



# Interpreter Quality

## OUR PEOPLE + PROCESS GUARANTEE BEST IN CLASS DELIVERABLES

Propio maintains best in class interpreter status by incorporating a proven effective multi-step selection process. Based on these high standards, on average only 20% of prospective interpreters pass the screening process and interpret for Propio.

### Propio's Interpreter Screening Process

- Minimum 1 year prior professional interpreting experience (Propio average is 8 years)
- Third-party language proficiency test with passing score of 3 or higher on the nationally-recognized ILR scale
- Culture fit interview
- Mock oral interpretation to evaluate 24 quality standards with a passing score of 80%+
- Resume review
- Written medical terminology assessment with a passing score of 90%+
- Background check and security screen
- IT spec test
- Orientation with signed commitment to confidentiality, adherence to ethics, and HIPAA compliance

Propio's evaluation process conforms to interpreting standards defined by:

National Council on Interpreting in Healthcare (NCIHC)  
International Medical Interpreters Association (IMIA)  
California Healthcare Interpreters Association (CHIA)

### Continuing Education

- Interpreter Portal – reference and training materials, feedback and discussion
- Propio Quality Assurance Team – led by interpreters with 20+ years' experience
- Virtual forums on a biweekly basis

### Ongoing Quality Control

- Client Call Ratings
- Monthly Call Reviews
- Random Call Reviews
- Performance Tracking

### Interpreter Ethics – National Council on Interpreting in Healthcare (NCIHC)

1. Accuracy
2. Confidentiality
3. Impartiality
4. Respect
5. Cultural Awareness
6. Role Boundaries
7. Professionalism
8. Professional Development
9. Advocacy

To explore how we might be able to help meet your needs through our interpreting services, please call or email us:



(913) 381-3143



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