

Quality and Safety Assurance

Quality and safety standards are our highest priority. When managing our interpreting team, we trust that our business systems will fully support our goal to ensure safety. In response to evolving industry standards, our staff established a compliance monitoring system for our interpreting team in 2009, detailed below, with the purpose of systematically collecting compliance documentation on all contract interpreters. In 2011, we designed a customized database and hired a full-time compliance officer to collect, organize and audit required documentation. Notably, our compliance and professional development goals were modeled almost wholly around standards set by the Joint Commission and the National Council on Interpreting in Health Care.

Key facets of LUNA Language Services compliance program include:

- Dedicated on-site HR specialists
- Regular auditing of files by third party HR consultant
- Off-site storage and secure back up of all compliance and HR files
- Collection of current ID, I-9, and W-9 paperwork on all active interpreters
- Background check process (National Criminal & Sex Offender Registry, Indiana Limited Criminal History, 7-year County Criminal with Alias, FACIS, SSN Verification, OFAC)

Our interpreters are provided the following training annually:

- LUNA Code of Ethics
- Professional image and conduct
- National Standards of Practice (NCIHC)
- HIPAA
- Cell phone and electronic device usage
- Advanced skills in terminology and mental health interpreting

In addition to distributing the above information, LUNA collects the following health and safety information from our interpreters:

- Physical exam/clearance to work from a physician
- Annual TB testing/evaluation
- Immunizations (Rubella, Rubeola, Mumps, Varicella, Hep B)
- Annual flu shot

Finally, please note that our interpreting team completes the following requirements as part of the standard intake process to work with LUNA:

- Thorough reference check
- Language proficiency testing in English and foreign language (or ASL) by third party qualified assessment agency
- In-house skills assessment (consecutive and simultaneous interpreting skills)
- Completing of Bridging the Gap Medical Interpreter Training