AMN® Healthcare

EMPOWERING THE FUTURE OF CARE

Leverage Your Bilingual/ Multilingual Talent to Grow Your Language Program

AMN Healthcare Language Services Language Assessments

Language comprehension between patients and healthcare providers is the gold standard for safe and effective communication. Once coherent communication has been established, healthcare organizations can provide equitable care. To establish language proficiency, AMN Healthcare Language Services partners with healthcare organizations to test individuals in a way that's valid, reliable, objective, and unbiased.

Language assessment is a creative, proven solution to leverage the ability of your current staff to improve the language service you provide to your patients and provide an alternative source of cost-effective talent.

Key Qualities of Our Impactful Language Assessment Service

VALIDITY AND RELIABILITY

Validity and reliability are the two most important aspects of any testing program, because without them, tests are meaningless. Validity refers to the ability of the test to measure what it is meant to measure. Reliability is the capacity of the test to yield consistent results. This gives testers the assurance they are being properly scored and gives organizations the guarantee that the tests measure the skills needed to perform the job.

OBJECTIVE

While it is impossible to eliminate subjectivity in language testing, our goal is to minimize it. This is done by using standardized rating criteria, conducting evaluator training and norming sessions, and performing quality assurance. These practices ensure that raters are evaluating candidates in a standardized way.

UNBIASED

As an organization providing healthcare talent solutions, we have no vested interest in the outcome of the tests; rather, our interest is testing properly. We have no incentive to pass or fail testing candidates because of other factors such as personality, friendships, or the need to fill positions. When scoring, we focus only on the candidate's performance in using the language. Our goal is to maintain assessment quality, and our emphasis is on properly rating the candidate's performance.

TRAINED EVALUATORS

Setting us apart from other language solutions, our assessments are scored by trained language evaluators who are educated native speakers of the target language – not by an algorithm or a person who speaks the language as a second language. Our evaluator training program and strict quality assurance system provide for the highest levels of inter-rater reliability in the language testing industry.

Types of Language Assessments

Language testing is an important step to reduce misunderstanding and errors related to ineffective communication. Our language assessments ensure that healthcare workers who communicate in a language other than English can do so safely and effectively. When it comes to language, there is no one-size-fits-all approach. Different levels of proficiency are required for different settings. We tailor assessments to an individual's specific role to ensure effective communication.

Recommendations by Role

Healthcare Professional	Recommended Assessment
Front desk, registration staff or other non-clinical staff	General Speaking and Listening
Medical assistants, nursing assistants, home health aides, and healthcare technicians	Medical Bilingual Assessment
Nurses working as dual-role interpreters	Qualified Bilingual Staff Assessment
MDs, DOs, PAs, NPs	Clinical and Cultural Linguistic Assessment
Medical interpreters or bilingual staff that provide interpretation	Medical Interpretation Assessment
Medical Interpreters (used in combination with Medical Interpretation Assessment)	Code of Ethics Assessment
Staff providing translation	Medical Discharge Translation Assessment

LISTENING AND SPEAKING ASSESSMENT

The Listening and Speaking Assessment evaluates a candidate's language proficiency by asking a series of questions that are designed to elicit the full range of their language skills in the language tested. Each question prompts candidates to perform certain speaking tasks such as giving a description, talking about a hypothetical event, and providing an opinion.

Candidates are evaluated on the use and control of linguistic mechanics such as grammatical structures and vocabulary. Candidates are scored on communication, comprehension, grammar, and vocabulary. The test is administered via telephone

either through a live evaluator or our recorded system. Candidates' scores and comments are sent to the administrator within two business days.

The Listening and Speaking Assessment is offered in the following specialties: Medical, Behavioral, OBGYN, Dental, Physical Therapy, Speech Therapy, and Occupational Therapy.

The specialty Listening and Speaking Assessments are the same format as the General Listening and Speaking test, but they incorporate questions and terminology related to their respective specialties.

BILINGUAL MEDICAL ASSESSMENT

The Bilingual Medical Assessment is an oral assessment that focuses on the skills necessary for performing the tasks of medical assistants, nursing assistants, home health aides, and healthcare technicians. This test evaluates the ability to communicate with patients in the language tested, knowledge of medical terminology, and reporting medical information. The information on the candidate's score report will be a Qualified or Not Qualified designation. This test is administered via a recorded system, requiring a telephone, a computer, and a unique PIN to access the test. The scores are sent to the administrator within two business days.

QUALIFIED BILINGUAL STAFF (QBS) ASSESSMENT

The QBS Assessment measures a candidate's ability to communicate effectively through clinical and non-clinical role plays, medical terminology, and sight translation. Passing candidates are assigned either a level 1 or level 2, based on their score. At level 1, candidates demonstrate the skills to converse, provide directions and simple instructions in English and the language tested. A candidate at level 2, meets the level 1 requirements and demonstrates knowledge of medical terminology and the ability to provide simple medical instructions within their scope of practice.

The examination consists of both objective and subjective assessment components. The objective assessment determines the candidate's level of language accuracy. The subjective assessment scores the level of pronunciation, grammar, conveyance of meaning, and fluidity in language transition.

This test is administered via a recorded system, requiring a telephone, a computer, and a unique PIN to access the test. The scores are sent to the administrator within two business days. The test length is approximately 45 minutes.

CLINICIAN CULTURAL AND LINGUISTIC ASSESSMENT (CCLA)

The CCLA Assessment is designed for physicians, physician assistants, and nurse practitioners. This test requires candidates to elicit symptoms, give diagnoses, report findings, and prescribe treatments in the language tested. In this assessment, candidates are presented with background information on a patient followed by a brief monologue given by the patient. Candidates must respond in a manner that's appropriate to the patient's background and age, as well as consider the tone and formality of the setting, to obtain and impart medical information.

The examination consists of both objective and subjective components. The objective assessment comprises scoring units that determine a candidate's level of language accuracy. The subjective assessment establishes the level of fluency, pronunciation, and cultural proficiency.

This test is administered via a recorded system, requiring a telephone and a unique PIN to access. The scores are sent to the administrator within two business days. The test length is approximately 40 minutes.

MEDICAL INTERPRETATION ASSESSMENT

The Medical Interpretation Assessment consists of a scripted dialogue of general medical content between a patient and provider. The roles of the patient and provider are played by evaluators that are native-language speakers of each language. The candidate listens to each segment of dialogue and provides an interpretation (each segment is 40 words or less).

Candidates are scored on fluency and accuracy when interpreting the dialogue. The fluency score considers a candidate's rate of speech, the fluidity of speech, and control over the interpretation. The accuracy score is a quantitative score that calculates the errors made on the scoring units.

At the end of the test, the candidate is scored according to the percentage of correct objective units and their overall performance. This score and comments are sent to the administrator within two business days. The test length is approximately 30 minutes.

MEDICAL DISCHARGE TRANSLATION

The Patient Discharge Translation Assessment consists of three passages, each between 200 and 225 words. Each passage is a set of instructions regarding a patient's care following discharge from a medical provider. Translation of the first passage is required. The candidate then chooses to translate either the second or third passage. The scoring units encompass elements of language including grammar, vocabulary, spelling, and if the appropriate tone and formality was used. The candidate has 90 minutes to complete the assessment. Tests are scored by professional evaluators, and results are available within two business days.
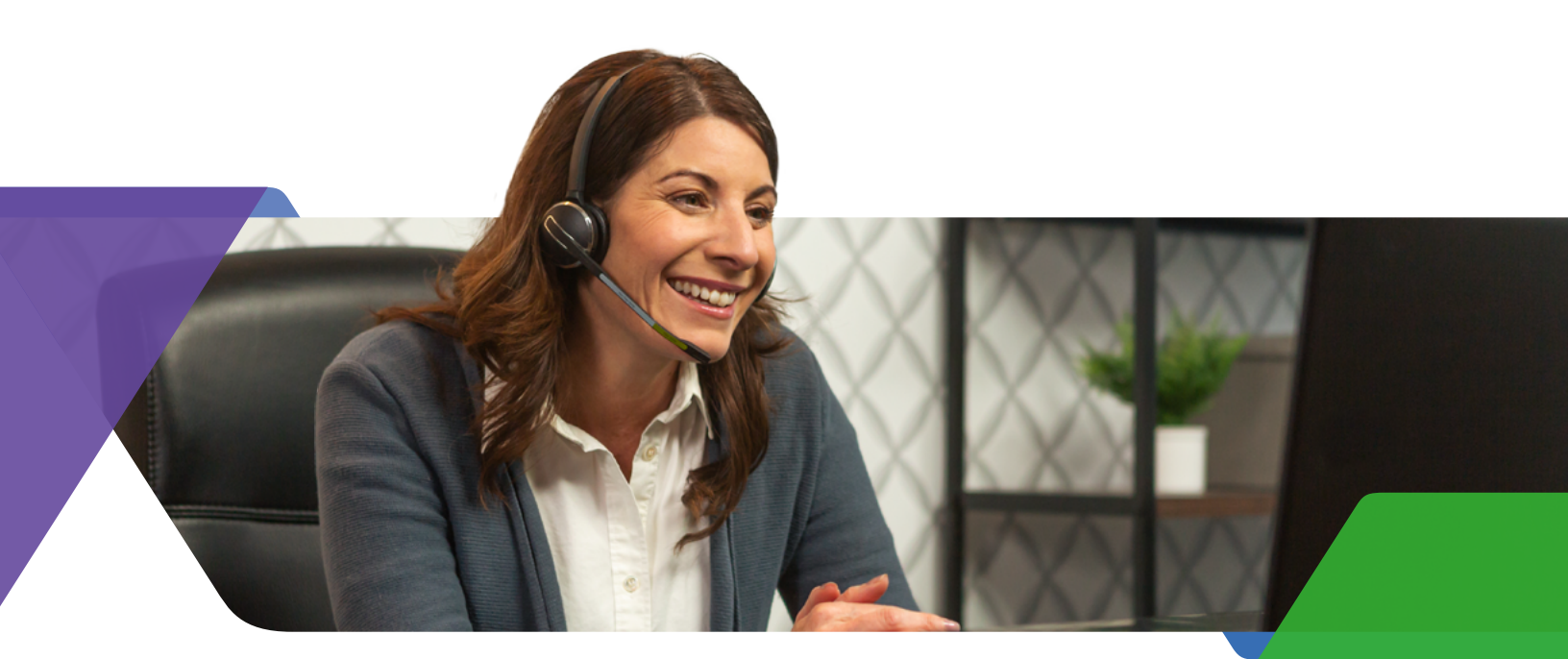
MEDICAL INTERPRETER CODE OF ETHICS

This test is designed to measure the candidate's knowledge about medical interpretation ethics and best practices. Candidates are tested on ethical scenarios surrounding confidentiality, accuracy, transparency, and conflicts of interest. When paired together, the Medical Interpretation Test and the Medical Interpreter Code of Ethics meet the testing criteria to qualify medical interpreters under section 1557 of the Affordable Care Act.

The test is a web-based multiple-choice assessment. The score is automatically calculated and is available immediately after test completion.

We Make Assessment Administration Simple

Our web-based testing portal makes it easy for clients to assign tests, view test results, and access test history 24/7. Our portal allows our clients to assign hundreds of tests with just a few clicks.

1. To assign an assessment through our portal, simply input the candidate's name and email address. Candidates can be added one-by-one or can be mass uploaded using a CSV file.

2. Once a test has been assigned, the candidate will automatically receive an email. The email will contain instructions on accessing the assessment and information regarding the test. The assessment is available to the candidate 24/7 and can be done at their convenience.

3. Once the test has been completed by the candidate, the recording is sent to an evaluator for scoring. Tests are scored and uploaded into the portal within two business days.

The Federal Requirements for Language Testing in Healthcare

THE AFFORDABLE CARE ACT (ACA)

The ACA expanded requirements for healthcare facilities that receive federal funding. It defined qualifications for interpreters, bilingual staff, and translators. Below is a citation of section 1557 of the Affordable Care Act.

BILINGUAL/MULTILINGUAL STAFF

Qualified bilingual/multilingual staff means a member of a covered entity's workforce who is designated by the covered entity to provide oral language assistance as part of the individual's currently assigned job responsibilities and who has demonstrated to the covered entity that he or she:

1. Is proficient in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized vocabulary, terminology, and phraseology

2. Is able to communicate directly effectively, accurately, and impartially with individuals with limited English proficiency in their primary languages.

QUALIFIED MEDICAL INTERPRETERS

Qualified medical interpreters for an individual with Limited English Proficiency (LEP):

1. Adheres to generally accepted interpreter ethics principles, including client confidentiality

2. Demonstrates proficiency in speaking and understanding both spoken English and at least one other spoken language

3. Can interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology, and phraseology.

Boost LEP Satisfaction and Grow Your Language Services Program with AMN Language Services

At AMN Healthcare Language Services, we are dedicated to helping healthcare organizations improve quality and outcomes by providing expert language assessments, and interpretation and translation services. When you partner with us, we work to provide language assessments that are easy to administer and provide results that are reliable and fast. Leverage your current talent to improve operating margins and provide better service and outcomes to LEP patients.

To learn more about how you can deliver a better patient experience through cost-effective language assessments, visit **www.amnhealthcare.com/language-services/**.
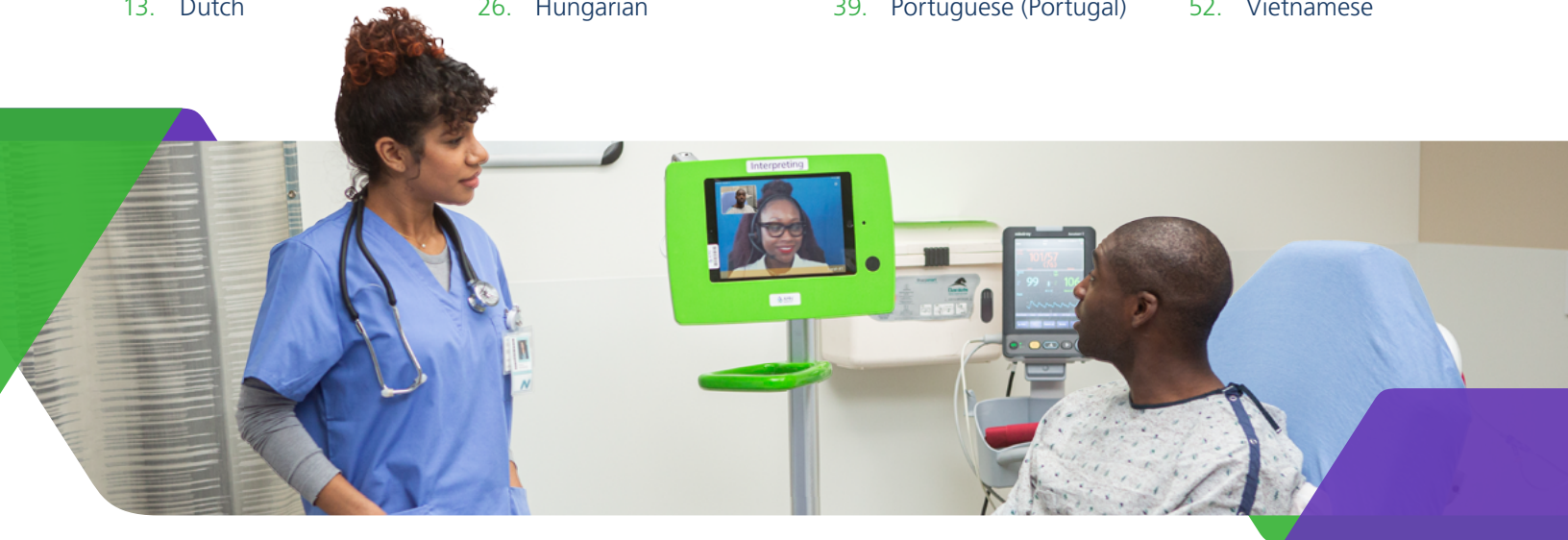
Languages Available by Assessment

GENERAL LISTENING & SPEAKING (LIVE)

1. Afrikaans
2. Albanian
3. Amharic
4. Apache
5. Arabic
   a. MSA
   b. Iraqi
   c. Lebanese
   d. Yemeni
   e. Moroccan
   f. Egyptian
   g. Saudi
   h. Arabian
   i. Jordanian
   j. Sudanese
   k. Syrian
6. Armenian (Eastern)
7. Azerbaijani
8. Bambara
9. Baluchi
10. Bengali
11. Bosnian
12. Bulgarian
13. Burmese
14. Cambodian
15. Cape Verdean (Balavento)
16. Cape Verdean (Sotavento)
17. Chinese Mandarin
18. Chinese Cantonese
19. Chuukese
20. Croatian
21. Czech
22. Danish
23. Dari
24. Dutch
25. English
26. Ewe
27. Fante (Akan)
28. Farsi
29. Finnish
30. French
31. French Canadian
32. Fulani
33. Ga
34. Georgian
35. German
36. Greek
37. Gujarati
38. Haitian Creole
39. Hausa
40. Hebrew
41. Hindi
42. Hmong
43. Hopi
44. Hungarian
45. Igbo
46. Ilocano
47. Indonesian
48. Italian
49. Jamaican Creole English (Patois)
50. Japanese
51. Karenni
52. Kannada
53. Kazakh
54. Kinyarwanda
55. Korean
56. Kurmanji
57. Laotian
58. Latvian
59. Lithuanian
60. Macedonian
61. Malay
62. Malayalam
63. Mongolian
64. Navajo
65. Nepali
66. Norwegian
67. Oromo
68. Pashto
69. Pashto (Pakistan)
70. Polish
71. Portuguese (Brazil)
72. Portuguese (Portugal)
73. Punjabi (Eastern)
74. Punjabi (Western)
75. Romanian
76. Russian
77. Samoan (IVR only)
78. Serbian
79. Serbo-Croatian
80. Sinhala
81. Slovak
82. Slovenian
83. Somali
84. Sorani
85. Spanish
86. Swahili
87. Swedish
88. Tagalog
89. Taiwanese
90. Tajik
91. Tamil (India)
92. Taiwanese
93. Telugu
94. Thai
95. Tibetan
96. Tigrinya
97. Turkish
98. Turkmen
99. Turkmen (Iraqi)
100. Twi
101. Ukrainian
102. Urdu
103. Uzbek
104. Vietnamese
105. Wolof
106. Yoruba

General Listening & Speaking (IVR)

1. Amharic
2. Arabic (MSA)
3. Arabic (Iraqi)
4. Arabic (Levantine)
5. Bengali
6. Burmese
7. Chinese Cantonese
8. Chinese, Mandarin
9. Czech
10. Croatian
11. Danish
12. Dari
13. Dutch
14. English
15. Farsi
16. Finnish
17. French
18. French (Canada)
19. German
20. Greek
21. Gujarati
22. Haitian Creole
23. Hebrew
24. Hindi
25. Hmong
26. Hungarian
27. Indonesian
28. Italian
29. Japanese
30. Korean
31. Kurdish (Kurmanji)
32. Kurdish (Sorani)
33. Malay
34. Nepali
35. Norwegian
36. Pashto
37. Polish
38. Portuguese (Brazil)
39. Portuguese (Portugal)
40. Romanian
41. Russian
42. Samoan (IVR only)
43. Sinhala
44. Slovak
45. Spanish
46. Swedish
47. Tagalog
48. Tamil
49. Thai
50. Turkish
51. Urdu
52. Vietnamese

Medical Listening and Speaking

1. Albanian
2. Amharic
3. Arabic
4. Armenian (Eastern)
5. Bengali
6. Cambodian
7. Cape Verdean (Balavento)
8. Cape Verdean (Sotavento)
9. Chinese Cantonese
10. Chinese Mandarin
11. English (also available via IVR)
12. Farsi
13. French
14. Greek
15. Gujarati
16. Haitian Creole
17. Hebrew
18. Hindi
19. Indonesian
20. Italian
21. Korean
22. Malayalam
23. Nepali
24. Pashto
25. Portuguese (Brazil)
26. Portuguese (Portugal)
27. Punjabi Eastern
28. Russian
29. Spanish (also available via IVR)
30. Tagalog
31. Tamil (India)
32. Thai
33. Urdu
34. Vietnamese

Dental Listening and Speaking

1. Arabic
2. Chinese, Mandarin
3. Chinese, Cantonese
4. Spanish (also available through IVR)
5. Russian

Behavioral Health Listening and Speaking

1. Arabic (MSA)
2. Chinese Cantonese
3. Chinese Mandarin
4. English
5. French
6. Haitian Creole
7. Korean
8. Portuguese (Brazil)
9. Russian
10. Spanish (also available via IVR)
11. Tagalog
12. Vietnamese

Speech Therapy Listening & Speaking

1. Spanish (also available via IVR)

Occupational Therapy Listening & Speaking

1. Spanish (also available via IVR)

Physical Therapy Listening & Speaking

1. Spanish (also available via IVR)

Cultural Clinical Language Assessment (CCLA) and Qualified Bilingual Staff (QBS)

1. Amharic
2. Arabic
3. Armenian
4. Bengali
5. Burmese
6. Cambodian
7. Chinese Mandarin
8. Chinese Cantonese
9. Farsi
10. French
11. German
12. Greek
13. Gujarati
14. Haitian
15. Hebrew
16. Hindi
17. Hmong
18. Italian
19. Japanese
20. Korean
21. Lao
22. Polish
23. Portuguese (Brazil)
24. Portuguese (Portugal)
25. Punjabi Eastern
26. Punjabi Western
27. Russian
28. Somali
29. Spanish
30. Tagalog
31. Thai
32. Urdu
33. Vietnamese

Medical Translation

1. Arabic (English to Arabic only)
2. Chinese Simplified
3. Chinese Traditional
4. French (English to French only)
5. Hindi
6. Kannada (English to Kannada only)
7. Polish
8. Portuguese (Brazil) (English to Portuguese only)
9. Punjabi (Eastern)
10. Spanish
11. Vietnamese

Bilingual Medical Assessment*

1. Cantonese
2. Mandarin
3. Russian
4. Spanish
5. Vietnamese

*Test can be developed in more languages, upon request

Medical Interpretation

1. Albanian
2. Amharic
3. Arabic MSA
4. Arabic Egypt
5. Arabic Iraq
6. Arabic Lebanon
7. Arabic Morocco
8. Arabic Syria
9. Arabic Yemen
10. Bengali
11. Bosnian
12. Burmese
13. Cambodian
14. Chinese Cantonese
15. Chinese Mandarin
16. Chuukese
17. Croatian
18. Dari
19. Farsi
20. French
21. German
22. Gujarati
23. Haitian Creole
24. Hindi
25. Hmong
26. Italian
27. Japanese
28. Karenni
29. Korean
30. Nepali
31. Pashto
32. Polish
33. Portuguese (Brazil)
34. Portuguese (Portugal)
35. Punjabi (Eastern)
36. Romanian
37. Russian
38. Serbian
39. Somali
40. Spanish
41. Swahili
42. Tagalog
43. Tamil
44. Telugu
45. Tigrinya
46. Turkish
47. Ukrainian
48. Urdu
49. Vietnamese