AMERICAN MEDICAL ASSOCIATION HOUSE OF DELEGATES

Resolution: 310
(A-22)

Introduced by: Medical Student Section

Subject: Support for Standardized Interpreter Training

Referred to: Reference Committee C

Whereas, There are more than 6,900 known living languages spoken in the world[1]; and

Whereas, More than 66 million Americans speak at least one of over 350 languages other than English at home and more than 25 million Americans speak English "less than very well"[2-4]; and

Whereas, Language barriers can have major adverse effects on health such as suboptimal health status; lower likelihood of having regular care providers; lower rates of mammograms, pap smears, and other preventative services; greater likelihood of diagnosis of more severe psychopathology; leaving the hospital against medical advice; and increased risk of drug complications[1,3,5]; and

Whereas, Ad hoc interpreters have been shown to engage in "false fluency", where substandard interpretation skills leads to inadequate translation, thereby compromising the integrity of the patient-provider interaction[6-8]; and

Whereas, Errors in medical interpretation are not uncommon, and translation errors made by ad hoc interpreters are more likely to result in clinical consequences than errors made by professionally trained medical interpreters[9]; and

Whereas, Underuse of a valuable health care resource, professional medical interpretation, can result in these adverse effects and inappropriate care[4]; and

Whereas, Professional medical interpreter services can facilitate effective communication across language differences and increase the delivery of health care to Limited English Proficiency (LEP) patients, yet remain underutilized in health care[3,10]; and

Whereas, Language assistance is a legal right of patients under Title VI of the 1964 Civil Rights Act, therefore hospitals have policies and processes in place, but how they are communicated to front-line staff is variable[5,11]; and

Whereas, One potential contributor is the lack of a designated place within medical training curricula to address language barriers, which calls for a more recognizable and accessible resource for training[5,11]; and

Whereas, In recent studies, only 19% of emergency department (ED) staff had reported prior training on working with interpreters, regardless of the source of training[7], and most ED providers and staff who have little training in the use of language assistance were unaware of hospital policy in this area[11,12]; and

Whereas, Only 28% of medical schools offer students on clerkships training involving a language interpreter[13]; and

Whereas, Dissemination of best practices for the provision of language assistance and the clinical use of non-English language skills has the potential to improve communication with LEP patients[11]; and

Whereas, Healthcare organizations should ensure that medical professionals across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery or have access to training[14]; and

Whereas, Providing training to physicians and medical students about the proper use of medical interpreter services increases the correct use of those services[15-18]; and

Whereas, Teaching medical professionals to emphasize the appropriate use of an interpreter is warranted to improve cross-language clinical encounters, and could be executed through a Continuing Medical Education (CME) module[12]; and

Whereas, It has been recommended that healthcare organizations should either verify that staff at all levels and in all disciplines participate in ongoing CME-accredited education or other training in Culturally and Linguistically Appropriate Services delivery, or arrange for such education and training to be made available to staff[14]; and

Whereas, CME is a cornerstone of improving competencies and ensuring high-quality patient care by nurses and physicians[19]; and

Whereas, Although the AMA Education Hub (EdHub) has produced a series of modules related to Health Disparities and the Health Care Workforce, such as Disparities in Research and Health Equity to Bias in Artificial Intelligence, it does not currently have any modules covering the correct use of interpreter services; and

Whereas, The American Association of Medical Colleges (AAMC) has published "Guidelines on the Use of Medical Interpreter Services," which describe best practices for assessing English proficiency, use of an interpreter, additional considerations for ad hoc interpreters, conflicts of interest and privacy, and considerations for telephonic interpreter services[20]; and

Whereas, Though AMA policy reimbursement for and calls for further research regarding interpreter services (D-385.957, H-160.924, H-385.928, H-382.929, D-385.978), it does not recognize the importance of interpreter services for providing appropriate care or call upon physicians to use them with patients with LEP, and the AMA Ed Hub does not currently provide any resources addressing how to correctly use interpreter services; therefore be it

RESOLVED, That our American Medical Association recognize the importance of using medical interpreters as a means of improving quality of care provided to patients with Limited English Proficiency (LEP) including patients with sensory impairments (New HOD Policy); and

RESOLVED, That our AMA encourage physicians and physicians in training to improve interpreter-use skills and increase education through publicly available resources such as the American Association of Medical College's "Guidelines for Use of Medical Interpreter Services" (New HOD Policy); and be it further

RESOLVED, That our AMA work with the Commission for Medical Interpreter Education, National Hispanic Medical Association, National Council of Asian Pacific Islander Physicians, National Medical Association, Association of American Indian Physicians, and other relevant stakeholders to develop a cohesive Continuing Medical Education module offered through the AMA Ed Hub for physicians to effectively and appropriately use interpreter services to ensure optimal patient care. (Directive to Take Action)

Fiscal Note: Moderate - between $5,000 - $10,000

Date Received: 04/08/22

References:

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RELEVANT AMA POLICY

Certified Translation and Interpreter Services D-385.957

Our AMA will: (1) work to relieve the burden of the costs associated with translation services implemented under Section 1557 of the Affordable Care Act; and (2) advocate for legislative and/or regulatory changes to require that payers including Medicaid programs and Medicaid managed care plans cover interpreter services and directly pay interpreters for such services, with a progress report at the 2017 Interim Meeting of the AMA House of Delegates.
Res. 703, A-17; Reaffirmed: CMS Rep. 7, A-21

Use of Language Interpreters in the Context of the Patient-Physician Relationship H-160.924
AMA policy is that: (1) further research is necessary on how the use of interpreters--both those who are trained and those who are not--impacts patient care; (2) treating physicians shall respect and assist the patients' choices whether to involve capable family members or friends to provide language assistance that is culturally sensitive and competent, with or without an interpreter who is competent and culturally sensitive; (3) physicians continue to be resourceful in their use of other appropriate means that can help facilitate communication--including print materials, digital and other electronic or telecommunication services with the understanding, however, of these tools' limitations--to aid LEP patients' involvement in meaningful decisions about their care; and (4) physicians cannot be expected to provide and fund these translation services for their patients, as the Department of Health and Human Services' policy guidance currently requires; when trained medical interpreters are needed, the costs of their services shall be paid directly to the interpreters by patients and/or third party payers and physicians shall not be required to participate in payment arrangements.
BOT Rep. 8, I-02; Reaffirmation: I-03; Reaffirmed in lieu of Res. 722, A-07; Reaffirmation: A-09; Reaffirmed: CMS Rep. 5, A-11; Reaffirmed in lieu of Res. 110, A-13; Reaffirmation: A-17

Patient Interpreters H-385.928
Our AMA supports sufficient federal appropriations for patient interpreter services and will take other necessary steps to assure physicians are not directly or indirectly required to pay for interpreter services mandated by the federal government.
Res. 219, I-01; Reaffirmed: BOT Rep. 8, I-02; Reaffirmation: I-03; Reaffirmed in lieu of Res .722, A-07; Reaffirmation: A-09; Reaffirmation: A-10; Reaffirmation A-14

Availability and Payment for Medical Interpreters Services in Medical Practices H-385.929
It is the policy of our AMA to: (1) the fullest extent appropriate, to actively oppose the inappropriate extension of the OCR LEP guidelines to physicians in private practice; and (2) continue our proactive, ongoing efforts to correct the problems imposed on physicians in private practice by the OCR language interpretation requirements.
BOT Rep. 25, I-01; Reaffirmation: I-03; Reaffirmed: Res. 907, I-03; Reaffirmation: A-09; Reaffirmation: A-17

Language Interpreters D-385.978
Our AMA will: (1) continue to work to obtain federal funding for medical interpretive services;(2) redouble its efforts to remove the financial burden of medical interpretive services from physicians;(3) urge the Administration to reconsider its interpretation of Title VI of the Civil Rights Act of 1964 as requiring medical interpretive services without reimbursement;(4) consider the feasibility of a legal solution to the problem of funding medical interpretive services; and(5) work with governmental officials and other organizations to make language interpretive services a covered benefit for all health plans inasmuch as health plans are in a superior position to pass on the cost of these federally mandated services as a business expense.
Res. 907, I-03; Reaffirmed in lieu of Res. 722, A-07; Reaffirmation: A-09; Reaffirmation: A-10; Reaffirmed: CMS Rep. 5, A-11; Reaffirmed in lieu of Res. 110, A-13; Reaffirmation: A-17