Recent developments in healthcare delivery

- The Joint Commission on Accreditation of Healthcare Organizations finds that 66 percent of sentinel events in healthcare delivery result from deficient communication. JCAOHA accreditation standards now focus on practices addressing this situation.

- Effective January 1, 2011, medical institutions must provide interpreting and translation services to patients with Limited English Proficiency (LEP).

- In North Carolina, the LEP population increased by 50.8 percent between 2000 and 2008, creating an unprecedented demand for intercultural healthcare professionals.

- Jobs for interpreters and translators across the US will grow by 22 percent over the next decade, according to the Bureau of Labor Statistics.

Admission Requirements

- undergraduate degree
- GRE score
- three letters of recommendation (one from the current employer, if applicable)
- TOEFL or IELTS from students who have not received an undergraduate degree from a U.S. institution
- statement of interest and/or relevance of the program for professional development
- foreign language competency is desirable, but not required for this program

Admission Procedures

Candidates apply directly to the Graduate School of Arts and Sciences. For information on the process and an on-line application go to this website:

http://graduate.wfu.edu/admissions

MA in Intercultural Services in Healthcare

Graduate Certificate in Intercultural Services in Healthcare

Interpreting and Translation Program
MA in Intercultural Services in Healthcare

The WFU MA in Intercultural Services in Healthcare is the first such specialization in the US.

Graduates will be prepared to enter managerial positions in culture-sensitive healthcare delivery areas such as bilingual employment, patient relations, translation and interpreting services, health discourse and health communications.

The MA in Intercultural Services in Healthcare is one of three tracks offered as part of the new program in Interpreting and Translation Studies that begins this Fall 2011.

In order to satisfy new regulations and growing demand, healthcare institutions will need to hire trained personnel for culture-sensitive positions at managerial levels.

Our curriculum provides a solid foundation in:

- Cross-cultural health communication
- Sociolinguistics
- Applied interpreting and translation studies
- Written and oral discourse analysis
- Medical translation
- Advanced technologies for linguistic services
- Localization and terminology management
- Organizational behavior
- Health promotion as related to ethnicity

Graduate Certificate in Intercultural Services in Healthcare

WFU also offers a Graduate Certificate Program for sponsored employees and other students who are not able or ready to commit to full-time graduate study.

The Graduate Certificate Program allows students to reach their career goals in a more flexible, customized manner. A student who completes all three certificates can meet the requirements for an MA.