



IMIA 2017

ANNUAL CONFERENCE

Thursday, June 1st - Sunday, June 4th

Interpreters, Providers, and Regulators: A Partnership for Patient Safety



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

Royal Sonesta Houston Galleria Hotel
Houston, Texas USA



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

2017 IMIA Annual Conference

(Click on any of the items listed below to quickly jump to that section)

2017 CONFERENCE SCHEDULE

BOOT CAMP

KEYNOTE

PANEL A INFO / PANEL B INFO

**WORKSHOPS:
ABSTRACTS / SCHEDULE**

INSTRUCTOR BIOS

CEU Tracking/QR

HOSPITAL TOURS

IMIA AWARDS

IMIA CODE OF ETHICS

Sponsor Tables – Floor Map

Thank you to our sponsors!

President's Welcome Letter

Dear members,

The world around us has experienced huge political and socio-economic change in the past year. No matter where we live on this planet, things are not the same as they were last year.

But in the midst of all this global change, our work and our mission remains the same: to save lives by bridging the communications gap of language barriers.

The IMIA helps meet these challenges by keeping up the pace of learning, and by providing the opportunities to network with colleagues who share our passion to advocate for language access for all people.

“...our work and our mission remains the same: to save lives by bridging the communications gap of language barriers.”

The IMIA had a strong fiscal 2015-2016 year. Your board's executive committee, staff, leaders and volunteers, and members of the board worked tirelessly to sustain and add to our many programs. This year, we have over 50 sessions planned here at our annual Conference on subjects of everyday concern to us. Our local, regional, national and international chapters have continued to grow.

As we move forward, the IMIA is pursuing the six areas of continuing to pursue the areas of focus that the Strategic Plan targeted, with specific initiatives in each area:

CERTIFICATION

- Continue to support promotion of national and international certification.
- Promote certification and certification maintenance as standard requirements for medical interpreters.
- Continue to develop mechanisms for recognition of certified medical interpreters, nationally and internationally.
- Inform interpreters about all certification programs available to them.

ADVOCACY

- Continue local, national and international advocacy efforts.
- Promote best practices at all levels (laws, language access).
- Continue to advocate for professional recognition, certification, and reimbursement.

EXTERNAL RELATIONS

- Continue to develop MOU's with other associations to expand on current efforts.
- Increase organization visibility on the national and inter-national levels.

LEADERSHIP DEVELOPMENT

- Continue to grow and develop State and International Chapters.
- Develop stronger and time-bound Committees and Divisions initiatives.
- Expand leadership entry-level and support positions

ORGANIZATIONAL DEVELOPMENT

- Continue to maintain pioneer & leadership position in the field.
- Continue to strengthen organizational structure.
- Enhance administrative structure.
- Continue with the expansion of leadership structure regionally.

PROFESSIONAL EDUCATION & RESOURCES

- Continue promotion of the IMIA CEU's Program.
- Continue promotion of interpreter education worldwide.
- Continue support of professional development of medical interpreters.

Visit the extended program at IMIAweb.org

In addition, The National Board division of the IMIA has had continued success building on their initial major undertaking of the Spanish oral exam. Currently, The National Board offers five additional oral exams (Cantonese, Korean, Mandarin, Russian and Vietnamese).

I would like to thank our Flagship sponsor, ***Language Services Associates, Inc.***, for being our lead sponsor this year. We greatly appreciate their support and commitment. We would like to also thank all other supporting sponsors: *Certified Language International, MasterWord Service, Transperfect, InDemand Interpreting, Translation & Interpretation Network, Language Testing International, The University of Texas at Austin, Cross-Cultural Communications, Stratus Video, Boston University Center for Professional Education, Michigan Medicine – University of Michigan, and the International Medical Interpreters of the North Shore Inc.*

In addition, I would like to thank our speakers, other sponsors and volunteers for making this great event possible. I invite you to take the opportunity to visit our booth and our sponsors' booths, and to join one of the IMIA's committees or divisions. Your participation is essential to advance the medical interpreting profession. You really do make all the difference!

We also thank our colleagues who have been gracious to spread the news about the IMIA to interpreters not associated with the IMIA.

I wish all attendees a successful conference!



Juana Horton
President, IMIA

THANK YOU TO OUR SPONSORS!

FLAGSHIP SPONSOR:



SILVER SPONSORS:



TRANSPERFECT



BRONZE SPONSORS:



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GENERAL RECEPTION SPONSOR:

**International Medical
Interpreters
of the North Shore Inc.**



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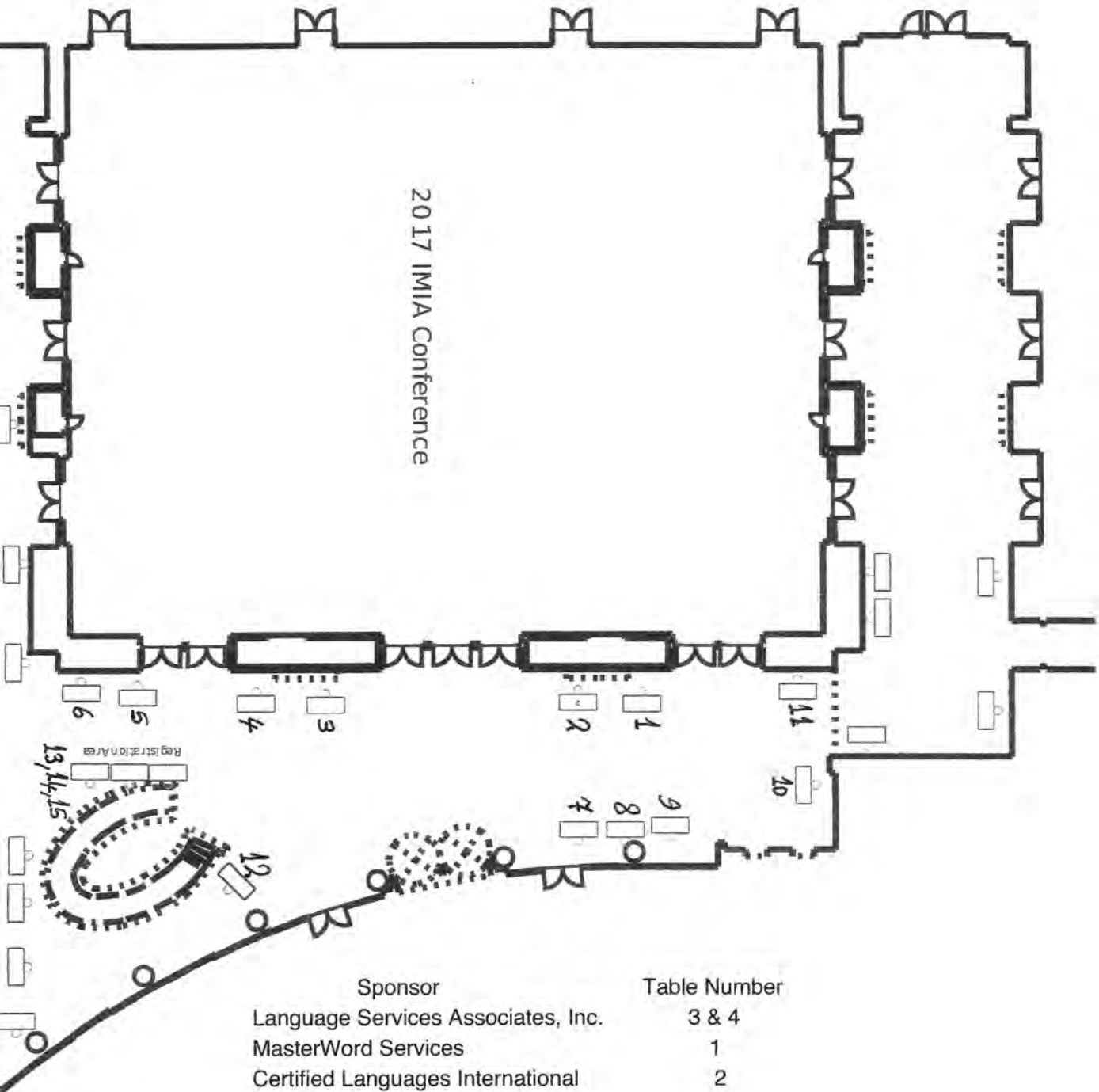
	Thursday, June 1	Friday, June 2
8:00 AM	Registration (8:00 - 9:00 AM)	Registration & Breakfast (8:00 - 9:00 AM)
8:30 AM		
9:00 AM	Boot Camp: "Sight Translation and Written Translation in Healthcare Interpreting" Instructor: Alexandra GuevaraSalcedo, MD, MA, CMI, CT (9:00 AM - 6:00 PM) - Champions I/II	Welcome Remarks (9:00 - 9:30 AM) - Discovery A/B
9:30 AM		Keynote Speaker (9:30 - 10:45 AM) (Dr. David Baker, MD) Executive VP of TJC - Discovery A/B
10:00 AM		Coffee Break / Exhibits (10:45 - 11:00 AM)
10:30 AM		Plenary Panel A (11:00 AM - 12:30 PM) "The impact of VRI on the Onsite Interpreter & Healthcare Setting: The Value of Both" Moderator: Patricia Alonzo - Discovery A/B
11:00 AM		
11:30 AM		
12:00 PM		Lunch Break / Exhibits (12:30 - 1:30 PM)
12:30 PM		6 Workshops A (1:30 - 2:30 PM)
1:00 PM		
1:30 PM		Coffee Break / Exhibits (2:30 - 2:45 PM)
2:00 PM	Combined IMIA & NB Lunch Meeting* (2:00 - 4:00 PM) - Champions III	6 Workshops B (2:45 - 3:45 PM)
2:30 PM		Coffee Break / Exhibits (3:45 - 4:00 PM)
3:00 PM		6 Workshops C (4:00 - 5:00 PM)
3:30 PM		
4:00 PM		
4:30 PM	IMIA Board Meeting* (4:00 - 6:00 PM) - Champions III NBCMI Board Meeting* (4:00 - 6:00 PM) - Champions VI	ISP/Trainers Receptions (6:00 - 8:00 PM) \$20 Pre-Registration Required - Champions III
5:00 PM		
5:30 PM		
6:00 PM		
6:30 PM		
7:00 PM	Volunteers Meeting (7:00 - 8:30 PM) - Champions III	
7:30 PM		
8:00 PM		
	(*) By Invitation Only Please! Thank you	

IMIA 2017

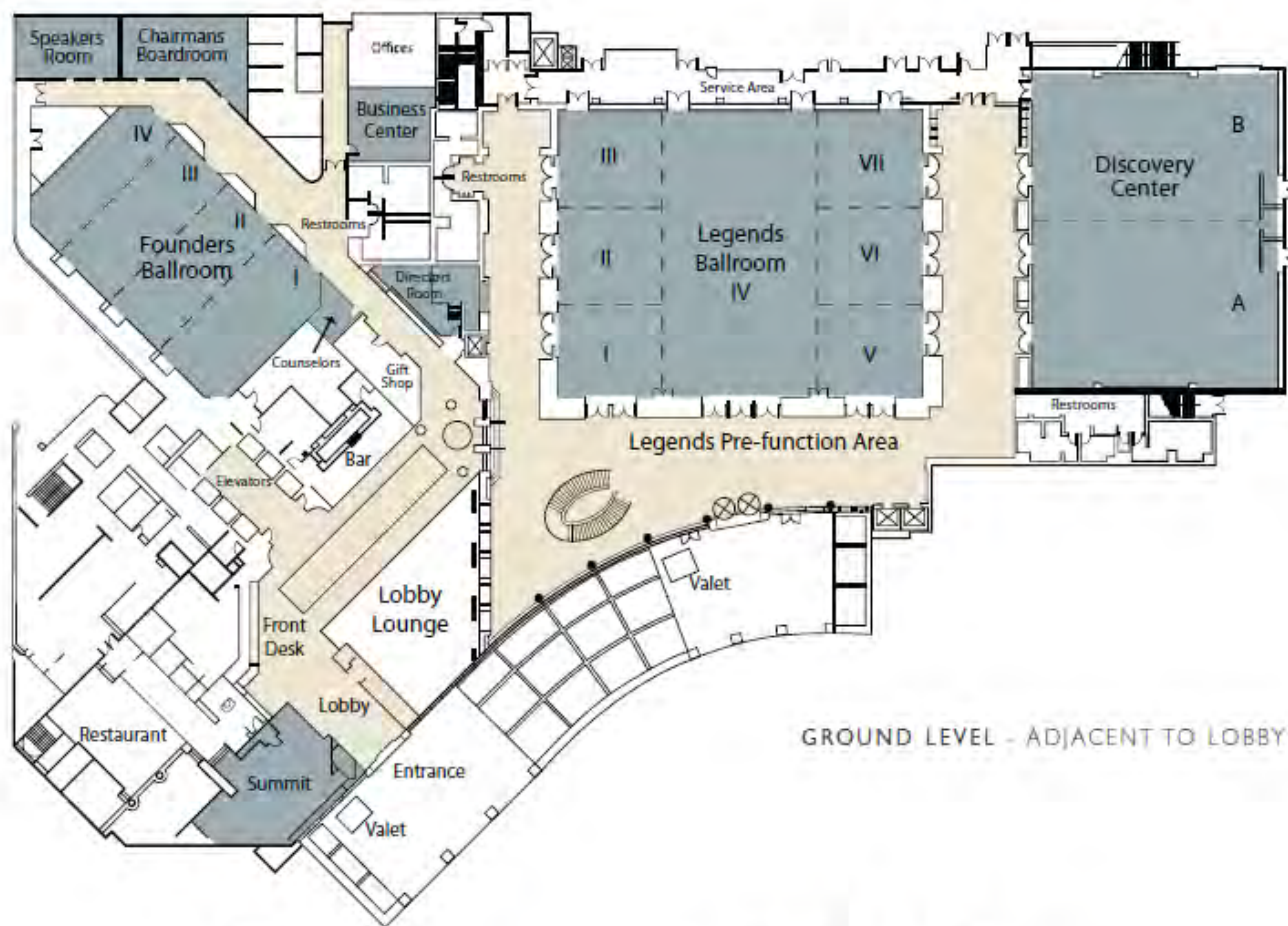
ANNUAL CONFERENCE

Thursday, June 1st - Sunday, June 4th

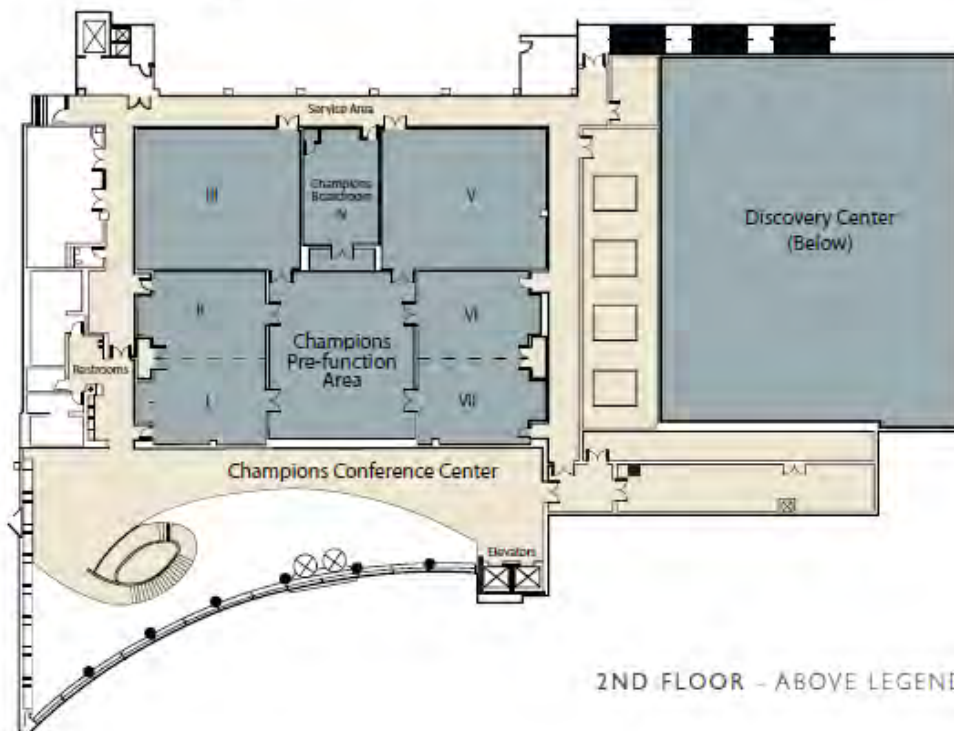
	Saturday, June 3	Sunday, June 4
	US / International Chapters Meetings (7:30 - 9:00 AM) - Legends I	NBCMI Chair meeting with CMI interpreters (7:30 - 9:00 AM) - Discovery A/B
8:00 AM	Registration & Breakfast (8:00 - 9:00 AM)	Registration & Breakfast (8:00 - 9:00 AM)
8:30 AM		
9:00 AM	Membership Annual Meeting & Townhall (9:00 - 9:45 AM) - Discovery A/B	5 Workshops A (9:00 - 10:00 AM)
9:30 AM	IMIA Chapters Presentation (9:45 - 10:15 AM) - Discovery A/B	
10:00 AM	Awards Ceremony (10:15 - 10:30 AM) - Discovery A/B	Coffee Break / Exhibits (10:00 - 10:15 AM)
10:30 AM	Coffee Break / Exhibits (10:30 - 11:00 AM)	5 Workshops B (10:15 - 11:15 AM)
11:00 AM	Plenary Panel B (11:00 AM - 12:30 PM) "The Triadic encounter: LEP-patient safety first" Moderator: Mohamad Anwar - Discovery A/B	
11:30 AM		Coffee Break / Exhibits (11:15 - 11:30 AM)
12:00 PM	Lunch Break / Exhibits (12:30 - 1:30 PM)	5 Workshops C (11:30 AM - 12:30 PM)
12:30 PM		
1:00 PM	5 Workshops A (1:30 - 2:30 PM)	
1:30 PM		
2:00 PM	Coffee Break / Exhibits (2:30 - 2:45 PM)	
2:30 PM		
3:00 PM	5 Workshops B (2:45 - 3:45 PM)	
3:30 PM		
4:00 PM	Coffee Break / Exhibits (3:45 - 4:00 PM)	
4:30 PM	5 Workshops C (4:00 - 5:00 PM)	
5:00 PM		
5:30 PM	Coffee Break / Exhibits (5:00 - 5:15 PM)	
6:00 PM	5 Workshops D (5:15 - 6:15 PM)	
6:30 PM	General Reception & Raffle (6:30 - 8:30 PM) FREE (All Conference Attendees) - Legends Pre-Function Area	
7:00 PM		
7:30 PM		
8:00 PM		



Sponsor	Table Number
Language Services Associates, Inc.	3 & 4
MasterWord Services	1
Certified Languages International	2
Transperfect	7
InDemand Interpreting	8
Translation & Interpretation Network	9
Language Testing International, Inc.	10
The University of Texas at Austin	11
Cross-Cultural Communications, LLC	5
Stratus Video	6
NBCMI	12
IMIA	13 & 14 & 15



GROUND LEVEL - ADJACENT TO LOBBY



2ND FLOOR - ABOVE LEGENDS BALLROOM



Code of Ethics for Medical Interpreters

(Established in 1987 and revised in 2006)

The IMIA was the first organization to author an ethical code of conduct specifically for medical interpreters. Multiple codes of ethics have since followed. A code of ethics is necessary for medical interpreters to maintain standards for the individuals within that profession to adhere to. It brings about accountability, responsibility and trust to the individuals that the profession serves.

1. Interpreters will maintain confidentiality of all assignment-related information.
2. Interpreters will select the language and mode of interpretation that most accurately conveys the content and spirit of the messages of their clients.
3. Interpreters will refrain from accepting assignments beyond their professional skills, language fluency, or level of training.
4. Interpreters will refrain from accepting an assignment when family or close personal relationships affect impartiality.
5. Interpreters will not interject personal opinions or counsel patients.
6. Interpreters will not engage in interpretations that relate to issues outside the provision of health care services unless qualified to do so.
7. Interpreters will engage in patient advocacy and in the intercultural mediation role of explaining cultural differences/practices to health care providers and patients only when appropriate and necessary for communication purposes, using professional judgment.
8. Interpreters will use skillful unobtrusive interventions so as not to interfere with the flow of communication in a triadic medical setting.
9. Interpreters will keep abreast of their evolving languages and medical terminology.
10. Interpreters will participate in continuing education programs as available.
11. Interpreters will seek to maintain ties with relevant professional organizations in order to be up-to-date with the latest professional standards and protocols.
12. Interpreters will refrain from using their position to gain favors from clients.

The IMIA was the first organization to author an ethical code of conduct specifically for medical interpreters. IMIA members uphold high standards of professionalism and ethical conduct for interpreters. At the core of this code of conduct are the twelve tenets above. These tenets are to be viewed holistically and as a guide to professional behavior. Members who do not adhere to the standards of practice or the code of ethics can be terminated.

Boot Camp

Sight Translation and Written Translation in Healthcare Interpreting

Thursday June 1st, 2017 from 9 am to 6 pm

Presenter: Alexandra Guevara-Salcedo MD, MA, CMI, CT

IMIA CEUs: Training is approved for 0.8 IMIA CEUs.



Training is approved for 8 CE Hours

Presentation

Due to the broader implementation of laws regarding language services in the healthcare setting, the need for interpreting and translation services is constantly expanding. However, there is still lack of knowledge on what those two disciplines entail and oftentimes professional interpreters and translators are put on the spot and asked to perform duties that fall outside their expertise and/or skills. Interpreting and translation, although related disciplines, require different skills, which need to be acquired through specific training. Examples of how sometimes language professionals are expected to perform out of their capability, is sight translation and written translation. As on-site healthcare interpreters, many of us have been asked to “read out loud” a document written in English to a patient in their native language with the purpose of saving some time to the provider or staff who can complete other patient-related tasks in the meantime. Also, we have been asked to translate on the spot. Even though in some instances it may be a reasonable request, other times it involves a large and complex text that should have been translated in advance.

This boot camp is designed to train healthcare interpreters to deal with requests to perform sight translations and on-the-spot written translations in medical settings.

Objectives

- Understand the definitions of sight translation and written translation and how they differ from interpreting.
- Become familiar with the current guidelines for healthcare interpreters regarding sight translation and written translation.
- Practice some of the skills that need to be developed in order to be proficient at sight translation and written translation.
- Recognize what type of documents can be sight translated and what type of documents should be translated in advance.
- Identify some common sight translation and written translation errors.
- Find ongoing learning resources to master the skills to perform successful sight translations and written translations.

Methodology

In addition to lectures, that will include theory and videos, participants will be able to take part on different interactive activities We will focus on the skills necessary to

become proficient in sight translation and written translation in healthcare interpreting, such as: reading comprehension, reading aloud, paraphrasing, reading a variety of typefaces and formats, deciphering handwriting, chunking and manipulating the register, among others. It is recommended that participants bring their own laptops or smartphones with access to electronic sources for consultation of vocabulary.

Presenter's Bio



Alexandra Guevara-Salcedo MD, MA, CMI, CT was born and raised in Bogotá, Colombia. She graduated from the Pontificia Universidad Javeriana as a medical doctor and surgeon in 2002. She practiced as a primary care physician for a few years and then moved to the U.S in 2006. She worked at the Miami VA Hospital and at the University of Miami as a research associate in the Department of Epilepsy and the Department of Movement Disorders. From 2009 to 2011 she was a resident physician in the neurology program at the University of Illinois at Peoria and the Saint Francis Medical Center.

She holds a master's degree in Spanish/Translating and Translation Studies from the University of North Carolina at Charlotte. She started interpreting in 2006 and in 2012 she became a Certified Medical Interpreter by the NBCMI. She is also an English/Spanish translator and holds the ATA certification since 2016.

In addition to her interest in medical interpreting and translation, she has also been a volunteer interpreter and translator for the immigration clinic of the Charlotte School of law and for different law firms.

She completed her internship at the Charlotte Mecklenburg Courthouse. She currently works as a video remote healthcare interpreter and as a medical translator. She worked as an adjunct faculty at the University of North Carolina at Charlotte where she taught a medical interpreting course for undergraduates. She teaches a seminar on legal interpreting for law students at the Charlotte School of Law. She currently lives in Fort Mill, SC with her family.

KEYNOTE:

Addressing Language Barriers in Healthcare: The Joint Commission's Role

David W. Baker, MD, MPH
Executive Vice President
Healthcare Quality Evaluation
The Joint Commission

Abstract

Millions of people in the United States have limited English proficiency and need professional interpreters to be able to communicate with healthcare professionals to provide safe, high-quality care. This talk will provide an overview of the current challenges our healthcare system faces in meeting this need. Dr. Baker will also review what The Joint Commission, the country's largest accrediting organization, has done to promote the use of professional interpreters and discuss with the audience ideas for what else The Joint Commission can do to improve care for individuals who require language services.

Presenter's Bio

David W. Baker, MD, MPH, FACP is the Executive Vice President for Health Care Quality Evaluation at The Joint Commission in Oakbrook Terrace, Illinois. A member of the senior management team, he heads the Division of Health Care Quality Evaluation, which subsumes The Joint Commission's activities associated with the development, testing and implementation of evidence-based standards, survey methods, national patient safety goals, and performance measures across all of The Joint Commission's various accreditation and certification programs. Dr. Baker has administrative responsibility for The Joint Commission Departments of Quality Measurement, Health Services Research, and Standards and Survey Methods.



Before assuming his current position, Dr. Baker served since 2002 as Chief of the Division of General Internal Medicine and Geriatrics at the Feinberg School of Medicine at Northwestern University, and Deputy Director, Institute for Public Health and Medicine at that school. In this capacity, he oversaw the largest division of the Department of Medicine, including clinical practices, residents' continuity of care clinics, and research programs. He established the hospital medicine program at Northwestern Memorial Hospital, which eventually became the first fully independent Division of Hospital Medicine in a major academic medical center. He also created and directed Northwestern's first practice-based research network, including affiliated community primary care practices and federally-qualified health centers. In addition, Dr. Baker has maintained his own very active research portfolio and has been a major

contributor to the ongoing national quality measurement discourse. He chairs the American College of Physician's Performance Measurement Committee and serves as its representative to the Measures Application Partnership Coordinating Committee. He has also served as a member of the Measure Implementation and Evaluation Committee of the Physician Consortium for Performance Improvement.

Prior to joining Northwestern, Dr. Baker held the position of Associate Professor of Medicine and Epidemiology-Biostatistics at Metro-Health Medical Center and Case Western Reserve University in Cleveland. In that role, he developed a very successful health services research program, including studies of health literacy, health outcomes for the uninsured, and evaluation of Northeast Ohio's hospital report card program. He also led Metro-Health's heart failure disease management program. Earlier, he worked at the Grady Memorial Hospital, was an Assistant Professor of Medicine at Emory University School of Medicine, and an Assistant Professor of Medicine at the Harbor-UCLA Medical Center at the UCLA School of Medicine while working at the Harbor-UCLA Medical Center.

Dr. Baker received a Bachelor's Degree from the University of California and a Doctor of Medicine from the UCLA School of Medicine. He also has a Master's Degree in Public Health from the UCLA School of Public Health. He is a fellow of the American College of Physicians, having completed a residency in internal medicine at Harbor-UCLA Medical Center and a research fellowship with the RWJ Clinical Scholars Program at UCLA. He has served on numerous professional Boards and Committees, including NIH study sections, has authored more than 200 peer-reviewed publications, and is a frequent speaker at a wide variety of research and policy meetings.

The Impact of VRI on the Onsite Interpreter & Healthcare Setting: The Value of Both

0.15 IMIA CEUs



Training has been approved for 1.5 CE Hours

Abstract:

The panel will focus on how VRI has impacted the medical interpreting profession by its integration in to the clinical/healthcare setting. The panel will have representation from a healthcare setting currently using VRI services to complement the onsite team. It will reflect the positive and negative aspects of VRI and its impact on the onsite interpreter and services. It will further reflect the discussion from a VRI Company and their perspective when serving a healthcare institution and their onsite team. The perspective will be counterbalanced by a healthcare institution not using VRI and relying on their onsite team. The panel will also highlight the work of an onsite and VRI trilingual interpreter serving the LEP, Deaf and Hard-of-Hearing community. The intent of the panel is to bring light into how VRI and onsite interpreters can cohesively serve the LEP community effectively.

Three Learning Goals:

1. The participants will understand the impact that VRI has had in the clinical setting
2. The participants will have a clear perspective, from a Healthcare System, on how VRI has been integrated into the clinical setting.
3. The participants will hear the perspective of a non-VRI setting and the importance of the onsite interpreter.
4. The participants will learn how an onsite interpreter has integrated VRI in her practice in both ASL and medical Spoken Language Interpreting, the trilingual perspective (ASL, Spanish, & English)

Panelist:

- Kathryn Jackson: VP of Stratus Language Operations

Kat is an accomplished interpreter with over 25 years in the profession she calls "the greatest job in the world!" Prior to joining the Stratus team full time, as VP of Language Operations, she served as Director of Interpreting Operations at ZVRS, whose interpreting organization has won public accolades for their consistently high-quality service. Kat is a member of the Registry of Interpreters for the Deaf and the International Medical Interpreters Organization. She has been selected to interpret for Presidents and Heads of State among other notable dignitaries. She is passionate about leading and training interpreting teams towards excellence. Her education began at *the* Ohio State University in a Sports Medicine program, but shifted gears drastically when she discovered the Deaf Community and the need for quality interpreters. She continued her interpretation education at Gallaudet University and the Rochester Institute of

Technology. She continues to be a voracious student of the interpreting profession, and is a lifelong Buckeye.

- Danilo F. Formolo, MBA: Director Language Services, Corporate Operations – Carolinas HealthCare System

Danilo Formolo is the Director of Language Services for Carolinas HealthCare System (CHS) and has been working with the organization since 2004. His team bridges the communication gap between patient and provider by offering language assistance to those in need. Danilo began his career with CHS as Language Services Manager for Carolinas Medical Center, the organization's flagship facility, before becoming a corporate director in 2009. Carolinas HealthCare System (CHS) is one of the largest healthcare systems in the United States, employing 62,000 team mates across 940 care locations, and serving over 12 million patient interactions each year. Most facilities are centered around the metropolitan region of Charlotte, NC that is richly diverse in language and culture. Language Services, a CHS service line, employs 75 staff interpreters and features multiple innovative products and services to aid in communication. Danilo is responsible for structuring and growing Language Services as a system-wide service line and powerhouse, which has today grown to be one of the largest and most robust healthcare language access programs in the nation. The team's initiatives involve enhancing the Patient Experience through innovative and cost effective techniques such as the use of videoconferencing. Danilo earned his Bachelor's Degrees in Management and International Business from UNC Charlotte, as well as an MBA from Strayer University. Danilo is also a Bridging the Gap licensed trainer, along with another colleague on his team. He serves on the Interpreter Education Advisory Board for the local community college and is a past board member of the Charlotte Chamber Young Professionals, in addition to serving on several other boards and councils. Danilo and his wife, Alyssa, are proud parents of two boys.

- Lorena Castillo, CMI, CHI, Spanish: Trilingual Interpreter in VRI for 4 plus years.

She has been professionally interpreting in the community as a Trilingual (ASL, Spanish, English) since 2001. Her focus is Medical Interpreting for the deaf Latino community. Professional training and development include an American Sign Language Medical Interpreting Immersion and American Sign Language Medical Interpreting Fellowship from St. Katherine University (CATIE Center). She also holds a Medical Interpreter Certificate and a Medical Terminology Certificate. She currently works as the VRI Training Specialist at Stratus Video. Lorena is an active member of several professional organizations like IMIA, NAJIT, and Mano a Mano. When she is not professionally interpreting, she devotes her time to volunteering.

- Lizette Guadalupe Ödfalk, Certified Medical Interpreter CMI-Spanish, CHM, BSHRM.

Lizette is a native of Mexico City, Mexico and a trilingual Interpreter & Translator (Spanish-English- Swedish). She joined our profession in 2009, and has worked mostly as a face-to-face interpreter but also as an over-the –phone interpreter and is familiar with VRI technology. She was invited to join the Interpreter Services Department at Memorial Hermann Hospital in the Texas Medical Center in 2012. She and her team provide accurate and complete interpretation services in all languages, including American Sign Language, for Limited English Proficiency (LEP) patients and their families; working in tandem with patients, family members, physicians and caregivers, and as ambassadors for customer service.

Lizette holds an Executive Education Masters Certificate in Hospitality Marketing from Cornell University, a B.S. in Hotel and Restaurant Management from the University of Houston, and a minor in Business French. Her 18-year old career in hospitality management in Mexico, France, Sweden and the USA included great hotels like Sheraton Stockholm and the Four Seasons Hotel in Houston. She worked at the Embassy of Mexico in Stockholm, Sweden and was invited to lecture in hospitality management while living in Gothenburg, Sweden, after having joined a group of global professionals called Rotary International; in which she still holds leadership roles. Lizette successfully raised trilingual sons using the “one–person-one-language” approach, by Leonore Arnberg. She joined the ATA in 2009 and is a member of its Medical, Interpreter, Spanish and Nordic divisions. She also joined the HITA in Houston and the IMIA in 2013, and was IMIA PR Chair for a brief period of time. She still enjoys promoting our organization very much, being a mentor, is passionate about the interpreter profession and advocates for it, e.g. 2015 at Washington DC where she spoke with her Representatives at Capitol Hill. Social media presence and cross marketing is another interest and strength, one topic she presented both as a webinar and at one of our past IMIA conferences. Certification seems not to be enough and specialization is her next interest, being the silver thread that binds religion, medicine, multi-culturalism and linguistics her fascination. Recently she attended a conference on medicine and religion called “Re- Enchanting Medicine” and hopes to be able to present on this new topic of interest and research at future conferences in the USA, and hopefully in Sweden and Mexico.

Moderator:

Patricia A. Alonzo

The Triadic encounter: LEP-patient safety first.



Training has been approved for 1.5 CE Hours.

Abstract:

The panel will address the unique challenges in patient-provider communication affecting patient safety and well-being: language, culture, biomedical traditions, health literacy, lack of provider's time, provider's view of the cross-cultural issues, institutional competence, languages of lesser diffusion, continuity of healthcare services, ambulatory utilization care, adherence to instructions and protocols, and more.

The panelists representing a wide array of stakeholders in the language access, patient advocacy, and healthcare services, are ready to tackle these challenges at a regional level and nationwide, including the role of professional medical interpreters in advancing meaningful healthcare access for the LEP-patients

Panelist:

- **Dr. Sheldon Riklon,**
Marshallese Physician;
Associate Professor,
University of Arkansas for Medical Sciences

Dr. Sheldon Riklon is one of two Marshallese physicians trained in the United States. He is a graduate of the University of Hawaii-Hilo and the University of Hawaii John A. Burns School of Medicine. He serves as an Associate Professor at the University of Arkansas for Medical Sciences as an investigator on several health disparities research protocol and also serves as a family physician at the Community Clinic (a federally qualified health center serving diverse community members in Northwest Arkansas). His professional and research interests center on reducing health disparities in the Marshallese and Micronesian populations. He is the inaugural recipient of the Peter O. Kohler, M.D. Endowed Professorship in Health Disparities. Dr. Riklon is a native of the Marshall Islands and is fluent in English and Marshallese.

- **Maria Cantu-Ondarza, BSW, Med., MBA**
President,
Hispanic Health Coalition of Houston;
Director,
Development Community Giving
Legacy Community Health,
Houston, TX

Maria Cantu-Ondarza is the Director of Development Community Giving at Legacy Community Health Services. Being in charge of the Legacy Little Readers Program, she has developed, implemented and evaluated health education and adult literacy programs.

Ms. Cantu-Ondarza was awarded a 2016 Comcast Hispanic Hero Ward for her efforts in promoting language development skills.

Ms. Cantu-Ondarza holds two master's degrees, one in Business Administration (healthcare) from University of Phoenix, and another in Education from Universidad de Monterrey.

In her work she reaches out to community leaders and Latino business owners to help the Latino Community to improve their quality of life.

- **Cyndy Dunlap, DNP, RN, NEA-BC, FACHE**
Vice President,
Clinical Initiatives and Quality
Texas Hospital Association Foundation

Cyndy Dunlap serves as the Vice President of Clinical initiatives for Texas Hospital Association working with hospitals to improve the health outcomes of their communities. She has over 19 years of experience as a Chief Nursing Officer at community and large tertiary hospitals and most recently served as the Chief Nursing Executive for the Central Division of Baylor Scott and White Healthcare. The highlights of her career as a CNO included moving a 200-bed hospital to a new facility 20 minutes between each other, restructuring a nursing department for a 500-bed facility, and participating in the leadership team to implement a new electronic health record for a large tertiary hospital with 700 employed physicians. Her prior experiences in nursing have been extensive in scope. She has worked as a director for a large home care and hospice organization, initiated an occupational health program for a municipality, and established the first HIV/AIDS program for a region of Texas.

Cyndy has a bachelor's degree in nursing from Baylor University, a master's degree in public administration from Texas State University and a doctorate in nursing practice from Texas Tech University Health Sciences Center. She served as president of Texas Organization of Nurse Executives and has professional memberships in the American Organization of Nurse Executives, American Nurses Association, Texas Nurses Association, Texas Team, and the national Nurses on Boards Coalition. She recently was appointed to the Texas Department of Health Services' Heart Attack and Stroke Initiative Collaborative and is serving as a member of the Baylor University School of Health Sciences Advisory Board. Cyndy has been active in her community through service on numerous boards in healthcare and in business.

Cyndy is currently working on advancing quality and patient safety with over 200 Texas hospitals.

Over her years of experience, she has partnered with patients, families and interpreters to improve bedside communication.

- **Eric Candle,**
President
ECdata, Inc.;
U.S. Coordinator
IMIA

Eric is the President of ECdata National Training Institute, a NY-based interpreting and cross-cultural communication training and language access consulting company, and is the International Medical Interpreters Association (IMIA) U.S. & Global Coordinator and the NY State Chapter Chair.

He is a qualified medical interpreter with 15 years of professional experience at the largest NY State hospitals, a credentialed translator, and a licensed Medical Interpreter trainer.

Eric teaches at the State University of New York and the City University of New York. He is a passionate advocate of the meaningful LEP-patients access to healthcare services and has delivered numerous presentations all over the world on professionalization of Medical Interpreting, National Certification and new modalities in delivering language services.

Eric has incorporated differential diagnosis into the medical terminology training program, applied “intonation makeover” concept for the languages of lesser diffusion, and introduced the cross-institutional competency approach as a part of the ‘three-legged communication strategy’.

He was an integral part of the team that worked on instituting Medicaid coverage for Medical Interpreting Services in NY State.

Moderator

Mohamad Anwar

President Elect

Minnesota Chapter Vice Chair

IMIA



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

2017 IMIA Annual Conference

Interpreters, Providers, and Regulators: A Partnership for Patient Safety

Continuing Education

IMIA: 1.30 IMIA CEUs (For 3-day attendance, no partial credit)

ATA: 10 ATA CEPs (For 3-day attendance, no partial credit)

CCHI: 33.5 CEAP accredited hours* -

RID: PINRA Form**






- The National Board accepts continuing education units (CEU) from the International Medical Interpreters Association (IMIA), the American Translators Association (ATA) and the Registry of Interpreters for the Deaf (RID). ATA and RID CEUs must be for workshops, conferences, and events that are related to medical interpreting knowledge and skills enhancement.

For more information, visit: [http:// www.certifiedmedicalinterpreters.org/recertify](http://www.certifiedmedicalinterpreters.org/recertify)





- CCHI:* Look for to find all sessions accredited by CCHI's CEAP. Please be sure to obtain presenter signature [in program booklet or your own sign-in sheet] at the conclusion of your workshop as proof of attendance.
- RID PINRA:** To ensure you obtain RID CEUs, complete the following BEFORE attending the conference:
 1. Complete the PINRA form (do not calculate your own number of CEUs, a sponsor will complete it for you)
 2. Contact a sponsor and submit your form: PCIRD sponsor: vicecmp@pcrid.org
To find your local sponsor: <https://myaccount.rid.org/Public/Search/Sponsor.aspx>
 3. Submit Workshop Description Doc and conference schedule to your local sponsor
 4. Cost: Free to RID members. Non-RID member may inquire sponsor about applicable fee
 5. Obtain a certificate of attendance at the completion of the conference -For more information: <http://www.rid.org/continuing-education/earning-rid-ceus/pinra/>

2017 IMIA Annual Conference
Continuing Education Workshops




FRIDAY, 6/2 – SESSION A WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
FRI A1	1:30pm - 2:30pm	Legends Room I	Xiomara Armas Maria Belen Ochoa	Interpreters and Medical Education for LEP Patients and Families	IMIA CEUs	
FRI A2	1:30pm - 2:30pm	Legends Room II	Fabiola Barrera	Age Appropriate Pre-Sessions	IMIA CEUs	
FRI A3	1:30pm - 2:30pm	Legends Room III	Anarela Celitti Lorena Castillo	Making Video Remote Interpretation a More Socially Supportive Work		
FRI A4	1:30pm - 2:30pm	Legends Room V	Felicity Ratway	Strategies for Interpreting Idiomatic Expressions	IMIA CEUs	
FRI A5	1:30pm - 2:30pm	Legends Room VI	Roksolana Povoroznyuk	Translating sarcopenia	IMIA CEUs	
FRI A6	1:30pm - 2:30pm	Legends Room VII	Gloria Rivera	Latino Culture: The Elefante in the Medical office	IMIA CEUs	

FRIDAY, 6/2 – SESSION B WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
FRI B1	2:45pm - 3:45pm	Legends Room I	Yuka Lysiuk Iliana Sutton	Destination: Hawaii to Arkansas, a case study of Linguistic minorities without Medical Interpreters		
FRI B2	2:45pm - 3:45pm	Legends Room II	Margarita Calvo Armijo	The varieties of Spanish in the Translation of Medical Texts		
FRI B3	2:45pm - 3:45pm	Legends Room III	Ricardo Diaz-Canedo	The Need for Medico-Legal Documentation for Medical Interpreters		
FRI B4	2:45pm - 3:45pm	Legends Room V	Grace Egan	Interpreter Debriefs: Model for Self-Care and Vicarious Trauma Support	IMIA CEUs	
FRI B5	2:45pm - 3:45pm	Legends Room VI	Eric Candle	Do KNOW harm: Interpreters Education and Patient Safety	IMIA CEUs	
FRI B6	2:45pm - 3:45pm	Legends Room VII	Amani Zaki	Professional Ladder for Interpreters for Improvement of Care		



FRIDAY, 6/2 – SESSION C WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
FRI C1	4:00pm - 5:00pm	Legends Room I	Kathryn Jackson Anndee Rae Fleming	Facing Challenging Situations in the Medical Interpreting Industry	IMIA CEUs	
FRI C2	4:00pm - 5:00pm	Legends Room II	Ernesto Meli	Brief review of brain anatomy and of Mental Illnesses		
FRI C3	4:00pm - 5:00pm	Legends Room III	Sayoko Tanaka	The Ultimate Training for Medical Interpreters		
FRI C4	4:00pm - 5:00pm	Legends Room V	Thais Miller	Cultural Competence in Healthcare for LGBTQI Populations	IMIA CEUs	
FRI C5	4:00pm - 5:00pm	Legends Room VI	David Loiza-Funk	Getting HIGH on Interpretation	IMIA CEUs	
FRI C6	4:00pm - 5:00pm	Legends Room VII	Iliana Sutton	Do you know IMIA?		




SATURDAY, 6/3 – SESSION A WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SAT A1	2:45pm - 3:45pm	Legends Room I	Roksolana Povoroznyuk	Zebra Hoof beats: Getting Your Message Across to the Patients	IMIA CEUs	
SAT A2	2:45pm - 3:45pm	Legends Room II	Kamilah Torres	Patient and Interpreter Safety Go Hand-in Hand		
SAT A3	2:45pm - 3:45pm	Legends Room III	Lourdes Vieria	Ad Hoc interpreters vs. Medical interpreters		
SAT A4	2:45pm - 3:45pm	Legends Room V	Danilo Formolo	Language Services at Carolinas HealthCare System: Innovation at its Finest		
SAT A5	2:45pm - 3:45pm	Legends Room VI	Fabio Torres	Best Practices for Medical Interpreters Working in School Settings	IMIA CEUs	



SATURDAY, 6/3 – SESSION B WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SAT B1	2:45pm - 3:45pm	Legends Room I	Mohamad Anwar	Sight Translation (Introducing the Three R's Concept)	IMIA CEUs	
SAT B2	2:45pm - 3:45pm	Legends Room II	Gloria Rivera	Essential Medical Note-Taking Elements	IMIA CEUs	
SAT B3	2:45pm - 3:45pm	Legends Room III	Cesar Palacio	Reduction of Response Time Through the Use of Technology		
SAT B4	2:45pm - 3:45pm	Legends Room V	Ira SenGupta	From Seed to Bloom Building a Career in Medical Interpreting		
SAT B5	2:45pm - 3:45pm	Legends Room VI	Izabel Souza	The Five National Language Access in Healthcare Quality Measure		





SATURDAY, 6/3 – SESSION C WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SAT C1	4:00pm-5:00pm	Legends Room I	Agustin de la Mora	Improve your AIM: Targeting the Consecutive Mode	IMIA CEUs	
SAT C2	4:00pm-5:00pm	Legends Room II	Grace Egan	Toward Best Practices – Interpreting in Medical Assistance in Dying		
SAT C3	4:00pm-5:00pm	Legends Room III	Aleksandra Sas Elissa Feldman Kathleen McKenna	Mirroring “TeamSTEPS” Quality Model to Optimize Care for LEP Patients	IMIA CEUs	
SAT C4	4:00pm-5:00pm	Legends Room V	Iliana Sutton	Developing Patient Safety Training for Your Interpreter		
SAT C5	4:00pm-5:00pm	Legend Room VI	Marge Curtis Stephanie Miller	Interpreting for Transgender Patients: Reducing Health Disparities	IMIA CEUs	



SATURDAY, 6/3 – SESSION D WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SAT D1	5:15pm-6:15pm	Legends Room I	Anna Enright	Video Remote Interpreting as a New Trend		
SAT D2	5:15pm-6:15pm	Legends Room II	Elena Polonsky	Onsite vs. Online Interpreter Education: What to Choose		
SAT D3	5:15pm-6:15pm	Legends Room III	Liz Essary	Advocating to Overcome Systemic Barriers: A Practical Perspective for Interpreters		
SAT D4	5:15pm-6:15pm	Legends Room V	Carla Fogaren	Future of Language Access: Using Technology to Maximize Human Capital		
SAT D5	5:15pm-6:15pm	Legends Room VI	Mohamad Anwar	Medical Interpreters’ Code of Ethics 2.0	IMIA CEUs	



SUNDAY, 6/4 – SESSION A WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SUN A1	9:00am - 10:00am	Legends Room V	Diane Mouradian	Turning your Thermostat Down - Preserving your Physical and Emotional Energy When Vicarious Trauma Sets In	IMIA CEUs	
SUN A2	9:00am - 10:00am	Legends Room VI	Juan Reyes-Alonso Hans Wyndholds	Data Analytics, A Tool for Improving Productivity and Cost		
SUN A3	9:00am - 10:00am	Legends Room VII	Beverly Treumann Ricardo Andres Torres	Protocols for Healthcare Interpreting		
SUN A4	9:00am - 10:00am	Champions I & II	Mayeluz Navarro	Chromosomal Disorders and Related Terminology	IMIA CEUs	
SUN A5	9:00am - 10:00am	Champions VI & VII	Karla Pereira	A, B, C, Chat Interpreting for Pediatric Patients	IMIA CEUs	

SUNDAY, 6/4 – SESSION B WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SUN B1	10:15am - 11:15am	Legends Room V	Diane Mouradian	In the Heat of the Moment – Mindfulness and Sensory Shifting	IMIA CEUs	
SUN B2	10:15am - 11:15am	Legends Room VI	Cynthia Peinado	Cultural Competence, Customer Service and Quality Assurance		
SUN B3	10:15am - 11:15am	Legends Room VII	Susy Orue	Interpreter’s Safety and Personal Mental Health	IMIA CEUs	
SUN B4	10:15am - 11:15am	Champions I & II	Yvonne Simpson	Pearls of Interpreting: Additional Training for Providers and Interpreters		
SUN B5	10:15am - 11:15am	Champions VI & VII	Maria Baker	State of Language Access Laws	IMIA CEUs	

SUNDAY, 6/4 – SESSION C WORKSHOPS

Day	Time	Room	Presenter	Title	IMIA CEUs	CEAP CEUs
SUN C1	11:30am - 12:30pm	Legends Room V	Nina Scott	Get Accredited!		
SUN C2	11:30am - 12:30pm	Legends Room VI	Carlos Martinez-Morales	National Certification: The next chapter for the National Board (NBCMI)		
SUN C3	11:30am - 12:30pm	Legends Room VII	Sean Normansell	Intervene, Interrupt or Interpret – it is up to YOU	IMIA CEUs	
SUN C4	11:30am - 12:30pm	Champions I & II	Emily Dalerta	The Religious Side of Medical Interpreting	IMIA CEUs	

60-Minute WORKSHOPS

- 1) Xiomara Armas** **FRI A1 (Legends Room I)**
CMI, BSBA
xiomaraarmas16@gmail.com (678) 571-8676
Maria Belen Ochoa,
CMI-Spanish
tabata30281@yahoo.com (865) 748-4470

Interpreters and Medical Education for LEP Patients and Families



Language is the foundation for effective nurse-patient relationships and is important for interpersonal and cross-cultural communication. Being able to communicate with a patient is vital for obtaining an accurate and comprehensive patient and family assessment, formulating and implementing a treatment plan, determining the effectiveness of nursing care, evaluating outcomes of care, and a key to providing effective education. The nurse's role as a patient teacher has changed dramatically with shorter acute care stays and more community based care. As medical treatment has become more complex and technology has become available, patients and their families manage a variety of health conditions at home that previously would have been managed in a hospital setting. Increasingly, patients are becoming partners with health professionals in learning self-management skills, and the Interpreter's role supporting both: the medical team and LEP patients and families has grown exponentially as a fundamental piece in order to reach this important goal.

This presentation will guide the interpreters through the process of patient and family education in medical settings, the importance of the teamwork with Educators, what best practices the professional interpreter needs to consider for a teaching session and the future for interpreters in a fast-growing area of high demand and specialization as Interpreters in Medical Education for patient and families.

- This presentation will guide the interpreters through the process of patient and family education in medical settings and the importance of creating a partnership to ensure quality in communication
- what does it take for the interpreter to be ready for a teaching session?
- and the future for interpreters in a fast-growing area of high demand and specialization as Interpreters in Medical Education

- 2) Fabiola Barrera** **FRI A2 (Legends Room II)**
CHI
fabiola.barrera@cchmc.org (513) 550-4604

Age Appropriate Pre-Sessions



Conducting an effective pre-session can drastically improve the outcome of an interpreting session. This is especially true when the client you are interpreting for is a child. Finding ways to overcome roadblocks such as, explaining confidentiality and impartiality.

- Attendees will learn how to explain the role of the interpreter in an age appropriate manner.
- How an age appropriate pre-session can change the outcome of an interpreting session.
- How adapting register to ensure understanding can reduce anxiety when interpreting for pediatric sexual abuse victims.

3) Anarella Celitti **FRI A3 (Legends Room III)**

PhD, CMI-Spanish
macellitti@ualr.edu (501) 613-2444

Lorena Castillo

CHI/CMI
lorenzuled@gmail.com (813) 390-4191

Making Video Remote Interpretation a More Socially Supportive Work

Spanish Video Interpretation has its own set of challenges. One of the challenges is to keep interpreters engage in a working climate of support and collegiality. The purpose of this presentation is to address some of the challenges that interpreters faced in this delivery system as well as present strategies to ensure remote interpreters have a productive work environment.

- Identify at least three strategies to reduce their sense social isolation while working in a Video Remote mode.
- List 3 strategies to create a sense of community
- Identify what constitutes a positive and productive work environment while working with a remote team

4) Felicity Ratway **FRI A4 (Legends Room V)**

MA, CMI
felicityr@wallacemedical.org (540) 507-1287

Strategies for Interpreting Idiomatic Expressions  

Establishing best practices in language support in healthcare is a crucial, and frequently contentious, endeavor in our industry. Exploring best practices for interpretation in new and emerging areas of healthcare adds another layer of complexity to the discussion. Medical Assistance in Dying has been legal for less than a year in Canada, and our legislators and policy makers are still working to establish guidelines, recommendations, and policies for this new option for Canadian patients. Among the considerations for this area of care is how to provide appropriate and effective communication support for individuals with limited English/French proficiency. In this presentation, we will provide an overview of the history and current practice of M.A.I.D. in Canada, and explore the considerations that must be made as we - health service providers, interpreters, agencies, trainers - work toward establishing best practices regarding language support services for the various stakeholders involved.

- Recognize types of idiomatic expressions used by patients and providers
- Identify ethical principles that guide decision-making in the interpreting encounter, and how these principles apply to interpreting idioms
- Identify strategies used to interpret idiomatic expressions, and select appropriate strategies to use when interpreting idiomatic expressions

Felicity Ratway works for the Wallace Medical Concern, a federally qualified health center in Portland, OR, where she interprets for patients and providers, translates documents, and manages the organization's language access program. She received a Master's degree in Interpreting and Translation Studies from Wake Forest University in Winston-Salem, NC. She holds a national certification as a medical interpreter through NBCMI and state interpreter qualification through the Oregon Health Authority.

5) Roksolana Povoroznyuk FRI A5 (Legends Room VI)

PhD

rocksol24@yandex.ru +380 (995) 461- 561

Translating sarcopenia  

Sarcopenia is a relatively new diagnostic concept, most commonly defined as the loss of skeletal muscle mass and strength that occurs with advancing age. Despite its prevalence, this condition was first described in 1989 by Irwin Rosenberg. Due to the fact that consensus criteria for diagnostics of age-related sarcopenia are pending approval, the operational definition gives rise to a multitude of discrepant nominations and ambiguous qualifiers. Moreover, sarcopenia is associated with many negative subjective signs and symptoms, making it a tool of an age-related discrimination against its sufferers. A clever and effective use of translation strategies might remove any existing stigma; raise awareness of the culture-specific aspects of disease perception by patients and providers. Creative use of terminology in translation would help create easy-to-use patient education materials, validate existing survey tools and enable a fruitful communication among patients, interpreters and regulators.

- To explore the nature of sarcopenia, associated culture-specific terminology
- To learn effective procedures of translating sarcopenia-related medical documents
- To analyze pragmatic adaptation tools of bringing diagnostic concepts closer to the patients

6) Gloria Rivera FRI A6 (Legends Room VII)

CHI, CMI-Spanish

gloria@blueurpi.com (619) 817-5894

Latino Culture: The Elefante in the Medical Office  

When a Latino patient comes to a medical appointment he comes with more than signs and symptoms. He comes with his culture and beliefs about health and disease. Not being aware of these cultural differences may make or break a medical encounter. Therefore, as English/Spanish medical interpreters we need to be cultural and linguistically competent in order to do convey the same cultural and linguistic meaning. During this presentation

participants will familiarize with Latino and Anglo culture related to health and disease and how to navigate between them. Class will be conducted in English and Spanish.

- Health and disease concepts in Latino Culture
- Health and disease concepts in US Healthcare Culture
- How to negotiate between these cultures during the encounter

7) Yuka Lysiuk **FRI B1 (Legends Room I)**
info@hawaiimie.com (808) 896-0463

Iliana Sutton
iliana@ahainterpreting.com (479) 301-4902

Destination: Hawaii to Arkansas. a case study of Linguistic minorities without Medical Interpreters.

This case study will review the history of Marshallese immigrants who have migrated to Hawaii and Arkansas, and investigate true stories that describe their encounters of discrimination within the healthcare system, effectively raising awareness on how to train quality medical interpreters.

- Discuss how to develop quality medical interpreter in a minority community
- Sharing the real-life encounters that could patients at the risk (please share yours too!).
- Identifying the importance of understanding a patient's culture that could affect a patient's medical treatment.

8) Margarita Calvo Armijo **FRI B2 (Legends Room II)**
PhD
margacalvo@hotmail.com (832) 405-0089

The varieties of Spanish in the Translation of Medical Texts

This presentation focuses on the field of medical translation for multicultural Spanish-speakers in the USA. Their diverse backgrounds have led to the coexistence of different varieties of the Spanish language in this country and translators face the challenge of having to address their work to a highly heterogeneous community. In these circumstances, how can they determine whether frenillos, retenedores, or ortodoncia is the most appropriate translation for the English term braces, among many other examples?

- Learn the differences between panlectalismos, archigeolectalismos and geolectalismos.
- Learn to quickly identify terms that can pose a challenge for the translator due to the way they are used in different Spanish-speaking countries.
- Learn about the resources available online to deal with the nuances of the language in different countries.

9) Ricardo Diaz-Canedo **FRI B3 (Legends Room III)**
MC CMI-Spanish
rdcmd@hotmail.com (619) 484-3093

The Need for Medico-Legal Documentation for Medical Interpreters

Medical interpreters play a key role in the care for patient safety, yet everyone on the medical team, including doctors, nurses, and auxiliary medical staff have been trained to document their work, except for the medical interpreter. Medical malpractice lawsuits have a history of including the medical interpreter as part of the litigation against the medical team. Yet, despite all of this, there is still no formal training of our medical interpreter professionals to document their patient encounters for future reference.

- Learn about the medical and legal reasons for documentation
- Learn how to properly document your patient encounters
- Discussion about the liabilities of medical interpreters

10) Grace Egan **FRI B4 (Legends Room V)**
geagan@accessalliance.ca (647) 289-1090

Interpreter Debriefs: Model for Self-Care and Vicarious Trauma Support

Over the past decade, awareness about vicarious trauma among interpreters has increased. In that time, we have also become aware that regardless of the label we give it - vicarious trauma, compassion fatigue, occupational stress, etc. - we need to do more to provide interpreters with resources for self-care, emotional support, and ethical decision-making skills.

This paper will present the continuing development of the Interpreter Debrief Program that evolved from informal facilitated debrief sessions to an on-going program incorporating structured code of ethics refreshers, debrief sessions co-facilitated by specially-trained interpreters and social workers, and self-care resources. Started in 2013 as a Quality Initiative at Toronto's Hospital for Sick Children, the Interpreter Debrief Program is now delivered by Access Alliance Language Services and is open to interpreters from various agencies and interpreter associations. The presentation will include supporting research, program evaluation, the co-facilitator training model, and self-care toolkit resources.

- Interpreters need support and resources to cope with the stress and trauma associated with their work
- Peer support and self-care are effective tools for addressing/avoiding impact of trauma and stress
- Providing support is a shared responsibility within the industry and is sustainable through collaboration

11) Eric Candle **FRI B5 (Legends Room VI)**
ecandle@ecdata.net (585) 703-2527

Do KNOW harm: Interpreters Education and Patients Safety

If professionally trained Medical Interpreters were used in all triadic encounters, then (1) the 30-day hospital readmission rates will be substantially dropped, (2) the cost of tests and procedures needed due to inefficient doctor-patient communication will be dramatically reduced, (3) the LEP-patient safety will be radically improved, and (4) the provider liabilities will be significantly mitigated. The Presentation introduces a new approach to the Medical Interpreters training that lead to evidence-based improvement of the LEP-patient safety.

- To introduce a new approach to the Medical Interpreter training
- To evaluate Interpreters role in coordinated care to reduce avoidable readmissions
- To discuss LEP-patients' safety net in emerging U.S. immigrants/refugees' destinations

12) Amani Zaki

BA, CHITM

azaki@chla.usc.edu

FRI B6 (Legends Room VII)

(818) 442-5751

Professional Ladder for Interpreters for Improvement of Care

This presentation will provide an overview of Children's Hospital Los Angeles (CHLA) professional ladder for interpreters. The organization recognized limitations in how professional staff interpreters were used to support the effective communicate between LEP patients, families and providers. The implementation supported the therapeutic patient-provider communication across the organization. The methods used focused on restructuring the location of available resources. The language staff role was redesigned to fit a four-level professional career ladder. The result of this work was a positive culture change resulting in service inefficiencies, care improvements, and improved access to language services.

- Understand why a professional ladder is important for interpreters in Healthcare
- Provide an overview about the key implementation strategies and learning points
- Changed care delivery and outcomes

13) Kathryn Jackson

kjackson@stratusvideo.com

FRI C1 (Legends Room I)

(727) 254-5605

Anndee Rae Fleming

Facing Challenging Situations in the Medical Interpreting Industry  

This presentation will hone in on best practice for delivering language access in difficult situations, whether they be on-site, over video or phone. As professional medical interpreters, we must be prepared to face and interpret sensitive information in potentially high-stress environments. Usually for more personal conversations, hospitals and health systems prefer

that interpreters come on-site. However, when on-site interpreters are unavailable, they often opt to use a video remote interpreter. To maintain a competitive edge as a medical interpreter in today's industry, it is more important than ever to be familiar with all modes of technology including the latest telehealth trends. To expand the reach of healthcare, hospitals are utilizing videoconferencing technology to connect patients and providers beyond the hospital walls to the comfort of their homes. For LEP patients, these virtual consults need to include a qualified medical interpreter to ensure that meaningful communication is taking place.

- How to remain competitive in today's industry
- How to best tackle difficult situations in interpreting, whether they be on-site, on video or over the phone
- How technology helps overcome common interpreting challenges in healthcare

14) Ernesto Meli **FRI C2 (Legends Room II)**
eam1022@icloud.com (585) 303-3210

Brief review of brain anatomy and of Mental illnesses

The brain is of an almost unfathomable complexity and sometime human behavior deviates from what is a common accepted norm. When this happens, we call those behaviors deviance, disturb, disorder, madness. The society treats those behaviors with talk therapy, with drugs and in the most difficult case with admission to mental hospital. The interpreter faces two challenges: accurately translate the sometime rambling utterances of the patient and deal with the vast array of medical diagnosis and the even vaster array of medications. Now, the interpreter does not necessarily need to understand what doctor and patient are saying, as long as he/she can stick to the literary meaning of the words. However, I think that a general knowledge of the brain anatomy and functioning and of the status of mental treatments may help us do a better job.

- provide a basic knowledge of brain anatomy and functioning
- provide a basic knowledge of today treatments as psychological help and psychiatric medications
- offer a wider prospective on the status of mental illness in today society

15) Sayoko Tanaka **FRI C3 (Legends Room III)**
sayo.tanaka3300@japan.so-net.jp +81 (80) 119-4675

The Ultimate Training for Medical Interpreters

This presentation introduces a unique and challenging training course for medical interpreter students at Fujita Health University Graduate School, Japan. One of the training classes is in collaboration with the Faculty of Nursing, Faculty of Rehabilitation, and School of Medicine. In this class, medical interpreters learn about various clinical settings, including how to take care

of patients and what will be effective for them. The Objective Structured Clinical Examination (OSCE) method is used in this training program. Occasionally, a medical interpreter performs the role of simulated patient (SP), while nursing, rehabilitation, and medical students check the patient's condition based on the OSCE method. For nursing, rehabilitation, and medical students, OSCE training is an excellent practice to enhance their professional skills and English proficiency since English is a second language. For medical interpreters, they get a first-hand experience of what their job in the real world will be like. Another unique aspect of the medical interpreting class is that international physicians, an X-ray technician, and a rehabilitation expert are invited to it. All of them are from different countries, and they take the role of either a physician or a simulated patient. Through this practice, medical interpreters learn to deal with various clinical situations as well as issues related to language (for example, medical terms) and culture of the SP.

- Introduce unique and challenging medical interpreter training course.
- Share some concerns with other medical interpreter trainers.
- Learn what and how other trainers are doing for an effective training.

16) Thais Miller **FRI C4 (Legends Room V)**
thais.miller@vanderbilt.edu (615) 668-2915

Cultural Competence in Healthcare for LGBTQI Populations



This presentation will provide interpreters with insight into cultural competence for LGBTQI patients and the role that medical interpreters play in providing excellent care for patients and families from culturally diverse backgrounds. We will review terminology, assessments, and treatments encountered when working with LGBTQI populations. Special topics will include health disparities faced by LGBTQI populations and how considering patient values, beliefs, and practices leads to positive interactions and culturally acceptable care.

- Define and understand LGBTQI terminology as used in the LGBTQI community.
- Describe strategies to reduce barriers for patients and families from culturally diverse backgrounds.
- Explore practical tips for patient encounters. Incorporate cultural competence awareness in your daily practice.

17) David Loaiza-Funk **FRI C5 (Legends Room VI)**
dffloaiza@gmail.com (828) 712-2683

Getting HIGH on Interpretation



Legalization of Marijuana spreads each year throughout the country state by state for medical and even recreational purposes. Interpreting for patients who are using medical or recreational marijuana presents significant challenges when the interpreter is not familiar with the street and/or medical jargon commonly used in the world of cannabis. Interpreters will learn the WHAT, HOW, WHEN and WHY of marijuana usage and the terminology around it. This presentation includes a review of the law, policies and research as well as the different forms of medical marijuana and the Side Effects (short and long-term). The emphasis will be given to the

terminology that might come up during an interpretation. This presentation has been designed language neutral.

- Understand the terminology behind marijuana usage
- Learn the different methods of marijuana consumption
- Review of research and policies behind Marijuana

18) Iliana Sutton **FRI C6 (Legends Room VII)**
iliana@ahainterpreting.com (479) 301-4902

Do You Know IMIA?

This workshop has been designed for all attendees who have a current membership to the International Medical Interpreters Association or who are interested in new membership. Attendees will review all categories of the International Medical Interpreters Association webpage so they can familiarize themselves with resources in education, events, standards and the ethics. The interpreter field guidelines will be reinforced and used as a guide when discussing Standards and Ethics and Education. Key concepts will be an emphasis placed on understanding medical interpreting standards and ethics, and how it correlates with being an active IMIA member.

- The participant will understand how to use IMIA resources to better interact with their patient, staff and new clients
- The participant will be able to effectively recognize, and function in their member role.
- The participant will understand how to navigate and utilize resources on web page.

19) Roksolana Povoroznyuk **SAT A1 (Legends Room I)**
PhD
roksol24@yandex.ru +380 (995) 461- 561

Zebra Hoof beats: Getting Your Message Across to the Patients



Communication within a medical setting is characterized by a power differential reinforced (on a provider's part) by his/her superior knowledge and competence. Relying on their cultural awareness and sensitivity, medical interpreters act as mediators, vehicles of distributed health literacy who provide their clients with necessary information, cultural references and empower them with support and understanding. In this case, traditional strategies of rendering important and often sensitive information give way to the pragmatic and socio-cultural adaptation. The choice of transediting, transcreation or localization depends on the nature of a medical text, its style and format, richness and complexity of terminology and grammar. Along with an increased fluency of the target version, what patients get from a resulting text is a set of easy-to-use, hands-on instructions promoting safety and improving compliance.

- Learn about evolution of medical interpreter's roles in various medical communication paradigms

- Analyze the applicability and effectiveness of various translation strategies and procedures.
- Evaluate the accuracy of rendering culture-specific medical items.

20) Kamilah Torres **SAT A2 (Legends Room II)**

RMZ, CMI-Spanish
milahtc@gmail.com

(256) 289-4306

Patient and Interpreter Safety Go Hand-in-Hand 

As the medical interpreter profession continues to grow, it is quite clear that interpreters are not just providing a language service- they are a part of the treatment team. Interpreters are present during many different patient-provider encounters that:

- Analyze the safety measures and protocols in place for healthcare workers per OSHA, the CDC, and Department of Public Health; and why they should include interpreters
- Identify steps interpreters can take on their own to properly prepare to care for patients in all clinical areas that will protect the interpreter, the patient, and the healthcare staff
- Evaluate the current protocols in place for interpreters across different employment categories and create a list of action items healthcare facilities and interpreter agencies can implement to ensure safety for interpreters on the job.

21) Lourdes Viera **SAT A3 (Legends Room III)**

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Ad Hoc interpreters vs. Medical Interpreters

Interpreting in hospital settings is an activity on the rise in many countries. Medical care for non-native patients is a challenge and without proper assistance causes many problems. It is known that family members, nurses and other health care professionals often act as ad hoc interpreters in medical settings. It is common for such professionals or individuals to have some knowledge of a foreign language, not necessarily fluency, so they end up assisting when in the presence of foreigners, even not having terminological knowledge and necessary skills to act in such medical encounters. Unfortunately, ad hoc-interpreting is not without risk and does not always lead to the wanted results. This research presents conceptual and theoretical assumptions on the subject through a literature survey. It offers elements of the Brazilian situation regarding the demand for qualified medical interpreters, contrasting the competence of a professional medical interpreter to the ad hoc interpreter.

- Overview of medical encounters
- Why ad hoc interpreting may interfere with the communication between doctors and patients
- The importance of a qualified interpreter

22) Danilo Formolo **SAT A4 (Legends Room V)**

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Language Services at Carolinas HealthCare System: Innovation at its Finest

Language Assistance within a major healthcare system is more than just providing a Medical Interpreter to patients in need. Learn about the innovative programs offered to serve the LEP population of the nation's third-largest public healthcare system of 950 care locations and 62,000 employees. Hear about how Carolinas HealthCare System (CHS) leverages Video Remote Interpreting (VRI) to improve the Patient Experience and save over \$1.5 million each year. Gain knowledge of how a team of 75 Medical Interpreters accesses CHS' unique "Interpreter Ladder" program to increase engagement, retention, salary, and educational opportunities. Receive information on CHS' Medical Interpreter training programs and how they are setting the gold standard for Medical Interpreting in the region. Language Services at Carolinas HealthCare System is one of the largest and most robust language assistance programs in the nation. This workshop will not disappoint!

- Receive an overview on one of the most robust language assistance programs in the nation
- Learn how CHS leverages technology to deliver the best Patient Experience and eliminate waste
- Gain knowledge on how staff interpreters are engaged to deliver the highest quality

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Best Practices for Medical Interpreters Working in School Settings

"Don't Miss the Bus! Best practices for medical interpreters working in school settings" is an interactive session targeting medical interpreters providing language services in school settings. In this environment, interpreters often are not familiar with existing federal and state laws partnering to service provision to LEP students and their parents. Interpreters may or may not be familiar with content-specific terminology, which often includes medical vocabulary, and special technical language required when interpreting for Individualized Education Program (IEP) meetings. Participants will learn about legal responsibilities for language provision in the school environment, review federal and state procedural requirements for IEP meetings and appropriate professional behaviors, and review medical and content-specific vocabulary.

- History of and current federal and state law on addressing the needs of LEP students
- Content-specific terminology
- Best practices for medical interpreters in school settings

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Sight Translation (Introducing the Three R's Concept)

Sight translation is arguably the least addressed and the most under-trained interpreting mode despite its important role in medical settings. Part of its disadvantage is due to its inherent

complexity of combining both interpreting and translation skills, and the other part is the minimum time allocated to train on it among most professional 40-hour interpreter training programs. In addition, there is no agreed upon norm among healthcare systems, interpreting service departments, and interpreting agencies on the extent of sight translation utilization if any at all. This workshop provides hands-on training on sight translating samples of the most common healthcare documents including intake form, medical specialty questionnaire, patient's rights and responsibilities form, consent for treatment form, and discharge form. Teaching techniques include direct classroom instructing, use of a projector and handouts.

- How to strategize and how to time yourself?
- Why is it important to read the paragraph fully in its SL as a first step?
- Number one trap in sight translation (i.e. producing a TL paragraph following the SL syntax), and how to avoid it?

25) Gloria Rivera

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Essential Medical Note-Taking Elements



As medical interpreters, we rely on our short-term memory, our medical knowledge, and note-taking skills. Unfortunately, people focus more on developing their short-term memory and learning new medical terminology and shy away from note taking. Why? Because they think it is a skill that can't be learned and that could not be further from the truth! During this 1-hour language neutral workshop participants will familiarize with Rozan's 7 Principles, will learn how to develop their own symbols and abbreviations, and will get tips about how to put them into practice

- Learn about Rozan's 7 principles
- Learn about signs and symbols and how to develop your own
- How to put this knowledge into practice!

26) Cesar Palacio

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Reduction of Response Time Through the Use of Technology

Finding ways to work more efficiently is a constant process in healthcare. This presentation aims at showing the process of implementation of a video remote interpretation (VRI) system at MD Anderson Cancer Center. The goals of this presentation are to expose interpreters and administrators to the process, and give them an idea of the challenges associated with such a project. The implementation of VRI service has helped manage patient and provider expectations while complying with regulations by decreasing the time to obtain interpretation services in the most common languages requested. We will present the different aspects of the implementation of the system and show aspects of the justification of the project, usage statistics, and results of one entire year of operation of the VRI system.

- Prepare language professionals to the process of VRI implementation
- Share reporting practices
- Share compliance guidelines

27) Ira SenGupta

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From Seed to Bloom Building a Career in Medical Interpreting

This highly interactive, entertaining and skills based presentation will be packed with take home strategies and information to help you climb the career ladder of medical interpreting. The skills taught will apply to both US based and International medical interpreters. Starting with an assessment of personal strengths, professional skills and hopes the presentation will open the doors to the many opportunities that have emerged for medical interpreters across the globe. The presentation will include tips for moving up to the next level in professional development, effective communication and on becoming that innovative employee or entrepreneur that we all value. The presentation will provide worksheets and a take home guide.

- Participants will actively map their strengths and hopes
- Participants will learn about current and emerging opportunities in the field of medical interpreting in the US and across the globe
- Participants will learn how to grow stronger professionally and find the perfect fit as an employee or as an entrepreneur

28) Izabel Souza

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The Five National Language Access in Healthcare Quality Measure

This workshop will showcase the work of ten hospitals across the country, who worked together for over a year, as the National Languages Services Network funded by the Robert Wood Johnson Foundation (RWJF) to improve language services in hospitals. One of these hospital systems was Cambridge Health Alliance, in Cambridge, MA, and Dr. Souza will share from her experiences of being part of this national project. The work used standardized performance improvement measures and a quality improvement framework. This network joined a collaborative learning network, to develop strategies to improve the accessibility of their language services, and tested them using five quality standards. Hospital representatives met monthly to discuss, troubleshoot, and support each other in this endeavor. This workshop is for interpreters, and is particularly useful for interpreter coordinators, managers, and directors working in hospitals.

- Participants will be able to identify the five national quality measures for language services in hospitals (interpreting and translation).
- Participants will learn about the benefits and difficulties of developing, implementing, and monitoring such quality measures.
- Participants will learn about other related quality measures they can promote and/or apply to their organization.

29) Agustin de la Mora **SAT C1 (Legends Room I)**
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Improve your AIM: Targeting the Consecutive Mode  

In this presentation, participants will go in depth into the consecutive mode. By analyzing modern interpreting techniques, using visualization to illustrate examples, and engaging in structured self-assessment, students will form a clear picture of their strengths and weaknesses in the consecutive mode. Building on this basis, interpreters will develop a self-study plan to continuously measure their progress.

- Explore the theories and concepts behind successful consecutive interpreting
- Develop a plan for self-assessment and improvement
- Continue developing consecutive strategies after the event has ended

30) Grace Eagan **SAT C2 (Legends Room II)**
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Toward Best Practices - Interpreting in Medical Assistance in Dying  

Establishing best practices in language support in healthcare is a crucial, and frequently contentious, endeavor in our industry. Exploring best practices for interpretation in new and emerging areas of healthcare adds another layer of complexity to the discussion. Medical Assistance in Dying has been legal for less than a year in Canada, and our legislators and policy makers are still working to establish guidelines, recommendations, and policies for this new option for Canadian patients. Among the considerations for this area of care is how to provide appropriate and effective communication support for individuals with limited English/French proficiency. In this presentation, we will provide an overview of the history and current practice of M.A.I.D. in Canada, and explore the considerations that must be made as we - health service providers, interpreters, agencies, trainers - work toward establishing best practices regarding language support services for the various stakeholders involved.

- Understand the process in Canada for accessing medical assistance in dying
- Explore the considerations for supporting communication across language barriers at all stages in the process
- Begin developing the toolkits for interpreters, ISPs, and health service providers as part of establishing best practices

31) Aleksandra Sas **SAT C3 (Legends Room III)**
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Kathleen McKenna

Mirroring "TeamSTEPPS" Quality Model to Optimize Care for LEP Patients

TransPerfect's Enterprise Interpretation team has been working with a leading healthcare organization in New York to ensure that language services contribute to the optimal outcomes for the LEP patient. This session will outline how this collaboration - especially in mental health setting - and the goal of patient safety has resulted in the adaptation and reinforcement of a highly functional model designed to fully support interpreters, providers and regulators. Mental Health encounters present unique challenges. By mirroring TeamSTEPPS' approach where all members of a medical team are empowered to be responsible for quality, and working closely with mental health partners, TransPerfect has improved our ability to meet the needs of our clients and their patients. This session will outline how these improvements were accomplished speaking specifically to the steps in the collaborative process and internal modifications involving team structure, interpreter recruitment, testing, orientation, ongoing development, and technology use.

- How "TeamSTEPPS" collaboration model aligns and reinforces quality objectives for all stakeholders (project managers, interpreters, regulators, providers)
- Best practices when preparing for an interpreted mental health encounter
- The knowledge, skills and abilities interpreters need to develop to function effectively in the mental health environment

32) Iliana Sutton SAT C4 (Legends Room V)

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Developing Patient Safety Training for Your Interpreter

This 45-minute workshop has been designed for participants who are members of the International Medical Interpreters Association and/or who have worked one to seven years as interpreters, trainers, and administrators. Attendees will review all key standards placed by the international Medical Interpreters Association webpage. While becoming familiar with the standards students will be able to use resources in order to develop correct curriculum. Interpreting guideless will also be reinforced in order to explain the correlation between medical interpreting standards/ ethics and the patients' safety.

- The participant will understand how to use standards and ethic to better develop professional training for their interpreters.
- The participant will be able to effectively recognize, analyze and function in their training role.
- The participant will understand how to differentiate training guidelines and assist the interpreter by constructively managing interactions with staff and patients.

33) Marge Curtis SAT C5 (Legends Room VI)

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Interpreting for Transgender Patients: Reducing Health Disparities



A recent study from the William Institute estimates that about 1.4 million transgender people live in the US. In light of recent federal legislation, cultural shifts, and an emerging population of transgender individuals in the media and public sphere, this community has become more visible. Thus, the prevalence of interpretation encounters with transgender patients is surfacing as a commonality. The transgender community faces a wide range of health disparities. Studies from the William Institute indicate that the rate of attempted suicide among transgender individuals is 41%. Access to quality healthcare is crucial in reducing these disparities. Regardless of opinion or politics, we as interpreters should be prepared to provide the highest level of care to all of our patients. This training was created with the goal of educating interpreters on best practices for working with transgender individuals in need of both basic and trans-specific healthcare.

- Study key terminology related to transgender health
- Apply concrete interpretation strategies in potentially unfamiliar situations
- Explore the complex intersection between pronouns, patient and provider interactions, the roles of an interpreter, and much more!

34) Anna Enright

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Video Remote Medical Interpreting as a New Trend

Today more and more medical providers need to have an instant access to the interpretation services that is why they chose one of the most accessible tools of VRI. For this reason, the profession of a remote video interpreter is becoming in high demand. Join to go through the journey of a profession and learn what skills and competency you need to become successful in the booming field. What roles we perform, what kind of modes we use during VR encounters. We will talk about the equipment used for VRI encounters, cover major medical procedures and terminology. Some challenges of the encounters and how to overcome them in a professional way. Focus on cultural differences while dealing with the doctors in the US and some other cultures. And, of course, how to grow in the profession. Join us and learn how to become a successful video remote medical interpreter!

- Learn about the industry of VRI in the Medical field
- Learn the skills and competency are needed to become a VR interpreter. Roles we take and interpreting modes we use. Code of ethics for the profession.
- How to overcome difficulties during the encounters and the tools to grow in the profession.

35) Elena Polonsky

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Onsite vs. Online Interpreter Education: What to Choose

According to the 93-page report from the U.S. Department of Education, online students perform better than those receiving onsite instructions. For 12 years researchers studied online and classroom performance for the same continuing education courses, for topics ranging from healthcare to military. On average, online students ranked in the 59th percentile in tested performance, with classroom students in the 50th percentile. That's a significant increase that may make a difference when taking an interpreter certification test. Since this research was published, online education has developed dramatically, offering even more content, interactive features and value. It saves commute time and doesn't restrict schedules, which is invaluable for practicing certified interpreters looking to get CEUs expeditiously and at their own pace (evenings and weekends). In-person training has its own advantages, like easier networking and (possibly) discipline. Let's analyze the pros and cons of each arrangement to see which suits you best.

- The audience will learn the differences between onsite and online training.
- They will be able to decipher what to look for in an online course to ensure the highest quality.
- They will better understand how to choose the perfect fit for their needs.

36) Liz Essary

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Advocating to Overcome Systemic Barriers: A Practical Perspective for Interpreters



Staff, freelance, and agency healthcare interpreters are called upon to address systemic barriers to care for the patients they serve, but the most effective approach isn't always clear in the heat of the moment. This interactive, language-neutral workshop discusses common scenarios that create barriers to care for non-English speaking patients, and offers scripted responses to address them.

- Identify common systemic barriers to healthcare for non-English speaking patients.
- Describe these barriers to care within the context of patient safety and equality.
- Apply the values of patient safety and equality to appropriate responses to systemic barriers to healthcare.

37) Carla Fogaren

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Future of Language Access: Using Technology to Maximize Human Capital

The core mandate of effective language access accommodation in the context of preventative care is strategic investment in essential services while ensuring the maximum possible benefit to the patient population(s) in question. Logistics is a foundational hurdle for interpreter services, especially with the historic mode of staff interpreter dispatching (i.e. pager-based systems) proving both time-intensive and limiting in terms of available information regarding active staff capacity and case status. Our interpreter services partnered with a web-based dispatching vendor to remodel an iPod/iPad-based solution to support multiple languages with a single client account providing site-based access to our providers. The number of requests at our hospitals have increased up to 60% at each individual hospital, although staffing

adjustments have been minimal as our improved response times have largely, but not completely, enabled our interpreters to increase their productivity to meet demand while adhering to Section 1557 and other mandates.

- working with telephonic and video vendor partners to maximize efficiency
- how to decrease interpreter response time and increasing encounters
- creating your own internal video and OPI centers

38) Mohamad Anwar **SAT D5 (Legends Room VI)**
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Medical Interpreters' Code of Ethics 2.0

With the publication of the IMIA first code of ethics for spoken language medical interpreter in 1987 (updated in 2006), and with the publication of the NCIHC code of ethics in 2004, medical interpreters were able for the first time to work within an agreed upon ethical framework and mutual ethical expectations among themselves. It is noteworthy that both codes of ethics were published more than a decade ago and were written at a time when the 40-hour basic training was not the norm, and national certification was considered a far-fetched dream. This presentation addresses the need to re-visit controversial topics such as “accepting gifts” and “advocacy”, for example, and it will propose updated language. Please note that both codes of ethics were initially written by the best minds of the industry, and the presenter hope that his humble input will enrich the undergoing dialogue toward updating both codes of ethics.

- Identifying current codes of ethics for medical interpreters
- Presenting the challenges that highly trained & certified medical interpreters face
- Establishing the need to update current code(s) of ethics & proposed updates for version 2.0

39) Diane Mouradian **SUN A1 (Legends Room V)**
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Turning your Thermostat Down - Preserving your Physical and Emotional Energy When Vicarious Trauma Sets in

To understand what vicarious trauma and self-care mean to YOU, explore your personal framework, along with the cultural, familial and socio-economic influences in your life. How does vicarious trauma occur? Is everyone susceptible? What might it look like in me? What can happen if I DON'T address it? This is an interactive, practical, hands-on workshop that will allow a participant to answer the following: What is vicarious trauma? Am I exhibiting signs of vicarious trauma? How does it manifest itself in my emotional and physical well-being? How do my own cultural and philosophical beliefs and background impact the way that I react to my experiences? What coping mechanisms do I use? How can I incorporate healthy coping mechanisms into my daily life, starting TODAY? The presenter will take participants through a self-assessment designed to create a personal vicarious-trauma profile and then assist in the creation of a SMART self-care toolkit.

- What Is Vicarious Trauma?
- Am I exhibiting signs of Vicarious Trauma?
- How does it specifically manifest itself in my emotional and physical well-being at the current time?

40) Juan Reyes-Alonso

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Data Analytics , A Tool for Improving Productivity and Cost

Can we improve the productivity of a hospital's language services staff by reading the tea leaves of its operation? Yes, but what data to collect and how to parse it? The analysis can show where to make improvements. The biggest challenge is collecting the data. Then, prepare to rev up your spreadsheet. Circumstances vary. Is the request for a face-to-face encounter? Is the request for an appointment or on demand visit? Is the request for a language that can be fulfilled by a staff interpreter? Response time and service quality are important. Most productivity improvement comes from having faster communications between staff. Setting shift schedules to match demand is also key. And identifying your star performers will further incentivize your interpreters. Finally, some of your hospital's departments may be putting a drag on your productivity. Which ones, and by how much?

- Learn how to assess language services productivity.
- Assess ways to improve departmental productivity.
- Industry experience can identify achievable results.

41) Beverly Treumann

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Protocols for Healthcare Interpreting 

Protocols for healthcare interpreting were originally written with the idea that the interpreter would be present in the room with the provider or medical team and the patient or patient and family. However, interpreting remotely via telephone and video has become a greater part of the job, if not the entire job, for many healthcare interpreters. Providing interpreter services from a distance presents unique challenges. The goal of this session is to review interpreting protocols that have been adapted from in-person settings to working remotely, including what interpreters do at the beginning, during, and at the close of an encounter and to consider and propose better practices for supporting communication between patients and providers.

- Evaluate updated protocols, recommendations and tips for beginning, managing, and closing a session
- Name one new tip for how to use online resources during a provider-patient encounter to produce a more accurate interpretation of what is being said
- Explain ways interpreters working remotely can manage difficulties that are common to any healthcare setting such as what to do when a provider leaves the room, what to do when a patient repeatedly.

42) Mayeluz Navarro

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Chromosomal Disorders and Related Terminology



Medical interpreters must be familiar with a wide range of scientific terms, such as genetics and chromosomes. This session takes a close look at chromosomal disorders. It covers the basic biology of chromosomes and chromosomal variations. It provides a greater understanding of the pathophysiology of extra or missing chromosomes, as well as four possible chromosomal rearrangements: duplication, inversion, deletion, and translocation. The purpose of this session is to increase awareness of how chromosomal disorders occur. It also includes related terminology medical interpreters may encounter.

- Increase awareness of how chromosomal disorders occur
- Discuss the pathophysiology of extra or missing chromosomes and four possible chromosomal rearrangements
- Become familiar with related terminology

43) Karla Pereira

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A, B, C, Chat Interpreting for Pediatric Patients



This fun and engaging workshop will expose you to the different scenarios that most interpreters face when interpreting for pediatric patients, encouraging you to have a safety communication with parents. It will consist of the multi encounter levels that exist across different healthcare settings. Participants will also have the opportunity to role play and share their experiences in the different settings, diagnoses, and the most frequent routines that are occurring in the field. This is a great workshop for those wanting to learn the new and exciting things in pediatrics and/or expand their current medical terminology at every healthcare level. Taught by Mrs. Pereira, MBA, MHA, Pediatrician, and Certified Medical Interpreter.

- Deal with medical terminology as it relates to diagnoses and treatments seen in different encounter levels in healthcare settings
- Participants will be involved in sharing the challenges and scenarios interpreters face when interpreting for pediatric patients

- Participants will also have the opportunity to role play and share their experiences in the different settings, diagnoses, and the most frequent routines that are occurring in the field

44) Diane Mouradian

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In the Heat of the Moment - Mindfulness and Sensory Shifting



Vicarious Trauma has both immediate and long term effects on our emotional and physical well-being. Building on the understanding that our body's fight-flight-freeze response is activated in a split-second, mindfulness is part of a solid self-care practice. It is possible and, oftentimes, necessary to ground ourselves immediately, in order to contain emotion and continue providing service to our clients and their LEPs. Learning objectives will include: Trauma-based encounters that exist within the field of interpretation, Identification of personal triggers, scaling your level of personal reactivity to trauma-based encounters, Sensory shifting techniques to mitigate emotional dysregulation. The presenter will engage participants in an interactive exercise to develop a personalized, mindfulness practice that allows them to self-assess for emotional dysregulation in the moment. Thereafter, participants will identify sensory shifting techniques that they can utilize on the spot, to de-escalate themselves during times of high reactivity.

- Trauma-based encounters that exist within the field of interpretation and personal triggers
- Scaling your level of personal reactivity to trauma-based encounters
- Creation of an emotional regulation routine

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Cultural Competence, Customer Service and Quality Assurance

As Interpreters, we value professionalism which leads to the best customer service. Identifying the proper moment when we delve into our cultural competence skills set becomes crucial. Customer Service and Quality Assurance is one of the things that is affected by mastering the cultural competence arena.

- What are the intricate links between these 3 aspects of our profession?
- What regulating entities should we be familiar with?
- How are they applied to our profession?

46) Susy Orue

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Interpreter's Safety and Personal Mental Health



As interpreters, we are constantly changing work environments and being exposed to things without even knowing. Whether we work as independent contractors or as staff interpreters our risk of exposure to infectious and/or harmful things doesn't change. We are constantly faced with some very complex unexpected situations. Therefore, it is not only important for the interpreter to know the general signs (such as biohazards signs or isolations signs) that one should look out for while in the job field, but also how to advocate for our own safety and mental health. In many instances providers don't consider us as part of the team and/or don't know how to work with the interpreter. I'm hoping to bring some light to some of the issues we are constantly running into in the field.

- Raising awareness on the different resources we have not only to protect ourselves from the physical dangers or exposures, but how to help protect our own mental health.
- Learning coping mechanisms to better deal with difficult situations, therefore protecting our mental health.
- How to work more effectively in the field while advocating for our own wellbeing.

47) Yvonne Simpson

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Pearls of Interpreting: Additional Training for Providers and Interpreters

Providers often have limited access to training related to working with interpreters. This can lead to communication practices that are ineffective or potentially harmful to the providers' relationships with their patients. In this session, we will look at Harborview Medical Center's (Seattle, WA) initiative to enhance providers' and interpreters' practice. The goal of this web-based video project, created in conjunction with EthnoMed.org, is to give additional guidance, especially for "gray" areas of patient care that may not be directly addressed in standard interpreter training. Each video series focuses on a specific topic (e.g. pre-session, sight translation, cultural brokering) and includes fictionalized interpreting encounters showing ineffective and effective communication practices. After each vignette, the participants discuss what went well and what didn't go well, in addition to lessons or "pearls" that can be learned from each scenario.

- Find/Create new options for continuing education
- Learn from case studies and observational analysis
- Consider important aspects of interpreting that are not specifically linguistic

48) Maria Baker

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State of Language Access Laws **IMIA CEUs**

As interpreters, and sometimes as advocates, we are instrumental in assisting patients and healthcare providers, in compliance with the law. Do we know which laws apply to us and regulate our practice? Do we know what our patients' rights and legal resources are? What can we do if non-discrimination laws are violated? Especially now, when minorities face adversity

and laws are changing, it is essential for us to be informed. This presentation will cover current language access laws and regulations, list resources to stay informed, and propose courses of action for interpreters.

- Learn current language access laws.
- Identify sources of information to stay updated on legal changes.
- Become aware of possible paths of action to help uphold the law.

49) Nina Scott

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Get Accredited!

CMIE accreditation enhances the quality, recognition, and competitiveness of your medical interpreter training program. As its name suggests, the IMIA's Commission for Medical Interpreter Education sets standards for medical interpreter education facilitates an accreditation process. CMIE's mission is to promote the standardization of medical interpreting education entities and enhance the quality of medical interpreting education. If you are an interpreter trainer, come find out how you can advance medical interpreter education. Stand out from the crowd. Get certified.

- Define what is accreditation and its role in the professionalization of medical interpreters.
- Become familiar with the medical interpreter education standards and the CMIE accreditation process.
- Promote the mission of CMIE by inviting those interested to apply for accreditation and/or become CMIE commissioners.

50) Carlos Martinez-Morales

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National Certification: The next chapter for the National Board (NBCMI)

As professional certification becomes an important factor in the health care industry, employers are looking at certification as a way to assess whether an individual possesses the skills and knowledge required for successful performance of the role of the medical interpreter, especially since outcomes and patient safety and satisfaction are the driving force. The National Board of Certification for Medical Interpreters, a pioneer in national certification in its field, offers the highly recognized and respected CMI credential for professional medical interpreters. As more and more interpreters take this important step towards professionalism, a new standard is being set and recognized by employers and health care systems throughout the nation, elevating the standards and recognition for the medical interpreting profession. Get certified and make an impact!

- Learn about the history and mission of the National Board for Certification of Medical Interpreters (National Board), and the development of the CMI Credential.


- Have a clear understanding of the importance of National Certification, and how to successfully navigate the program to achieve the CMI credential.
- Learn about how the National Board is addressing changes in the industry and setting the stage to continue to drive change: Introduction the new Job Task Analysis project.

51) Sean Normansell SUN C3 (Legends Room VII)

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Intervene, Interrupt or Interpret - it is up to YOU  

Facing a language barrier, it is of vital importance to ensure transparent communication between provider and LEP. This activity will explore the risks of Ad-Hoc interpretation vs. the benefits gained by a qualified (certified) medical interpreter. Attendees will discuss best practices on controlling the flow of conversation when facing such obstacles as: the interloping bilingual relative, the self-assured/declared "fluent" bilingual provider, the family member filter effect, and the provider who "just gets by" with limited command of the target language. Additionally, this workshop will equip attendees with resources and information on patient advocacy when such disparate situations arise due to a lack of use of a qualified medical interpreter. Where to go? To whom to refer the patient if they wish to file a complaint? What entities exist to support this cause and assist in the correction of these dangerous issues?

- What to do when faced with such a situation and remain true to the code of ethics
- How to properly control the flow of conversation when such an obstacle presents
- How to properly advocate for the LEP patient while remaining within one's role

52) Emily Dalerta SUN C4 (Champions Room I & II)

emilydalerta@gmail.com

(786) 340-9404

The Religious Side of Medical Interpreting  

This workshop will examine the role of religious and spiritual services in the medical setting in the U.S., the existing regulations regarding these services and in what contexts they are found as well as the responsibility of medical interpreters for this terminology and tips on being prepared for this type of session.

- Examine the role of religious and spiritual services in the medical setting
- Review and discuss norms and application of religious services in the medical setting
- Discuss considerations/tools/tricks to use in religious interpreting sessions

Workshop CEU Tracking

How it works:

Download and install any QR code reading application onto your smartphone.

Plenty of QR scanning applications are available on both iOS and Android platforms, for free.

Android: <https://play.google.com/store/apps/details?id=com.google.android.apps.unveil>

iOS: <https://itunes.apple.com/us/app/quick-scan-qr-code-reader/id483336864?mt=8> < --- one example

****Scan the QR code with your phone to sign **IN and OUT** to the workshop of your choice. ****

Fill out the form on your phone or tablet, -hit the SUBMIT button



QR

Fill out the form on your phone or tablet, and hit the SUBMIT button



Don't forget to scan the QR code with your phone again, to sign OUT of the workshop

Onsite Hospital Tours - Thursday, June 1st

University of Texas MD Anderson Cancer Center

1515 Holcombe Blvd., Houston, TX 77030

Tours will take place at 10am, 1pm, 3pm - Limit 8 attendees per tour.



Every day, people like you choose MD Anderson for cancer treatment. But it's more than our decades of experience, top national rankings and leadership in cancer prevention that set us apart. It goes beyond our groundbreaking research and innovative clinical care that provide new therapies years before they become standard in the community. It's because we put all of our focus on you.

MD Anderson is located in the heart of the Texas Medical Center, just minutes from downtown Houston. What began in 1941 on the grounds of a Houston estate has grown to more than a dozen buildings dedicated to world-class patient care and research.

Getting there:

- About 6.7 Miles from Conference venue
- By car pool
- By public transportation: www.ridemetro.org

Houston Methodist Hospital

6565 Fannin Gb240, Houston, TX 77030

Tour will take place at 9:30am - Limit 08 attendees.



Houston Methodist Hospital, the flagship hospital of Houston Methodist, is located in the Texas Medical Center. For more than 90 years, Houston Methodist Hospital has served the Houston community and the world with the highest quality patient care in a spiritual environment. Affiliated with the Texas Conference of the United Methodist Church, Houston Methodist continues its longstanding commitment to improving the community's health and well-being.

From its humble beginnings as a 30-bed hospital, Houston Methodist has evolved into one of the nation's largest private nonprofit hospitals, an academic teaching hospital and a center for cutting-edge medical research. The hospital has 824 operating beds and more than 6,100 employees as well as nearly 400,000 emergency room and outpatient visits, and admissions each year.

Houston Methodist's reputation for excellence in patient care and its commitment to improving patient outcomes represent a significant motivation in the development of **six multidisciplinary centers of excellence**.

Getting there:

- About 6.0 Miles from Conference venue
- By car pool
- By public transportation: www.ridemetro.org

Texas Children's Hospital

6621 Fannin St, Houston, TX 77030

Tour will take place at TBD - Limit 11 attendees.



Texas Children's Hospital, located in Houston, Texas, is a not-for-profit organization whose mission is to create a healthier future for children and women throughout our global community by leading in patient care, education and research. We are proud to be consistently ranked among the top children's hospitals in the nation.

For more than 55 years, Texas Children's Hospital has been providing health and hope to children and their families

Texas Children's West Tower is home to most of our outpatient (overnight) care areas, including the Heart Center, Cancer and Hematology Centers, Newborn Center (NICU) and Surgery.

Getting there:

- About 6.2 Miles from Conference venue
- By car pool
- By public transportation: www.ridemetro.org

The Recipient of 2017 IMIA Interpreter of the Year Award
Eleazar Jimenez.

Eleazar Jimenez is a Certified Medical Interpreter (NBCMI) as well as a Certified Electronic Technician (F.I.T). Of Mexican descent and having grown up in California, he witnessed firsthand the injustice shown to immigrant field workers, such as himself and his father. He has lived in Nashville, TN for the past fifteen years and has spent most of that time working in sales management. During that time, however, he began volunteering for lawyers who offered their services “pro- bono”, helping those in the Hispanic community who could not afford to pay. He also volunteered to assist those filing with immigration and interpreted for friends and family. He has taken legal and medical interpretation courses with TFLI, TAPIT, and IMIA and has worked as an interpreter for the past five years. He continues to strive to improve his interpreting skills so that he may make a difference by bridging gaps in communication and giving patients with limited English proficiency a voice.

The Recipient of 2017 IMIA Distinction in Education Award
Thais Miller



Thais Miller was born in Porto Alegre, Brazil. In 1989, she completed her post graduate education in School Administration at the Associação Santanense pro Ensino Superior Teacher’s College in Livramento, Rio Grande do Sul, Brazil after earning her BA in Education at the same university in 1986. Thais has 19 years of experience working in the capacities of project management, education and administration in Brazil and Uruguay, South America. In 2002, she was appointed to Secretary of Education by the Mayor of Santana do Livramento. She oversaw the hiring and training of teachers, managed the budgets and coordinated the allocation of resources to ninety-six schools in the city. Thais speaks fluent English, Spanish and Portuguese and is a nationally Certified Medical Interpreter (CMI-Spanish) and member of the Tennessee Association of Professional Interpreters and Translators (TAPIT). She has worked for 9 years at Vanderbilt Interpreter Services, most recently as Supervisor of Interpreter Services. Also, she has worked as a Portuguese Language Instructor at the TN Foreign Language Institute.

**The Recipient of 2017 IMIA Provider Excellence Award
Memorial Hermann Hospital – Texas Medical Center
Interpreter Services Department**



Committed to providing the highest quality of care, Interpreter Services at Memorial Hermann-Texas Medical Center (TMC) is dedicated to providing accurate and complete interpretation services in all languages, including American Sign Language, for Limited English Proficiency (LEP) patients and their families at no cost. The Interpreter Services department works in tandem with patients, family members, physicians and caregivers, and is an ambassador for customer service.

In 2012, The National Board of Certification for Medical Interpreters (CMI) recognized Memorial Hermann-TMC as the first hospital in Texas and the first in the United States to have all nationally-certified medical interpreter staff. It also recognized the determination, vision and support of hospital leadership to help ensure LEP patient safety by promoting the professional advancement of medical interpreters. To achieve the prestigious CMI status, medical interpreters undergo a rigorous exam to make sure they have met the national standards. Memorial Hermann-TMC values the role of its interpreters and encourages all members of its Interpreter Services team to become certified and renew that certification. In addition, the Campus offers interpreters continuing education opportunities, covering expenses and granting education days for conferences, webinars and workshops.

Members of the Memorial Hermann-TMC Interpreter Services team also serve in additional roles that often unnoticed. They are mentors, educators, promoters and advocates. They are members of the International Medical Interpreter Association (IMIA) and other professional associations, such as the American Translators Association (ATA) and the Houston Interpreters and Translators Association (HITA). Many are active volunteers in their communities, at their places of worship and in other non-profit groups, bringing skills to the team that enrich it in many ways.

Interpreter Services currently provides language assistance 24/7. Not only does the department handle all interpretations for the Memorial Hermann-TMC Campus, but it also oversees all translations, including medical records, webinars, informed consents and a wide variety of patient education material.

As one of only two certified Level I trauma centers in the Greater Houston area, Memorial Hermann-TMC provides 24/7 emergency and trauma care in addition to serving as the primary teaching hospital for McGovern Medical School at The University of Texas Health Science Center at Houston (UTHealth). The hospital is renowned for providing leading-edge care in trauma, heart, neuroscience, orthopedics, women's health, general surgery and transplant services.

The Recipient of 2017 IMIA Raquel Cashman Language Access Award Bruce T. Downing



Bruce Downing, now an emeritus professor at the University of Minnesota, became a language access proponent somewhat late in his career. After earning his Ph.D. at Texas and teaching at USC, he came to Minnesota in 1974 as chair of Linguistics. In 1980 he organized the Southeast Asian Refugee Studies Project, researching language issues in the Hmong community. Soon after, as Associate Director of the Refugee Mental Health Technical Assistance Center (1985-89), his research led him to become a promoter of professionally interpreted bilingual services. His report *Professional Training for Community Interpreters* (1991) surveyed early training efforts in the U.S. and beyond. That same year he organized Minnesota's innovative certificate program in community interpreting. Dr. Downing is a charter member of the National Council on Interpreting in Health Care and a co-author of many of its publications. He has been a consultant to the Minnesota Supreme Court, Hablamos Juntos, and CUNY, and served on the panel that wrote the original *ASTM Standard Guide for Language Interpretation Services* (2001). He has been a presenter at national and international conferences and has published on linguistics, translation and interpreting. In retirement, he remains an advocate for language access--and a fan of interpreters.

The Recipient of 2017 IMIA Lighthouse Leadership Award
Kazumi Takesako



Kazumi Takesako, PhD, Professor at Fujita Health University teaching Japan's first Master course of medical interpreting with an aim to educate professionals ready for language access management. She holds a master's degree in interpreting education, is fluent in English, Spanish, and Japanese. She has been the IMIA's Board of Directors and now serves as the Interim Secretary of the Executive Committee as well as the Japan Chapter Chair. She is a Certified Surveyor by Japan Medical Education Foundation, JMIP. She chairs the Committee "Remote Medical Interpreting" at the Japan Tele-medicine and Tele-Care Association. She is determined to advance the profession across Asia and beyond with **ADVOCACY** and **EDUCATION** of stakeholders in mind.

For that purpose, she organized the IMIA Asia Symposium in 2014 and International Symposium in 2015.

INSTRUCTOR BIOS.

Agustin de la Mora

de la Mora Training
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Phone: (407) 677-4155

Agustín Servin de la Mora is the President of the Florida Institute of Interpretation and Translation. He was born and raised in Mexico City, Mexico, and has been a professional interpreter for over 25 years, both as a freelance and staff interpreter. Mr. de la Mora was the Lead Interpreter for the Ninth Judicial Circuit for over a decade, was a member of the Florida Court Interpreter Certification Board and a voting member of the Technical Committee of the Consortium for Language Access to the Courts.

Aleksandra Sas, M.A.

TransPerfect
asas@transperfect.com Phone: (646) 241-6062

Aleksandra Sas has been as Program Manager responsible for quality and interpreter development for the department of Enterprise Interpretation at TransPerfect since 2016. Previously, for over 6 years she oversaw language services at CLAS, Center for Culturally and Linguistically Appropriate Services at New York City Health + Hospitals Corporation, the largest healthcare system in the country. She presented at the IMIA conference in 2009 on challenges with managing language diversity in New York. Aleksandra has a Master's Degree in English Philology from Adam Mickiewicz University in Poznan, Poland, and a graduate degree in interpretation from the same university.

Amani Zaki

Children's Hospital Los Angeles
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Amani Zaki, BA. CHITM, was born and raised in Egypt, currently living in Los Angeles, California. She attended the Alexandria University in Egypt where she earned her Bachelor's degree in English Literature in 2008. She worked as a Senior Interpreter for four and half years, before starting a full-time position as a Healthcare Language and Cultural Specialist at Children's Hospital Los Angeles in 2014. She earned her credentials through CCHI as a Certified Healthcare Interpreter. Amani is currently the CA-state Chapter Chair for the International Medical Interpreters Association (IMIA).

Anarella Cellitti

University of Arkansas at Little Rock
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Dr. Cellitti is an Associate Professor at the University of Arkansas at Little Rock. She has completed a Master of Education in early childhood, a Ph.D. in early childhood education and a Masters of Arts in psychology with emphasis in childhood trauma. As an interpreter, she has work primarily with the Latino Community to facilitate language access in the medical field as well as school settings.

Anna Enright

anna_enright3@yahoo.com
Phone: (309) 206-7772

A professional with 10 + year experience in the linguistic field. Since 2000 when I got my BA in English and French at Omsk State Pedagogical University, in Russia I have been in the linguistic field in different capacities. Trainer, coach, interpreter, translator, etc. In 2003 I was introduced to the medical interpretation and I found it very interesting and valuable. After moving to the US in 2012 and got into the medical field full-time, I enjoy every day of my life, accomplishing a major mission in life, helping patients in crucial life situations and need my skills the most.

Anndee Rae Fleming

Stratus Video

Anndee Rae Fleming, CI and CT is the Director of Training and Development at Stratus Video. With over ten years of experience in both the Video Relay Service (VRS) and Video Remote Interpreting (VRI) arenas, she brings unique insight to the field of video interpreting. Fleming has presented to several groups including the Federal Communications Commission in Washington, D.C. in 2011 and IMIA in 2016. Recent activities include establishment of a training curriculum for an international interpreting audience and development of a quality monitoring program.

Apart from the above, Anndee Rae enjoys art, exploring the Colorado wilderness, tackling DIY projects, and most importantly, spending time with her family.

Beverly Treumann, CHI, CMI
Health Care Interpreter Network
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In her position with HCIN, Ms. Treumann writes for learn.hcin.org about protocols for remote interpreting; coordinates and documents training, testing, and continuing education for interpreters; and assists with conferences and meetings that benefit interpreters and language access programs at HCIN's member healthcare systems. Prior to 2008, she was a medical interpreter for ten years and a trainer of a 40-hour course on healthcare interpreting for four years. As CHIA's President from 2001 to 2005, she worked to support the completion, publication and dissemination of the CHIA Standards. She served on the Board again from 2011 to 2016.

Carla Fogaren
System Director of Diversity and Interpreters
Steward Health Care
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Carla Fogaren has served as System Director of Diversity Initiatives, Interpreter Services and ADA/Section 1557 Coordinator for Steward Health Care for over 22 years. A registered nurse since 1988, Carla oversees the implementation of best practices across the Steward system including maximizing interpreter efficiency through reduced usage of on-call, agency, and off-site telephonic and video interpretation. Carla's experience as a trained medical interpreter and certified medical interpreter trainer, certified ADA Coordinator combined with her experience as a multilingual provider, afford her an interdisciplinary awareness of health care priorities essential for forging a group consensus in diverse settings.

Carlos Martinez-Morales
carlos.martinez-morales@imail.org

Carlos Martinez-Morales is the Language Services Manager for Intermountain Healthcare, where he was worked since 2010, and has over 15 years of experience with Interpretation in the Law enforcement and medical settings. Carlos has a degree in Biology from the University of Utah, and is a Certified Medical Interpreter (CMI-Spanish). Carlos is a member of the Utah Translators and Interpreters Association (UTIA) and the International Medical

Interpreters Association (IMIA). Carlos is also a Bridging the Gap instructor. At Intermountain Healthcare, Carlos participates in the Diversity Council, the BioEthics Committee, the Strategic Patient Education Team, and the Corporate Patient Communications and Language Services Council. He is passionate about ensuring everyone has equal access to healthcare in a culturally competent manner.

Cesar Palacio
Director, Language Assistance
UT MD Anderson Cancer Center
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Cesar Palacio, current Director of the Language Assistance department at MD Anderson Cancer Center in Houston, Texas, where he strives to ensure demand for language services is satisfied in an efficient, cost-effective, and high quality manner, while maintaining compliance with regulations. In a career that spans over twenty-five years, Cesar has worked as a translator and interpreter in the medical and technical fields. He has managed translation and interpretation agencies, and has been involved in business consulting, and in the management of businesses outside the language services industry.

Cynthia Peinado
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Cynthia Peinado's healthcare career began more than 25 years ago after enrolling as a community volunteer in a Moon City, TX public health clinic. She then worked in nursing serving NICU, Pediatrics, ICU, ER, and Mental Health patients. Her mission for integrating provider services and patient care quality has led her to other roles within Risk Management, Patient Advocacy, Provider & Staff Training and Development. Ms. Peinado now works as a telephonic, video and onsite interpreter at Vanderbilt University Medical Center. She also provides training and consultation services for health care providers.

Danilo Formolo, MBA
Director, Language Services
Carolinas HealthCare System
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Danilo Formolo is the Language Services Director for Carolinas HealthCare System (CHS) and has been working with the organization since 2004, with 15 years of delivering training programs to audiences. Danilo is responsible for structuring and growing Language Services as a system-wide service line and powerhouse. Danilo earned Bachelor's Degrees in Management and International Business from UNC Charlotte, plus an MBA from Strayer University. He serves on the Interpreter Education Advisory Board for a local college and is a past board member of the Charlotte Chamber Young Professionals, in addition to serving on several other boards and councils.

David Loaiza-Funk, MHS, CLSSBB, CMI/CHI

University Medical Center of Southern Nevada
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David Loaiza-Funk works as a manager of Cultural and Linguistic Services for University Medical Center of Southern Nevada, Trauma Level 1 Hospital. He also serves on the board of directors as a Diversity and Inclusion Officer for the Nevada Chapter of the American College of Healthcare Executives (ACHE) and as a President of the Nevada Caucus for the National Forum for Latino Healthcare Executives (NFLHE). David holds a Master of Science in Management from Western Carolina University as well as certifications for quality improvement (LSSBB) and medical/healthcare interpreting (CMI/CHI-Spanish), and he is currently completing his Fellowship through ACHE. David recently received the 2016 NFLHE LEADERSHIP AWARD from the National Forum for Latino Healthcare Executives.

Diane Mouradian

Children's Behavioral Health
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Ms. Mouradian is a seasoned human-services professional with 25 years of experience in the public and private sector, working with Monterey County Health Department/Children's Behavioral Health, Stratus Video, Language Line Solutions, Community Hospital of the Monterey Peninsula and YWCA of Monterey County. Combining her experience as an interpreter, a Master's Degree in Psychology, a coaching certification from the Hudson Institute and bilingual, clinical work in the areas of addiction, domestic violence and childhood trauma as well as extensive background in personnel management of thousands of interpreters

worldwide, Ms. Mouradian is in a unique position to address vicarious trauma.

Elena Polonsky

Interpreter Education Online
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Elena Polonsky is a Marketing Director of Interpreter Education Online, a translator with M.A. in Linguistics and Cross-Cultural Communication, and an IEO-trained medical and legal interpreter. Coming from a multilingual and multicultural family, she is a passionate advocate for language access and high-quality professional education for linguists. As a lifetime learner, she has significant experience both with onsite and online education, and has benefited in different ways from each mode.

Elissa Feldman

Program Manager
TransPerfect
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Elissa Feldman has been a Program Manager overseeing high level Enterprise Interpretation accounts since 2014. She has focused on the creation of unique workflows that align with specific client processes, creative solutions to streamline encounter scheduling and the successful onboarding of new clients with interpretation needs. She has administered the implementation of leading healthcare and mental health facilities in the Northeast region, as well as handled their continued strategic management. Elissa holds a Bachelor's degree from The George Washington University for Psychology.

Emily Dalerta, CMI

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Emily Dalerta is a Spanish medical interpreter and translator based in South Florida. She has performed a wide variety of language work including translation, interpreting, editing, ESL and Spanish language teaching for over 10 years. In 2013 she became a National Board Certified Medical Interpreter (CMI)-Spanish. She currently serves as the Vice-Chair of the IMIA Events Committee and the IMIA Florida State Chapter Chair. She is an active member of the IMIA and the Association of Translators and Interpreters of Florida (ATIF).

Eric Candle

ECdata, Inc.
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Eric is the President of ECdata, Inc., a NY-based interpreter training and language access consulting company, and is the IMIA U.S./International Coordinator and NY State Chapter Chair.

He is a qualified medical interpreter, a credentialed translator, and a licensed Community & Legal Interpreter trainer.

Eric is a lecturer at Hunter College and SUNY; He has delivered numerous presentations all over the world on professionalization of Medical Interpreting, National Certification and new modalities in delivering language services.

He holds a MS degree in Computer Translation, and an advanced Certificate "Leading Strategic Growth". His graduation work was in English, German and Russian languages.

Ernesto Meli

eam1022@icloud.com Phone: (585) 303-3210

In 2011 I started interpreting in the medical field for Italian patient; Italian is my mother tongue. In 2013 I started interpreting in Spanish.

October 2013: MCC of Rochester, 48-hour course on Medical Interpreting.

March 2014: passed the IMIA written exam for medical interpreters.

May 2014: MCC of Rochester, 32 hours course on Legal Interpreting.

In June 2015, I attended a 14 hours course on simultaneous interpreting with Cross-Cultural Communication of Columbia, MD.

I am working in the mental illness and medical field, sometime in Schools and local Courts.

Fabio Torres

Sr. Education & Recruitment Manager
Translation & Interpretation Network
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Fabio Torres is the Sr. Education Manager for the TIN a social enterprise of CCFW. Fabio is an experienced language teacher and interpreter trainer. He received his BA in 1996 and MA 2000. Fabio is a certified medical interpreter and cross-cultural trainer. Fabio has worked as a professional interpreter in various capacities since 1989. Fabio

has been responsible for recruiting, screening, and supervising hundreds of interpreters. Fabio developed, implemented, and taught interpreter training and CEUs. Fabio has been able to work at different levels within the interpreting industry across the United States from advocacy to creation of interpreter legislature.

Fabiola Barrera

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Fabiola Barrera is a Lead Medical interpreter & QBS/CCLA Program Coordinator at Cincinnati Children's Hospital. She completed graduate courses for a Master's degree in English as a Second Language at the University of Puerto Rico, Mayaguez Campus. In 2012, she obtained her Legal certification from the State of Ohio Supreme Court. Three years ago, she obtained her CCHI certification. Currently, she is pursuing a Masters in Health Administration.

Felicity Ratway, MA, CMI

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Felicity Ratway works for the Wallace Medical Concern, a federally qualified health center in Portland, OR, where she interprets for patients and providers, translates documents, and manages the organization's language access program. She received a Master's degree in Interpreting and Translation Studies from Wake Forest University in Winston-Salem, NC. She holds a national certification as a medical interpreter through NBCMI and state interpreter qualification through the Oregon Health Authority.

Gloria Rivera, Dr.

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Dr. Gloria M. Rivera, CMI, CHI is an English/Spanish certified medical interpreter, conference interpreter, and translator. She is a physician/surgeon who obtained her degree from Universidad San Martin de Porres (Lima, Peru). She holds a Professional Certificate of Translation and Interpretation from UCSD Extension and taught for said Professional Certificate.

Dr. Rivera is Core Faculty of the National Center for Interpretation (University of Arizona). She is also the owner of Blue Urpi, a company focused on providing medically accurate training for certified and aspiring medical interpreters.

Grace Eagan

Access Alliance Multicultural Health and Comm Svcs
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Grace Eagan is the Manager, Business Development - Language Services at Access Alliance Multicultural Health and Community Services. She joined Access Alliance in 2014, moving from University Health Network, where she held various positions over six years in Interpretation and Translation Services, including staff interpreter, Clinical Educator, Project Coordinator, and Acting Manager. Grace served on the Board of Directors of Healthcare Interpretation Network, and is currently on the Board of the Ontario Council on Community Interpreting (OCCI). Research interests include obtaining informed consent across language barriers, interpreting pain expressions from Italian to English, and leveraging technology in language support.

Hans Wynholds

Chairman
ServiceHub Corporation
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Hans Wynholds is a founder of ServiceHub Corporation. He works with health care organizations to help them implement technology for improving efficiency and patient care.

Iliana Sutton

CEO, Aha! Interpreting Solutions LLC
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Phone: (479) 301-4902

Ms. Sutton's career as language coordinator at Washington Regional Medical Center began in the summer of 1996. She designed, developed and implemented Washington Regional's Language Access Policies. She has been featured in the Physician's Journal. As an exemplary community volunteer, she was awarded the Wal-Mart 2010 Heroes de Corazon award. She presently serves as an Executive Board Member and as the Arkansas State Chapter Chair for the IMIA. She is the CEO and owner of Aha! Interpreting Solutions, an interpreter training and service provider for Northwest Arkansas.

Ira SenGupta, MA

Cross Cultural Health Care Program
iras@xculture.org Phone: (206) 909-3523

Ira SenGupta is the Executive Director of the Cross Cultural Health Care Program (CCHCP). Recognized as an inspirational speaker, she is focused on patient centered care, patient safety and career development for Medical Interpreters. She brings a wealth of applicable tool and an energetic style to her presentations. An experienced medical interpreter in three languages she is a co-author and trainer of CCHCP's Bridging the Gap (BTG), Medical Interpreter training and of the Connecting to Care: Patient Guide training program. She is a past IMIA board member and co-founder of the IMIA Leadership Academy.

Izabel Souza, Dr.

izabeletdvs@gmail.com Phone: (305) 781-2427

Dr. Souza works as an interpreter (Conference, Legal & Medical) and interpreter educator (Boston University, Cambridge College, Osaka University). Dr. Souza published articles on topics related to interpreting competencies, reimbursement, intercultural mediation, and language access. Dr. Souza served as president and executive director of the International Medical Interpreters Association (IMIA) and served as Secretary General for the International Federation of Translators, and works as FIT liaison to ISO in the development of standards related to interpretation and translation. Her latest publication is the book titled Intercultural Mediation in Healthcare. Dr. Souza provides educational, interpreting, and consulting services at www.drsouza.org.

Juan Reyes-Alonso, CMI

System Manager of Interpreter Services
University of North Carolina Health Care
juan.reyes-alonso@unchealth.unc.edu
Phone: (919) 951-8742

Juan Reyes-Alonso is Services Manager of Interpreter Services at UNC Health Care System. He has worked at UNCH for the past 15 years, including his previous position as lead interpreter. Juan is certified by CMI as a Spanish interpreter. He earned his Bachelor's degree in Biology and his Master's degree in International Relations and Affairs.

Kamilah Torres, RMA, CMI

kamilahtc@gmail.com Phone: (256) 289-4306

Kamilah Torres is Registered Medical Assistant and CMI who is currently working as a VRI and as a contractor on-site for local hospitals and clinics. She has worked in healthcare since 1995 and trained to become a Medical Assistant and Phlebotomist in 1997. She has filled many roles as an allied health professional and has had the privilege to work in many specialties and environments which prepared her well for her role as Medical Interpreter. As a bilingual staff member, part of her responsibilities always included assisting providers and office staff with Spanish-speaking patients and their families.

Karla Pereira, Pediatrician, MHA, MBA, CMI

Phone: (336) 408-4391

Karla is a Licensed Pediatrician from Nicaragua, enhancing her portfolio by earning a dual Master's degree in Health and Business Administration and the CMI credential. She was the first full time interpreter hired on site of Triad Region FMC-Novant, N.C. 1997. Active patient advocate and language service assistance promoter. Her medical background has certainly made her excel in her job as an interpreter and bring invaluable expertise to IMIA since 2005; serving as IMIA NC Chapter Chair. Recipient of the 2009 IMIA Medical Interpreter of the Year Award; 2012 Hanesbrands Leadership Award.

Kathleen McKenna

Senior Project Manager - Enterprise Interpretation
TransPerfect

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Phone (212) 400- 8840 x1476

Kathleen McKenna has been leading the Enterprise Interpretation team at TransPerfect since 2016, overseeing the entire interpretation project cycle across the team from recruitment to appointment management, for high profile healthcare accounts in NY, MA and VA. Through streamlined technology and a focus on the strategic selection of the right interpreter per type of assignment and client, she provides efficient and high quality service to all stakeholders. Previously, Kathleen worked as member of the Medical Benefits team. Kathleen holds a Bachelor's degree in History and Human Rights from Trinity College.

Kathryn Jackson

VP of Language Operations

Stratus Video

kjackson@stratusvideo.com

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Kathryn Jackson is an accomplished interpreter with over 25 years in the profession she calls "the greatest job in the world!" She is a member of the Registry of Interpreters for the Deaf and the International Medical Interpreters Organization. She has been selected to interpret for Presidents and Heads of State among other notable dignitaries. Her education began at the Ohio State University where she discovered the Deaf Community and the need for quality interpreters. She continued her interpretation education at Gallaudet University and the Rochester Institute of Technology and continues to be a voracious student of the interpreting profession.

Liz Essary, CHI™, MCI

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Liz Essary is an interpreter trainer and has 15 years experience interpreting. She has developed and taught language-neutral workshops for skills building, ethical decision-making, and exam preparation. From 2012 to 2015, she was the Supervisor of the Language Services Department for the Indiana University Health Academic Health Center in Indianapolis. Liz holds a B.A. in Spanish, and a Master of Conference Interpreting from the Glendon College School of Translation at York University in Toronto. She currently works as Spanish Conference Interpreter & Quality Assurance Supervisor at LTC Language Solutions in Indianapolis.

Lorena Castillo, VRI Training Specialist

Stratus Video

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Lorena Z Castillo, CMI/CHI. She has been professionally interpreting in the community as a Trilingual (ASL, Spanish, English) since 2001. Her focus is Medical Interpreting for the deaf Latino community. Professional training and development includes an American Sign Language Medical Interpreting Immersion and American Sign Language Medical Interpreting Fellowship from St. Katherine University (CATIE Center). She also holds a Medical Interpreter Certificate and a Medical Terminology Certificate. Aside from her work as a community interpreter, her experience includes Video Remote

Interpreting at Stratus Video Communications & Video Relay Interpreting at ZVRS.

Lourdes Vieira

Interpreter and English Teacher
Uninove
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Lourdes is an interpreter and translator. She also has over 17 years of experience in Teaching English as a Foreign Language, coordinating schools and groups. She has an ongoing research project on the competence of medical interpreters versus ad hoc interpreters. She is a member of the Community Interpreting Group at UNINOVE and participated in the XII National Translators Meeting (ENTRAD) which is promoted by ABRAPT (National Association of Translation Researchers). She participated in the event Jornada da Tradução UNINOVE, an event about translation and interpreting. She is the author of the blog GO FIGURE! and LivEnglish Immersion program.

Margarita Calvo Armijo, PhD

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Dr. Calvo-Armijo earned a Master's degree in Translation and Interpretation and a Ph.D. in Translation and Intercultural Communication from the University of Valladolid, Spain. She also completed the Postgraduate Certificate in Education in Modern Foreign Languages at the University of Cambridge and taught languages until she moved to the USA pursuing her career as a medical translator and interpreter. She is certified by the NBCMI and she currently works as a Language Center Manager in Houston, Texas. Her main research interests focus on the varieties of the Spanish language and their impact in the translation of medical texts.

Marge Curtis

Executive Director of Interpreter Training
ALTA Language Services
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Marge Curtis is a born and raised Midwesterner who moved to Atlanta 5+ years ago from Michigan. Marge's educational background in sociology/anthropology fostered her passion for working with diverse people, language and culture. Prior to her role at ALTA, Marge served for 3 years at Culture Connect, a non-profit that focused on interpretation and interpreter training. There, she developed a holistic knowledge of what it means to

provide meaningful language access. In February of 2016, Culture Connect's Interpreter Training Program was acquired by ALTA Language Services, which is where Marge now calls home.

Maria Baker, MA, CMI

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Maria Baker is a language instructor, medical interpreter, and translator. She obtained her B.A. in TESOL in Santa Fe, Argentina, and her M.A in Spanish and TESOL from West Virginia University. She has several years of experience as a translator, and became an interpreter 4 years ago. While working as a staff interpreter, she mentored and oriented other interpreters through workshops about the interpreting profession. She is currently a freelance medical interpreter and translator, and a member of the IMIA Education Committee.

Maria Belen Ochoa, CMI

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Maria Belen Ochoa, born and raised in Quito-Ecuador, immigrated to the United States in 1999. She started her career as a Medical Interpreter at East Tennessee Children's Hospital in Knoxville and she became a CMI by the National Board in 2012. Since then, she has been working as a freelance Medical Interpreter for different agencies and hospitals in East Tennessee; in 2013 she joined Stratus VRI adding another layer of experience. Maria is the founder of Diversity Interpreters and Translators; the company provides Spanish Interpretation and Translation services for medical, legal and business settings.

Mayeluz Navarro, CMI and Trainer

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Mayeluz Navarro is a National Board Certified Spanish Medical Interpreter who is passionate about languages, culture and education. She is currently a Video Remote Interpreter (VRI) Training Specialist for Stratus Video. She is also a member of the American Translator Association (ATA) and the International Medical Interpreters Association (IMIA). She holds a B.A. in International Relations and Spanish from Tufts University, and a Certificate in Translation and Interpretation and a Master's in Foreign Language Education, both from Florida International University. Her workshops have

successfully prepared interpreters for the National Board Certification for Medical Interpreters Exam.

Mohamad Anwar

Language Access Consulting & Training, L.L.C.
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Phone: (651) 210-7455

Mohamad Anwar earned a Master's degree in science (1995), CHI credentials (2011), certificate of Management Fundamentals in Health Care Organizations from the University of Minnesota (2012), and a TRIN college degree from Century College (2014). He taught graduate classes, held different managerial positions in the medical interpreting field, and authored interpreters' training materials. Mohamad is a member of the Board of Directors, a Commissioner of the CMIE, and a Mentor of the Certified Interpreters & Arabic Divisions of the IMIA. Mohamad is the director of Language Access Consulting & Training L.L.C. that provides healthcare consulting and training services.

Nina Scott

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Nina Scott, MSHS, CMI-Spanish.

Manager of Interpreter Services at Dana-Farber Cancer Institute. Nina is also an instructor at Boston University's Interpreter Program, serves as Vice President on the Board of FOCIS (the Forum on the Coordination of Interpreter Services) and as a Commissioner for the IMIA's Commission for Medical Interpreter Education. Previously, Nina worked as a Medical Interpreter at Shriners Hospital for Children and as Manager of Interpreter Services at Mclean Hospital. Nina holds a BA in International Cultures and Economics from Bentley College and an MS in Human Services from UMass Boston.

Ricardo Diaz-Canedo, MD. CMI

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Dr. Diaz-Canedo graduated from the University of California, San Diego obtaining a Bachelor's Degree in Biology. He worked as staff medical interpreter for U.C. San Diego Medical Center, while pursuing his education. He obtained his Medical Doctorate Degree from the University of California Irvine, School of Medicine. Dr. Diaz-Canedo is co-author and medical editor of Language Line University's textbook Advanced Medical Training Manual, and has worked as a Subject Matter Expert to write and

develop many aspects of the National Board of Medical Interpreters Certification Examination.

Ricardo Andres Torres, CMI

Manager, Language Access Services
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Originally from Colombia, Ricardo Andres Torres moved to Miami to earn a degree at FIU. After finding his passion for interpreting, he moved to Cincinnati, Ohio where he worked as a full-time medical and legal interpreter before beginning his management career with a local language service provider. Currently, in his role as a manager at Cincinnati Children's Hospital Medical Center, he works to find innovative solutions to meet the increasing demands for language services. A Certified Medical Interpreter, he is also certified for legal interpreting by the Supreme Court of Ohio. He is happily married and has three small children.

Roksolana Povoroznyuk, PhD

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Roksolana Povoroznyuk, PhD, Assistant Professor teaches the Simultaneous and Consecutive Interpreting, Introduction into the Translation Studies at the Kyiv National University, Ukraine. Her research focuses on the specifics of medical translation.

Sayoko Tanaka

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Sayoko Tanaka is currently pursuing graduate degree in medical interpreting course at Fujita Health University, Japan. Sayoko received M.B.A. degree from California State University, San Louis Obispo. After retiring from foreign companies in Tokyo, she became interested in learning medical interpreting. In addition to her 100-hour medical interpreting training course in Tokyo, she completed 40-hour Bridging the Gap course in 2011, Seattle, Washington. Now she is aiming at becoming an efficient and effective medical interpreting trainer with the great spirit of I.M.I.A. in mind.

Sean Normansell

Outreach Coordinator
IMIA
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A native English speaker, Sean studied Spanish & French in school. Post-graduation he began working construction, followed by over 15 years of ad-hoc interpretation and bilingual positions ranging from construction, landscaping, lawn maintenance/irrigation to debt collections management and crew coordination for a foundation leveling contractor.

Moving to Georgia in 2007 and operating as a subcontractor accepting assignments from 12 different companies located nationwide allowed for extensive hands-on experience in the legal, medical, & social services fields. Sean is currently the IMIA Outreach Coordinator, & Senior Staff Interpreter for Seton Family of Hospitals in Austin, TX.

Stephanie Wiley

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Stephanie Wiley is a Certified Medical Interpreter with a passion for education. Stephanie majored in Spanish at the University of Georgia and lived in Costa Rica for two years where she worked as an English teacher. She began her journey as an interpreter in 2011, and worked as a staff interpreter at a Level 1 trauma center for 3 years. During that time, Stephanie provided regular training opportunities to hospital staff on best practices for working with interpreters. These experiences furthered her drive to continue learning, growing and teaching as an interpreter. Stephanie currently works with ALTA Language Services.

Susy Orue, Medical Interpreter, CMI-Spanish

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I have been working as a qualified medical interpreter for over 11 years. Although, I originally went to school for nursing, graduated as a nurse, and worked as nurse; interpreting has always been my passion. I graduated from the Medical Interpreter Program from the Milwaukee Area Technical College in Wisconsin. I currently work at one of the best hospitals in the nation and level I Trauma Center; Froedtert & Medical College of

Wisconsin. I have been working throughout the years as a preceptor for other interpreters and providers. I am a member of the Milwaukee Area Technical College advisory committee and the Waukesha County Technical College advisory committee for medical interpreting. I'm very passionate about the medical interpreting field and providing our LEP patients with the best care possible.

Thais Miller

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Phone: (615) 668-2915

Thais Miller is Brazilian. In 1989, she completed her post graduate education in School Administration in Brazil after earning her B.A. in Education in 1986.

Thais has 19 years of experience working in the capacities of project management, education and administration in South America. In 2002, she was appointed to Secretary of Education by the Mayor of Santana do Livramento. She oversaw the hiring and training of teachers, managed the budgets and coordinated the allocation of resources to ninety-six schools in the city.

Thais speaks English, Spanish and Portuguese and is a nationally-Certified Medical Interpreter (CMI-Spanish), member of the IMIA and TAPIT associations. She has worked for the Vanderbilt University Medical Center in the Interpreter Services Department for the past nine years and Thais is currently serving Vanderbilt as a Supervisor for Interpreter Services.

Xiomara Armas, CMI, BSBA

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Xiomara Armas is a BBA and NB Spanish CMI, she obtained her qualification with Georgia Department of HR & Atlanta Workforce Development Agency in 2004. She's been working at Children's Healthcare of Atlanta (CHOA) for 11 years with a deep interest in Patient Education; she had been involved in multiple conferences, and learning days as well as Spanish video recordings for Orientation, procedures and conditions, working very close with Providers to teach and empower patients and families through knowledge and skills to manage their conditions. She's also a VRI for Stratus and a MING and IMIA member

Yuka Lysiuk

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Yuka Lysiuk has worked in the medical field for 16 years and has been a medical interpreter for 10 of those years. Yuka is currently a candidate to become a National Certified Medical Interpreter (CMI) for Japanese and has received her health care interpreter certification from the Language Line University (LLU). Yuka is the founder of Hawaii Medical Interpretation of Emergency & Medical Assistance (HMIE), which is the first on-site medical interpretation service in the state of Hawaii working for several travel insurance companies, hospitals, travel agencies, major resort hotels, and local clinics. Her responsibilities include: on-site interpretation, phone interpretation, and patient advocacy to ensure a positive relationship between patients and providers. Yuka is a national certified laboratory assistant and a New York state certified medical assistant working in the hospital, ER, medical laboratory, and in various clinics. She is also a certified CPR, AED, and First Aid instructor at Medic First Aid where she teaches Japanese and English. Yuka has been volunteering with the Visitor Aloha Society of Hawaii (VASH), helping and assisting the visitors who have unfortunate encounters during their vacation in Hawaii. She also has been volunteering at the North Hawaii Hospice since 2014.

**Yvonne Simpson, Medical Interpreter Supervisor,
CMI**

Harborview Medical Center

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Yvonne Simpson is the Medical Interpreter Supervisor at Harborview Medical Center in Seattle. She holds a Master of Arts in Spanish (Linguistics) and has significant experience in interpreting, translating and training. Yvonne is a WA DSHS Certified Spanish Medical Interpreter and is a Certified Medical Interpreter through the National Board. Formerly, she was the Lead Interpreter at St. Joseph's Hospital and Medical Center in Phoenix, Arizona where she provided in-patient interpretation and translation of medical documents. She was also Adjunct Faculty at Arizona State University and Phoenix College.



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