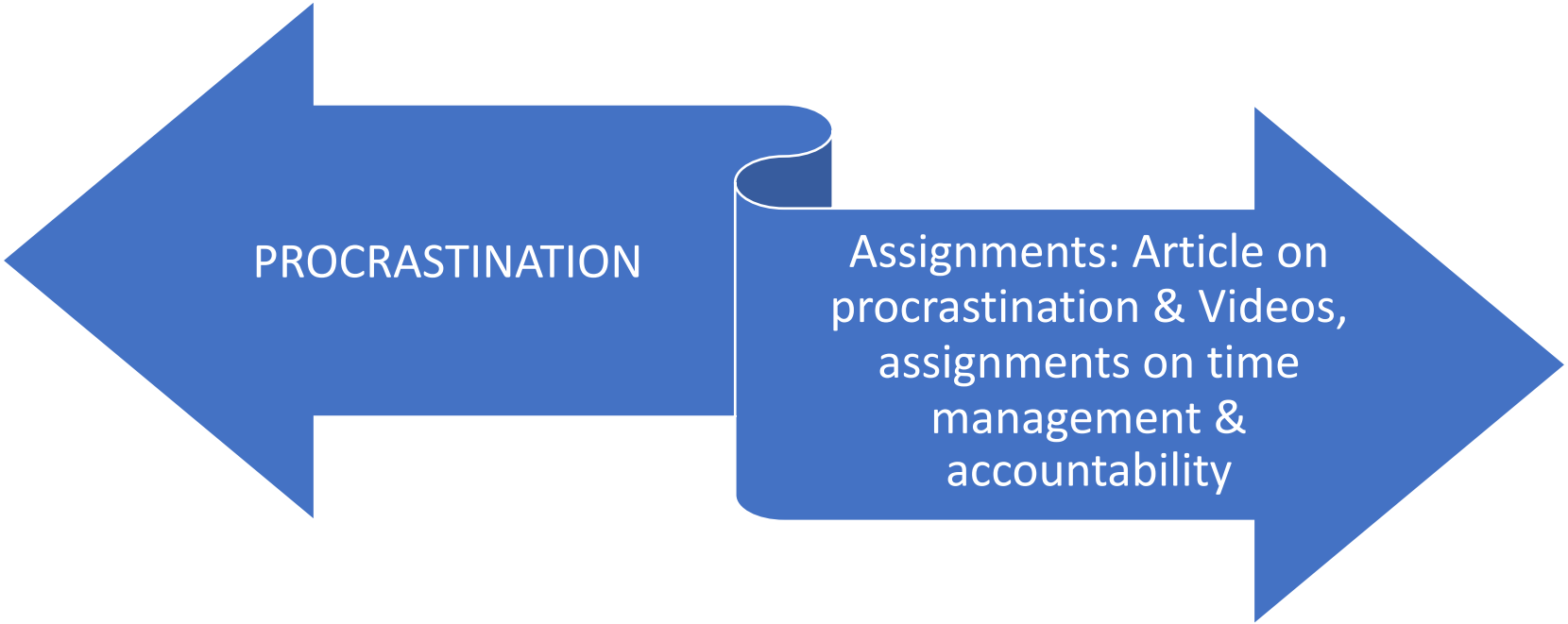
Objective 3:

Learn about the frequent challenges encountered in a virtual learning environment for this purpose and strategies for overcoming these challenges.

LESSONS LEARNED

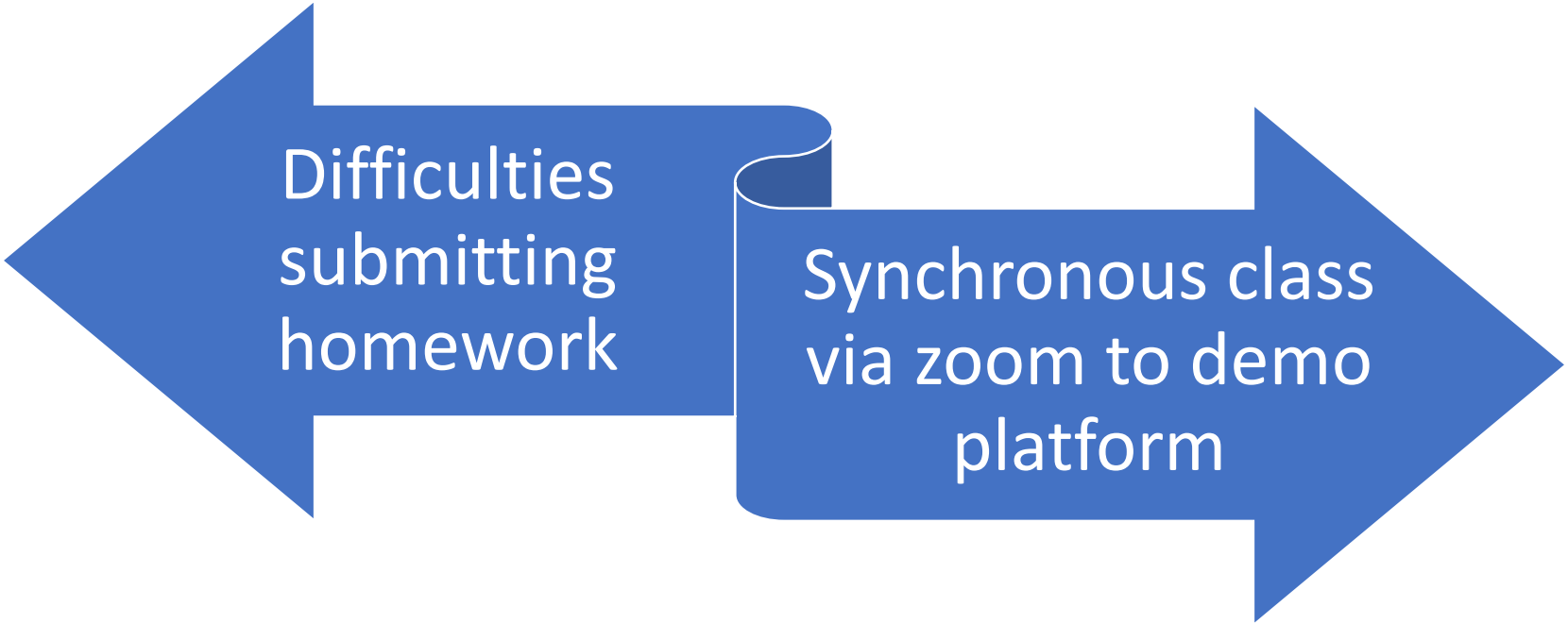
CHALLENGE

STRATEGY



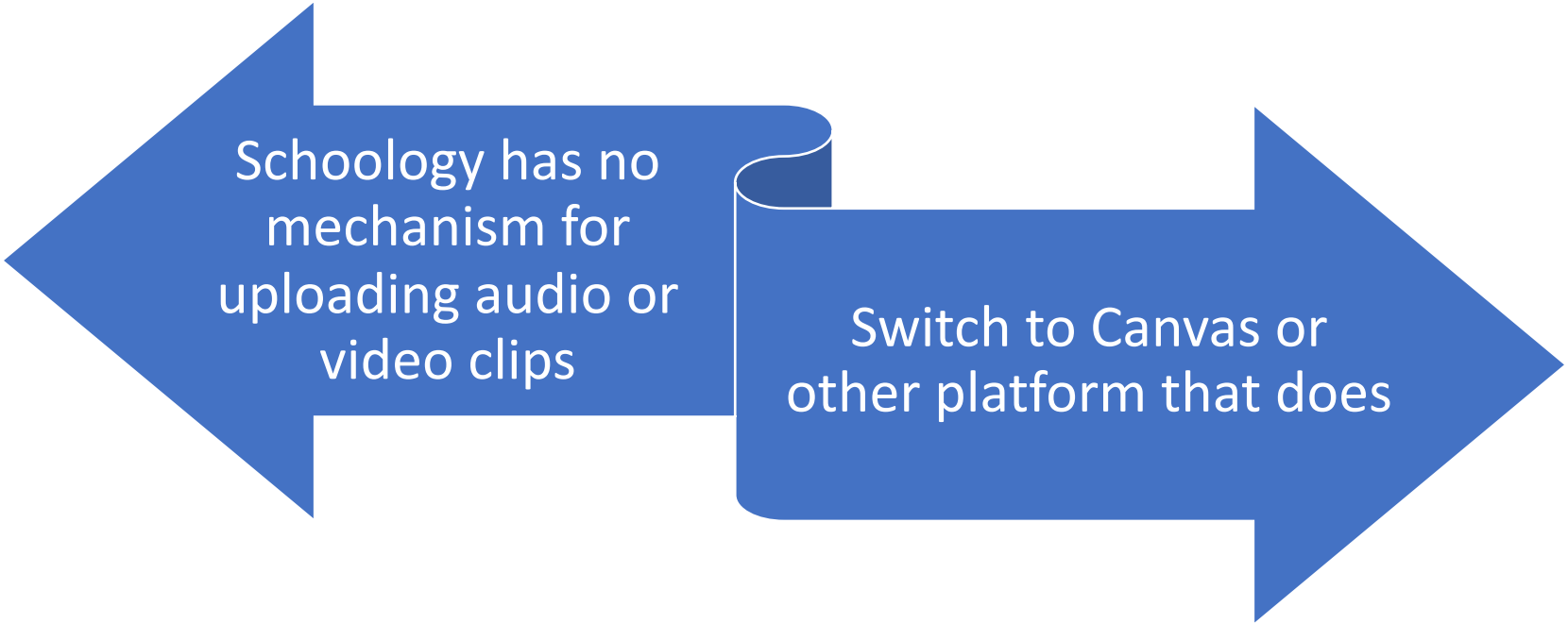
CHALLENGE

STRATEGY



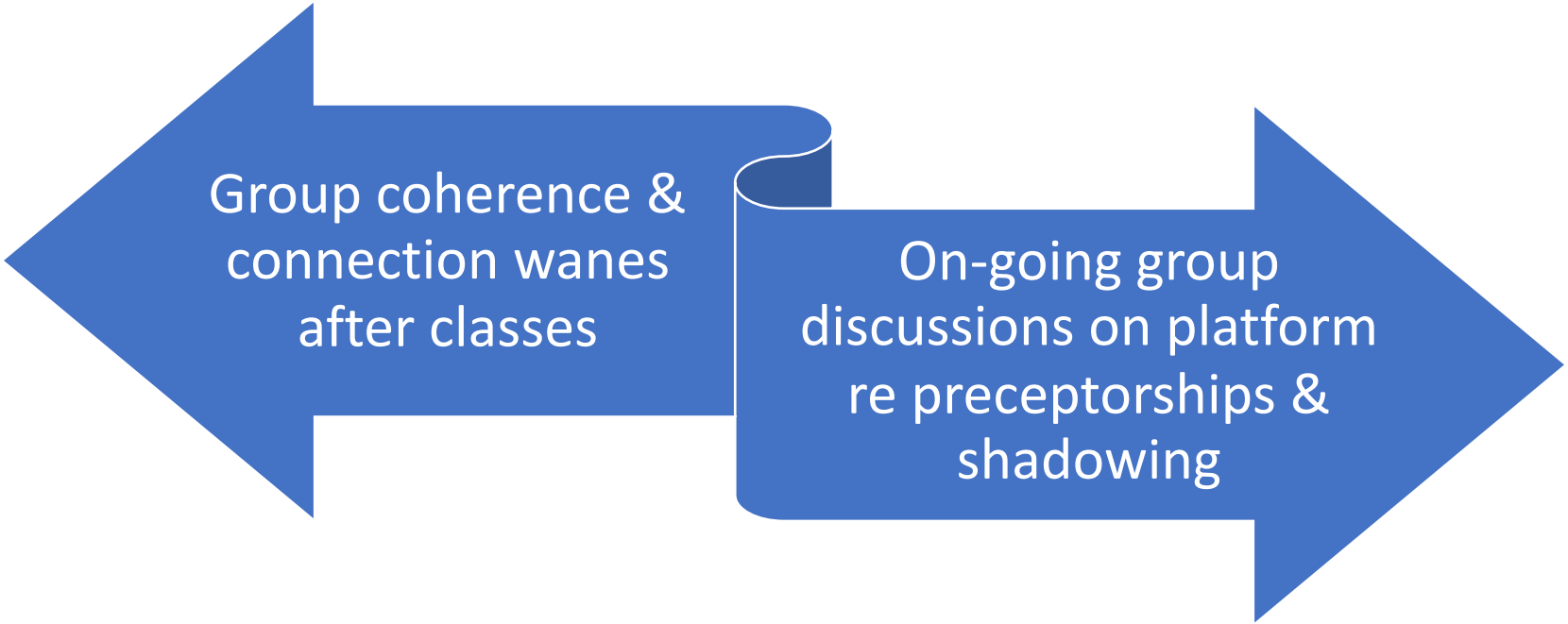
CHALLENGE

STRATEGY



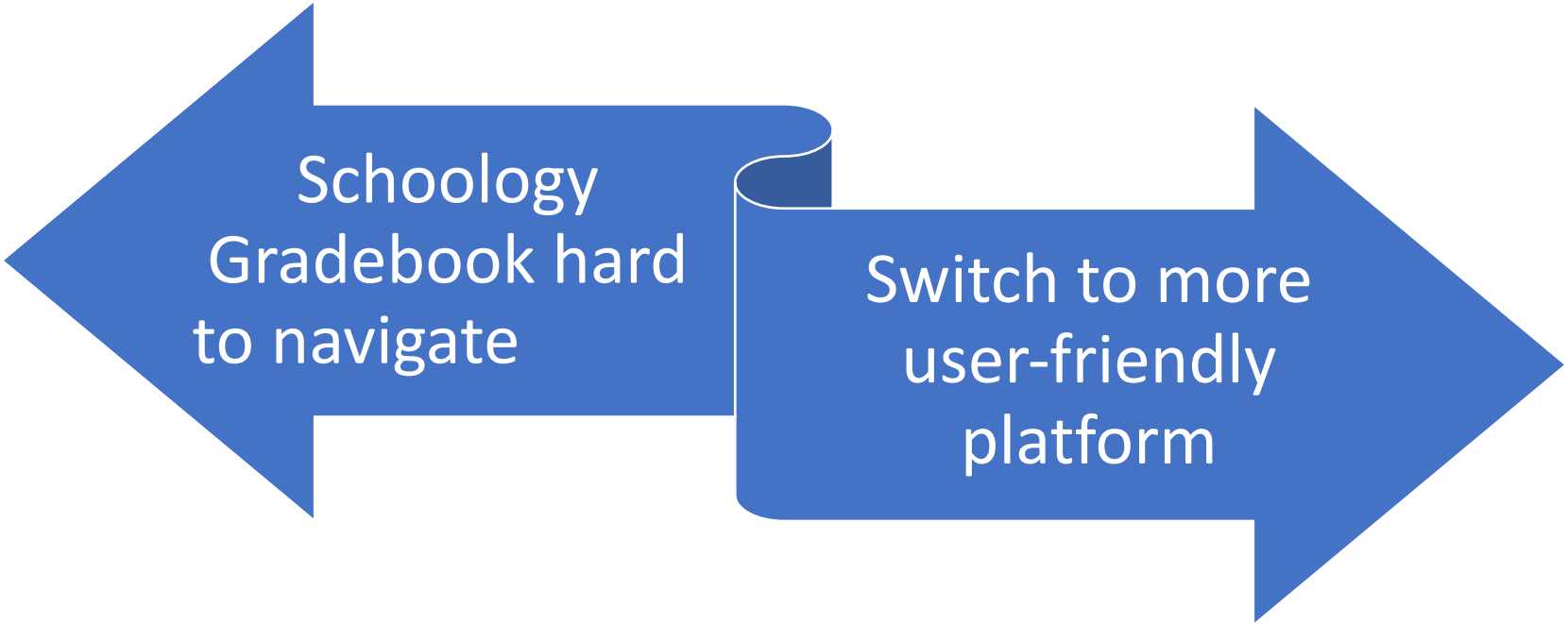
CHALLENGE

STRATEGY



CHALLENGE

STRATEGY



CLASS EVALUATION

Confidence in Abilities					
As a result of this class, I have more confidence in my ability to....					
	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree
Shadow a speaker in Spanish	5%	--	5%	30%	60%
Paraphrase a speaker in Spanish	5%	--	10%	45%	40%
Interpret simultaneously	5%		20%	40%	35%
Identify, research, and learn new terminology in English and Spanish	--	--		30%	70%

To what extent did this class increase...	Not at all	Very little	Somewhat	To a great extent
Your sense of community with your classmates	--	--	30%	70%
Your pride in your bilingualism	--	--	5%	95%
Your understanding of what is required in order to be a professional interpreter	--	--	5%	95%
Your appreciation for the profession			5%	95%
Your commitment to improving your Spanish language fluency	--	--	5%	95%
Your study habits	--	--	35%	65%
Your time management skills	--	5%	35%	60%

My take-away was....
Anything In This Box...
Barton
Barton Health
Stephanie
Authorization Scheduling Coord

Feelings….
Ana
Authorization Scheduling Coord
HABLO ESPAÑOL

Thank you!

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