

Interpreter services sign language data dashboard

What is the dashboard?

The Sign language data dashboard monitors sign language interpreter requests for the HCA Interpreter Services Program (ISP).

The dashboard is routinely updated with appointment and service request information from the Office of the Deaf and Hard of Hearing (ODHH) and their statewide contract providers. These include Sign Language Interpreter Referral Agencies and Independent Contractors.

The dashboard provides several layers of information to allow stakeholders to review interpreter services data for Apple Health (Medicaid) appointments.

- Suppressed numbers: Any field that contains "****" is suppressed for privacy.
- HCA does not publish products that include small numbers. As the reported number of data gets smaller, the risk of re-identifying an HCA client or member increases.
- This provides security and safety to residents of Washington.

For more information

- [About the HCA Interpreter Services Program](#)
- [About the ODHH Sign Language Interpreter Contracts and Resources Program](#)
- [HCA Interpreter Services Sign Language Data Dashboard](#)
- [ODHH Apple Health Providers \(Medicaid\) Sign Language Interpreter Request Form](#)
- [Email HCA interpreter services at interpretersvcs@hca.wa.gov](mailto:interpretersvcs@hca.wa.gov)

Key definitions

Service requests

Requests submitted via the ODHH Request Form by Washington Apple Health providers, to request sign language interpretation for a patient appointment. Once a request has been successfully submitted into the ODHH system, a job identifier is assigned to track the sign language interpretation request.

Completed appointment

A request has been filled by an interpreter and the appointment was completed with the client and provider.

Fulfillment rate

The percentage of total service requests where an interpreter was assigned when compared to total services requested.