



Interpreters and Translators, Inc.

Connecticut's State Innovation Model (SIM) is designed to eliminate health disparities and provide affordable care to its diverse population. As a language company located in Manchester, CT we see the needs of the underserved populations first hand by providing interpreters to doctor's offices, community health clinics, and hospitals on a daily basis. Health Equity cannot be achieved without enhanced access to language services.

The *Connecticut Healthcare Innovation Plan* echoes the need for enhanced language access by saying, "In order to reach previously underserved populations, it is essential to ensure that consumers have care that is convenient, timely and consistent with the National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care."¹ It is important to understand, however, that just providing an interpreter is not enough. At Interpreters and Translators, Inc. we are setting the standard high quality by mandating all of our interpreters who work in the health care setting are medically trained and certified where acceptable through either the Certification Commission for Healthcare Interpreters (CCHI) or the National Board of Certification for Medical Interpreters (NBCMI). This requirement will ensure patients are getting the quality of care they deserve.

We suggest the SIM plan includes the need for professional interpreters who have exceptional language skills and cultural competency and understand the complexities of medical terminology are vital to the success of this program. Providing high quality and accurate language services will eliminate communication barriers and allow providers throughout Connecticut to provide quality, efficient and affordable care to all Connecticut residents, regardless of status, race, location or language.

¹ Connecticut Healthcare Innovation Plan." Abbreviated Summary for Providers- Draft V1.1 For Public Comment." November 2013.

http://www.healthreform.ct.gov/ohri/cwp/view.asp?a=2742&q=334428&cm_mid=2912539&cm_crmid={90a76f99-c3fc-df11-b1ff-02bf0a064b97}&cm_medium=email