

Chair Andrea Salinas

House Health Care Committee

Testimony in support of HB 4115

February 6, 2020

Chair Salinas and members of the House Health Care Committee,

Thank you for the opportunity to put in a letter of support on HB 4115. I am pleased to offer my full support.

Health Care Interpreters are integral members of the health care team. They provide a language and cultural bridge between a health care provider and a limited English proficient (LEP) patient. I can personally attest to the difficulties in utilizing non-certified or non-qualified health care interpreters in my role as the Manager of the Care Coordination and Outpatient Departments at Shriners' Hospital for Children in Portland during my tenure there. It was because of the lack of standardization and quality in the services we received for our LEP patients, that I was compelled to develop and implement the first in-house Interpreter Services Department at Shriners' Hospital. I hired two interpreters who were certified by the State of Washington as that was the only certification available at the time, attesting to their abilities. Both of these interpreters are still at Shriners' providing a level of excellence and a standard of care that is a model of health care interpreting delivery. Not only do they understand the language, they understand the culture and are able to help the patients navigate the complex health care world.

HB 4115 is an important step in creating professional standards and accountability that will protect and improve the health outcomes for our LEP patients.

I fully support this bill and appreciate all the work that you, Chairman Salinas, and the House Health Care Committee are doing on this important endeavor.

Thank you.

Kerry L. Grindeland, MN, RN

Board Member, Oregon Health Care Interpreter's Association

(former Manager, Care Coordination and Outpatient Departments, Shriners' Hospital for Children, Portland)