Ensuring Quality in Medical Interpretation

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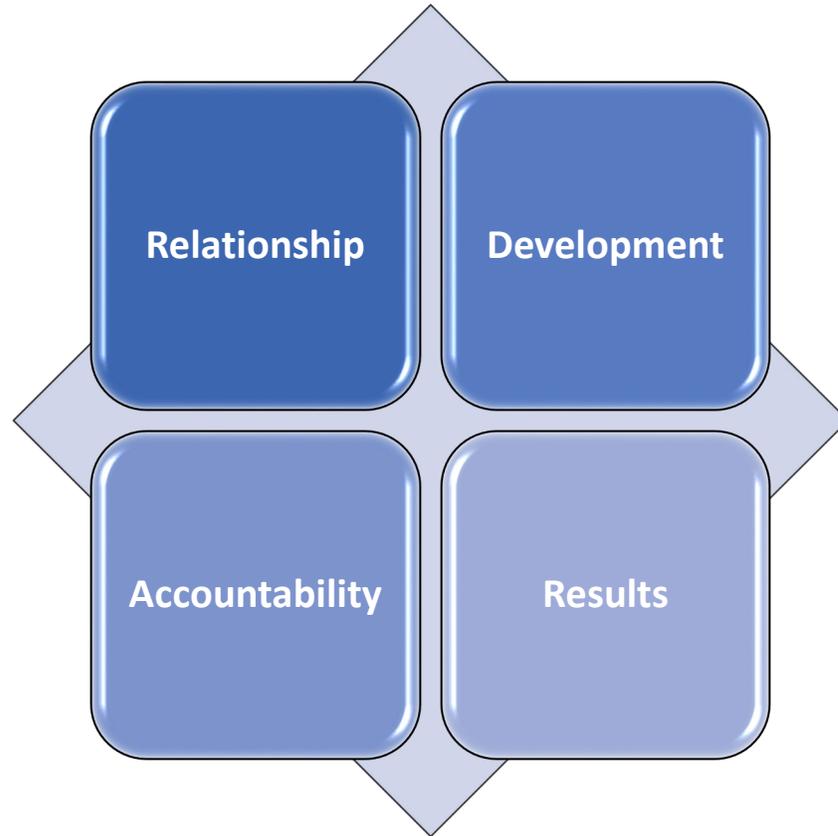
Language Line Solutions

What is coaching?

- Coaching is a process of helping another individual realize their inner potential, delivering fulfillment to both the individual and the organization. (Myles Downey)

- Coaching is not something we do *TO* others, it is a powerful, performance and career changing process that we do *WITH* others. *(Blue Point Leadership Development)*

Key Areas - Professional Coaching

How to use role-play to advance your interpreting skills or advance skills of your interpreter workforce.
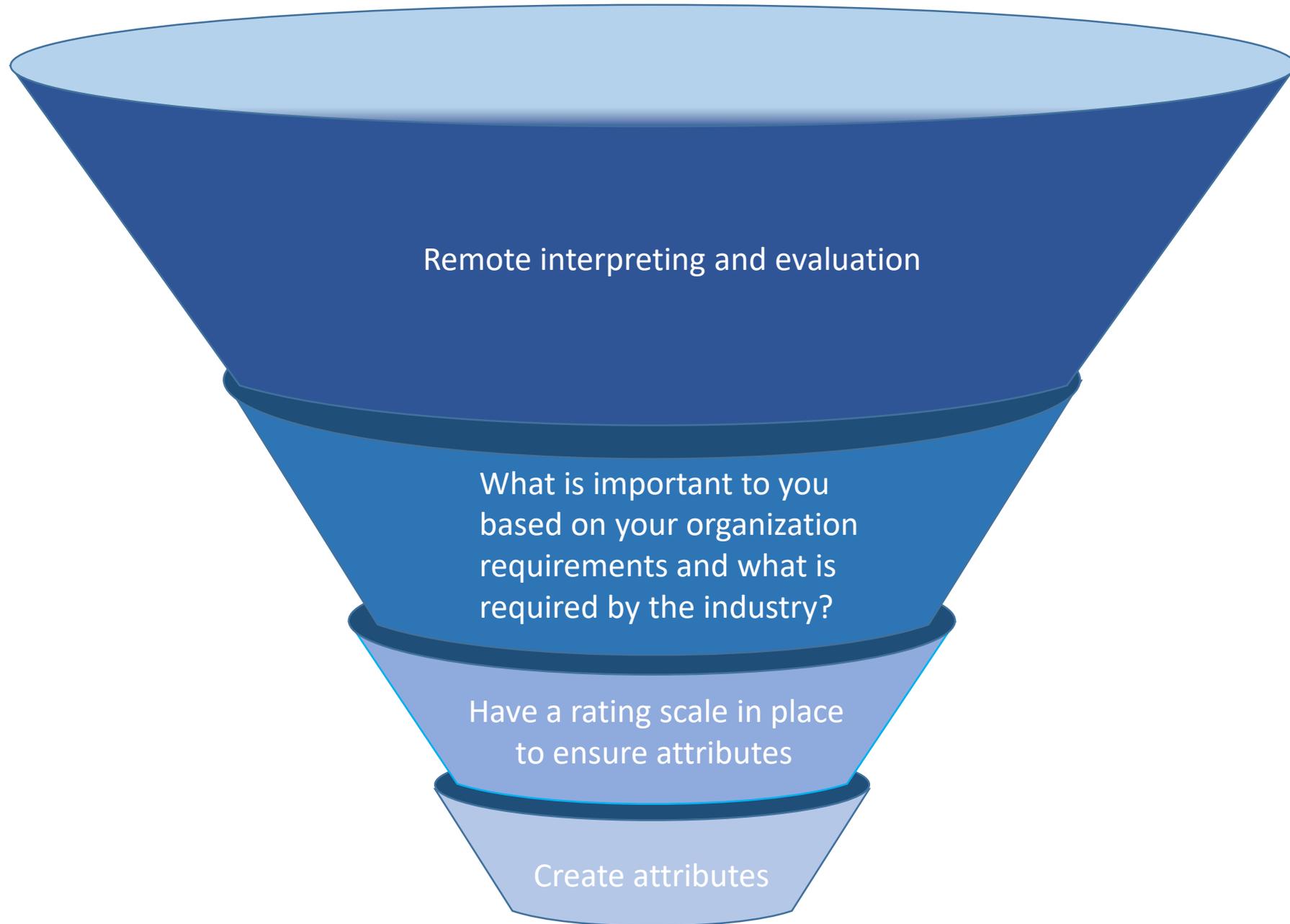Scenario 1

It's important for you to get the blood test done because of your kidney function. I will prescribe the antibiotic but if you go home without having the test, they will need you to come back to the clinic to have it done. **My concern is that we need to reduce the chances of you needing dialysis and that's why we need to monitor the kidney function.** Another important factor is that we need to get better control of your blood sugar. I would like for you to check your blood sugar twice a day and keep a log of your readings that you can bring with you to your next appointment.

How to use role-play to advance your interpreting skills or advance skills of your interpreter workforce.
Scenario 2

- It's important for you to get the blood test done because of your **kidney function**. I will prescribe the antibiotic but if you go home without having the test, they will need you to come back to the clinic to have it done. My concern is that we need to reduce the chances of you needing **dialysis** and that's why we need to monitor the kidney function. Another important factor is that we need to get better control of your blood sugar. I would like for you to check your **blood sugar** twice a day and keep a **log of your readings** that you can bring with you to your next appointment.

How to evaluate interpreting skills. Your road to success

Remote interpreting and evaluation

What is important to you based on your organization requirements and what is required by the industry?

Have a rating scale in place to ensure attributes

Create attributes

Identify interpreter development opportunities