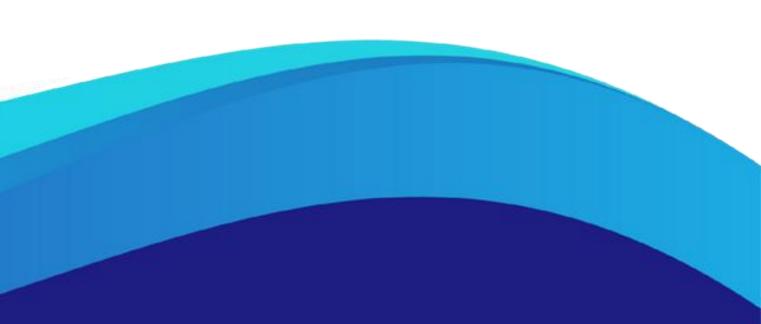


Are You Wondering About the NCIHC Update of the National Code of Ethics?







AGENDA

Why revise the NCoE and NSoP?

What did we learn?

How was the revision approached?

Why know the Values

come based approach

Values, principles and standards

Healthcare interpreting as a practice profession







INTERVISION NEEDED is a revision needed?





GROWTH and RECOGNITION of the Healthcare Interpreting Profession



CHANGES IN THE FIELD

Recognition of healthcare interpreting as a respected profession Context has expanded in terms of cultural and language diversity

Growth of remote interpreting added complexities

Deeper understanding of how to apply ethical values and principles

HOW WE APPROACHED THE REVISION PROCESS



GLAs & Focus Groups



Interviews



Research on other CoEs and SoPs



GLAS approach.





GLA Stands for group-level assessment. It is a type of participatory research

GLAS AND FOCUS GROUPS



We held over 30 GLAs/focus groups between July and November 2024. << One was at the Paving the Way Conference a year ago>>

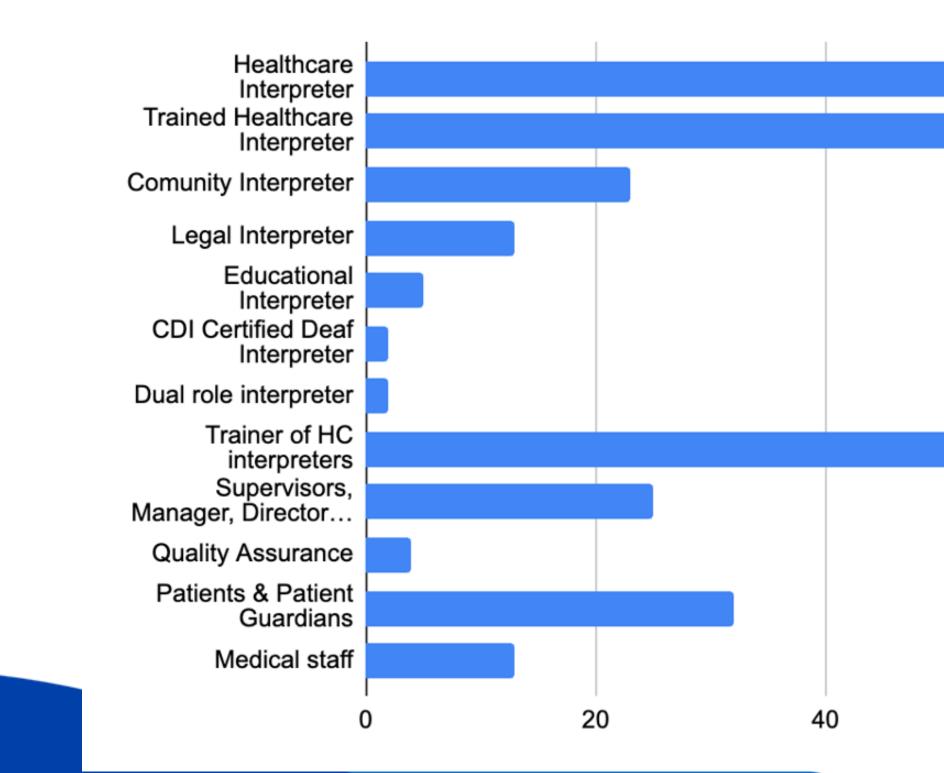


Remote and conference GLAs included spoken and sign interpreters who work in-person, and remotely, Interpreter trainers, Interpreter managers.



Three GLAs were facilitated for patients, medical providers, and interpreters at Cincinnati Children's Hospital. Two groups were facilitated in Spanish (in-person) and one in English (Remote).

WHO PARTICIPATED



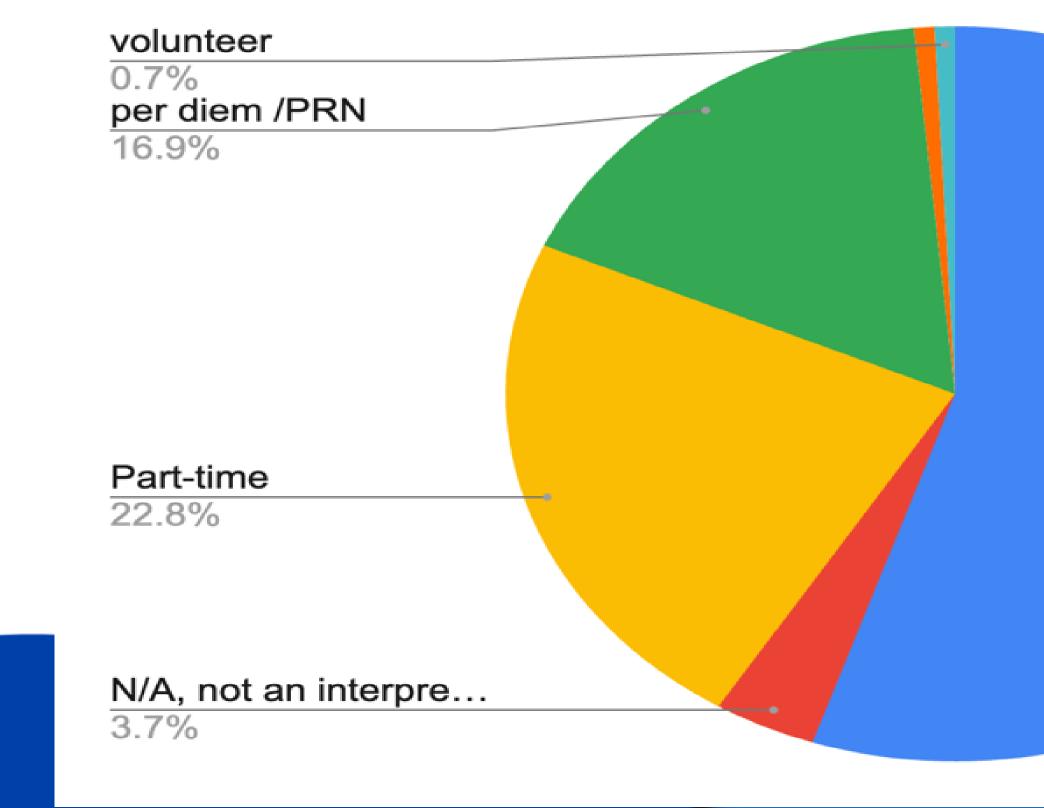


60





Which best describes your interpreter work schedule?



Full-tin 55.1

INTERPRETATION SETTING Interpretation setting All face to face 10.9% All remote 37.0% Mainly face-to-face,... 22.5% About half and half r... 9.4% Mainly remote, a littl... 20.3%

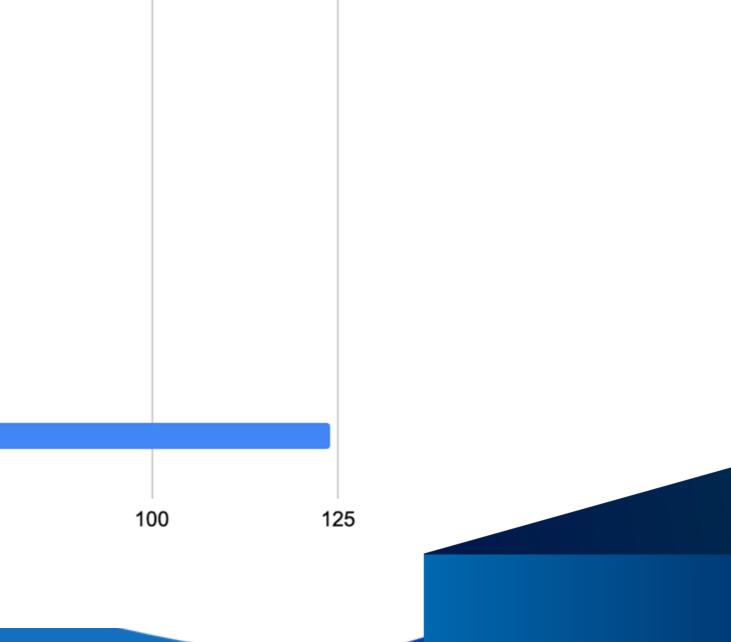
RESPONDENTS' GEOGRAPHIC RANGE

Countries Costa Rica Dominican Republic France Honduras India México Myanmar Nicaragua Pakistan Spain ThaiLand USA Vietnam 25 50 0

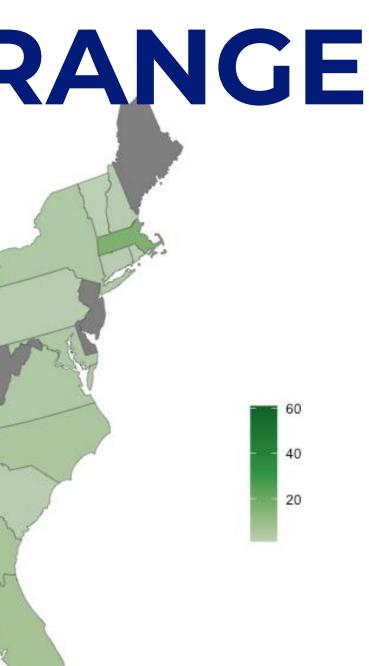
number of respondents

75





US RESPONDENTS' GEOGRAPHIC RANGE





Note: Alaska, Hawaii, and Puerto Rico are shifted and not to scale.

LANGUAGES REPRESENTED

• Arabic • Chinese, Cantonese • German Armenian • Chinese, Mandarin • Greek • Bengali • Chinese, MinNan Hakha Chin • Bosnian • Creole, Cape Verdean • Hindi • Creole, Haitian • Burmese • Hmong Croatian • Creole, unspecified • Italian • Dari • Sign Language, Brazilian • Japanese • English • Sign Language, American • Karen • Farsi • Tagalog - Filipino • Korean Vietnamese Matu Chin • French • Georgian Visual language

- Ndebele
- Nepali
- Portuguese
- Romanian
- Russian
- Serbian
- Spanish
- Swahili
- Turkish
- Urdu
- Uzbek



INTERVIEWS

Six clinicians and one in Language Access their perspectives or interpreters.



- Six clinicians and one researcher with extensive work
- in Language Access issues were interviewed to get
- their perspectives on the work of healthcare



REVIEW

of Other Codes of Ethics and Standards of Practice

Several Codes of Ethics and Standards of Practice were reviewed for comparison.



MAIN IDEAS LEARNED

- Liked the National Standards of Practice (NSOP) document showing the ethical principles next to the corresponding standards of practice
- General validation of, and agreement with, the ethical principles BUT, requested clarification of some, and more examples • The Values in the National Code of Ethics for Interpreters in
- Health Care (NCoE] document were "lost"
- Many interpreters saw the Ethical Principles as restrictive rules they had to follow all the time.







•
I

How are we responding

- Clarify the ethical approach our code of ethics takes
- Recognize that healthcare interpreting is a service performed in highly interactive sociocultural settings that requires both technical and social skills.



HEALTH CARE INTERPRETING **PROFESSION: TWO KEY CONCEPTS**

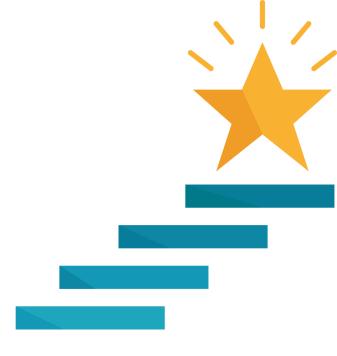
- Health care Interpreting as a Practice Profession
- Ethical Principles as outcome based responsibilities doing what is right in order to achieve the best value-based outcome in a specific context.

OUTCOME-BASED ETHICS

Ethics includes several ethical theories.

• Normative ethics [is] concerned with criteria of what is morally right and wrong. The central question of normative ethics is determining how basic moral standards are arrived at and justified. The answers to this question fall into two broad categories deontological -- rule based **teleological** -- outcome based







OUTCOME-BASED ETHICS

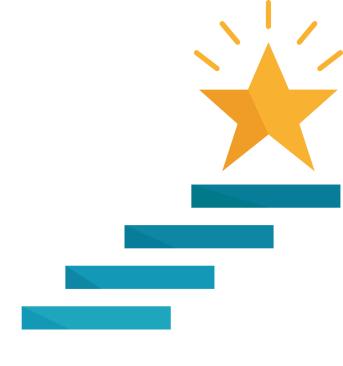
Ethics includes several ethical theories.

• A teleological approach to ethics focuses on outcomes, not on rules.

RK Dean http://www.mhit.org/assets/Best_Practice.pdf

• A teleological approach to ethical reasoning is focused on the outcomes or consequences of one's decisions (Cokely 2000, Dean and Pollard 2006, 2008c, 2009a) .<u>http://intrpr.info/library/dean-pollard-context-based-ethical-reasoning-in-interpreting.pdf</u>





WHAT IS

PROFESSION?



S A PRACTICE







"A practice profession is a type of servicebased profession where practitioners (for example, nurses, teachers, and therapists) must address and deal effectively with the complexities of the human condition, human communication, and human interaction. One aspect of a practice profession is its use of an outcomes-based approach to ethical reasoning." https://www.robynkdean.com/about

WHAT IS A PRACTICE PROFESSION



Professionals	Interpreters	
offer a service	offer a service \Rightarrow rend someone else's speed	
for clients who depend upon the professional's specialized skills	for clients, i.e., the spe who both depend on t skills	
to solve a «how to»-problem	to solve their problem (verbally)	
by applying specialized skills in unique situations that are difficult to standardize,	by applying specialize unique situations that	
Hence, the professional exercises discretion	Hence, the interpreter	

Skaaden, H. (2016). Professionalization and trust in public sector interpreting. International Journal of Language, Translation and Intercultural Communication, 5, 56–66. ps://doi.org/10.12681/ijltic.10654

WHAT IS A PRACTICE PROFESSION

- dering and coordinating ch in another language
- beaker and listener, the interpreter's specialized
- n of how to communicate
- ed interpreting skills in are difficult to standardize
- r exercises discretion

WHAT IS

PROFESSION?

A practice profession requires:

- Two skill sets
 - Technical skills
 - Interpersonal skills
- - Critical thinking an
 - Reflective practice





• Outcome-based perspective



CRITICAL THINKING

Definitions from Oxford Languages

noun

the objective analysis and evaluation of an issue in order to form a judgment.



REFLECTIVE PRACTICE

Practice professionals deepen their understanding of the work they do, through reflecting on experience.

Experience is not equal to mastery*

Reflection is key for experience to be meaningful and transformative.

Schön, D. (1983). The Reflective Practitioner: How Professionals Think in Action. London: Temple Smith.





KEY CONSEPTS VALUES PRINCIPLES STANDARDS

illustrative Examples







what we aspire to, and strive to protect.

The values of the healthcare interpreting profession are present at all times.



Values are broad, core beliefs about what is good,

Ethical principles are intermediate ethical concepts that describe what is right. The ethical principles describe the essential behaviors and responsibilities of the healthcare interpreting practitioners.



ETHICAL PRINCIPLES

STANDARDS OF PRACTICE

• Standards of Practice are the most

detailing specific actions that



- specific level of professional guidelines,
- Interpreters take to put into practice the
- ethical principles of the profession.



EXAMPLES

Examples describe actions that put the standards into practice.



Questions to ask yourself

VALUES

Based on the context what values are most important and relevant in this situation?

STANDARDS Which standard(s) of practice is most important at this point in the encounter? What actions could I take to best implement this standard of practice?

PRINCIPLES What will lead to positive outcomes that uphold the relevant values? Which ethical principles do I need to consider in this situation?





What was the most interesting thing you heard today?







NSOP.

Contact email: <u>NES@NCIHC.org</u>





Be on the lookout for announcements with links to a survey where you will be able to share your feedback on the proposed revisions to the NCOE and the

THANK YOU For Attending!



Friday - Session 2 Are you wondering about NCIHC update of National Code of Ethics



Friday - Session 3 Are you wondering about NCIHC update of National Code of Ethics



