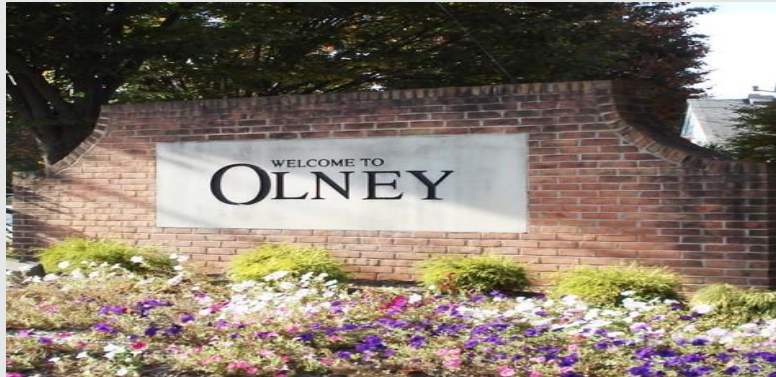




INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



10 Years of National Certification: Lessons & Challenges



IMIA Maryland Chapter DC, Maryland, Virginia Regional Conference June 21, 2019

**MedStar Montgomery Medical Center
8101 Prince Phillip Drive
Olney, Maryland 20832**

Speakers

Keynote Speaker: Linda Joyce



Linda Joyce, M.S., CMI-Spanish, is a medical interpreter at Children's Healthcare of Atlanta. She is a Language Access Specialist and also works as a remote and conference interpreter. Linda was part of the team who developed and launched national medical interpreter certification in 2009. She became the first Executive Director and then the Certification and Testing Director for the National Board of Certification for Medical Interpreters from 2011-2014.

Linda has served on the Board of Directors of the International Medical Interpreters Association (IMIA) and was the former Director of Language Interpretive Services at Grady Health System in Atlanta. Linda is a proud member of the IMIA and the Medical Interpreters Network of Georgia (MING), and has worked for more than 40 years as an interpreter, trainer and educator. She is an advocate for the continuing development of the medical interpreting profession and is passionate about issues related to equal access to healthcare. Linda has lived and worked in Spain, Brazil and Mexico and was a Gulbenkian scholar in Lisbon, Portugal.



Darci L. Graves, MPP, MA, MA, Assistant to the Director of the Office of Minority Health at the Centers for Medicare & Medicaid Services, Darci L. Graves, MPP, MA, MA, serves as Special Assistant to the Director of the Office of Minority Health at the Centers for Medicare & Medicaid Services. In this role, she assists in the coordination and implementation of priority office-wide programs, policies, and products. In addition, she provides subject matter expertise in areas such as culturally and linguistically appropriate services, cancer, health disparities, and health equity.

Ms. Graves holds graduate degrees in Communications, Religion and Sociology, and Public Policy and has nearly 20 years of professional and academic experience in the fields of cultural and linguistic competence and health education. Darci began her career as a faculty member at the University of Missouri-Kansas City School of Medicine, where she aided in the development, implementation, and management of diversity, spirituality, communications, and geriatrics curricula. Since then she has continued to write and work in the area of cultural and linguistic competency as it relates to topics including public safety, disaster preparedness and response, language access, and domestic violence.

As a photographer, writer, and lifelong student, Darci is committed to sharing her journey and insights. Her life philosophy is that thought-provoking and inquisitive individuals can enhance the quality of people's lives through a commitment to respectful understanding, a lifetime of learning, and a profound sense of community. This philosophy has served as the underpinning to her personal, academic, and professional careers.



Izabel Souza, PhD, CMI-Spanish, Portuguese Interpreter, I

have been working professionally in this field for over thirty-five years. It all started when I obtained my Translator Certificate from the University of Cambridge, in 1981.

During the past five years I have been working on my research on intercultural mediation which generated a book on the subject. Before that I had the privilege to serve as President and then Executive Director of the International Medical Interpreters Association. In that time I developed the current country divisions as well as interest divisions, such as the Trainers' Division and the Providers' Division, both with symposiums around the country. IMIA continues to be the oldest and largest and only national association (501c6) created for and managed by practicing medical interpreters. During that time I was able to be instrumental in becoming the co-founder of the first national certification program for medical interpreters, the National Board of Certification for Medical Interpreters.

I served a three year term as Secretary General for the International Federation of Translators (FIT), a federation of over 100 interpreter and translator associations. In this role I contributed to the development of the first FIT list serve. I continue to work with FIT as FIT Liaison to ISO, as FIT Head of Delegation to the ISO annual meetings. I have been working with ISO (www.iso.org) and ASTM (www.astm.org) since 2009, as a subject matter expert, assisting with the development of international as well as national interpreting and translation standards of practice. Recently I have had the honor to have been selected to work as project manager of the upcoming ISO Standard on Medical/Healthcare Interpreting. I am a member of ATA, ATISA, IAPTI, EST, IMIA, Critical Link, and ATIF. I am also the author of [Intercultural Mediation in Healthcare](#).

My work as an educator started when I became licensed to teach “Bridging the Gap”. I have since worked as an interpreting and translator professor at Boston University, Cambridge College, and Osaka University. I work as a curriculum design consultant for other organizations. I am a presenter and webinar instructor on various topics. My working languages are Spanish, French, and Portuguese.



Carmelina Cadena, Founder of Mayainterpreters.com,

Carmelina is a Maya Akateko woman born in San Miguel Acatan, Huehuetenango, Guatemala. When she was 7 years-old, Carmelina and her parents arrived in the United States fleeing the war in Guatemala. They became migrant seasonal workers, picking fruits and vegetables in the fields. Later, Carmelina graduated from high school, then in 2002 she was discovered by Berlitz and became an interpreter for EOIR. Her life story has been featured on Spanish Television network Univision's morning show Despierta America and **CNN Español's** program Camilo. She has interpreted from English, into Spanish, Akateko, and Q'anjob'al for state and immigration courts, hospitals, and other government agencies in the USA and other countries.



Chan Yi Hin, CMI – Cantonese, is a native of Hong Kong and a

PhD candidate in the Department of Interpretation and Translation at Gallaudet University in Washington, DC. She obtained a B.A. in Modern Languages and Intercultural Studies at the Chinese University of Hong Kong (CUHK), and an M.Sc in Deafhood Studies at Bristol University in England. Yi Hin has been a Cantonese/Hong Kong Sign Language interpreter for over 14 years and a Cantonese/English interpreter for five years. She has taught several interpreting workshops in Hong Kong including building CUHK's first interpreter training program for Hong Kong Sign Language interpreters. Since moving to the U.S. in 2015, she has explored spoken language interpreting and became certified in Cantonese with NBCMI. She is fluent in Cantonese, Mandarin, Hong Kong Sign Language, American Sign Language, and English. Yi Hin is honored to be invited to speak at this wonderful conference.



Sameh Abdelkader, Co-Founder and Director of

Education, Liberty Language Services, Arabic Interpreter, Mr. Abdelkader is the Director of Education and Co-Founder of Liberty Language Services. He is the instructor for two medical interpreter training courses: the nationally recognized 40-hour Bridging the Gap (BTG) course and the 48-hour Online Interpreter: Medical Edition course. Mr. Abdelakder has delivered medical interpreter training to hundreds of students since 2012. Additionally, he provides training to hospitals and health department staff on topics such as medical interpreter training and how to work with an interpreter. Mr. Abdelkader has delivered training workshops at the IMIA annual conference, as well as provided professional development and refresher training in-person and over the phone to medical interpreters. Mr. Abdelkader has over 25 years of experience in education and has brought his skills in management, teaching, training, recruitment, and cultural competency to Liberty Language Services. Mr. Abdelkader holds a B.A. in English from Zagzig University in Sharkya, Egypt. In addition to being a licensed trainer for BTG and The Community Interpreter, he is also a licensed trainer for the legal interpreter training course, The Language of Justice. As an educator and member of the IMIA, he adheres to the IMIA Educators Code of Ethics.



Kimahni Peele, Board Certified Behavior Analyst (BCBA),

has been working with adults and children since 2002. He completed his coursework for his certification from Pennsylvania State University in 2008. Besides being a BCBA he is a certified special educator and is passionate about teaching individuals best practice approaches to working with individuals with special needs. His experience includes working in a nonpublic school setting with individuals with challenging behaviors; a wraparound program in Pennsylvania as a Mobile Therapist and Behavior Specialist; Department of Developmental Disabilities; and providing ABA services through the Autism Waiver and with privately owned ABA companies. Currently, he is part owner of The Children's SPOT, Inc. located in Columbia, MD. The Children's SPOT provides clinic and home-based applied behavior analysis, speech/language and occupational therapy services to their clients.



NBCMI Representative



Evelin Ricardo La Paz, CMI - Spanish, Originally from the Dominican Republic, Evelin Ricardo La Paz has an administrative background in diverse fields, ranging from exclusive cruise line industry to fine jewelry to bilingual K-12 private education. Mrs. La Paz holds an Associates in Applied Sciences degree in Accounting, a Bachelor's of Science and a Master's of Science in in Healthcare Administration. She has worked in the Language Services Department at Penn Medicine Lancaster General Health for almost nine years, eight of which have been as the department manager. Mrs. La Paz is a nationally certified medical interpreter through the NBCMI. She leads a team of Medical Language Facilitators and a Translation Specialist, including seven CMIs, which provide services to a large and diverse population and conduct cultural competence and awareness training throughout the organization. The services provided by her team impact patients throughout Central Pennsylvania who have communication barriers in Spanish, American Sign Language and a wide variety of other languages, including many languages of lesser diffusion spoken by the local refugee population.

In her spare time, Mrs. La Paz participates in mentorship programs with the Lancaster Chamber of Commerce, collaborates as a member of the Board of the Lancaster Education Foundation, and holds an officer role in the corporate Toastmasters Club at Penn Medicine Lancaster General Health. Having had the opportunity to travel abroad often, she enjoys learning about other cultures and exposure to cross-cultural and diverse interactions. She continuously attends symposiums, round tables, summits and conferences to keep abreast of trends and regulations in the Medical Interpreting and Translation fields

Panel

Diversity & Inclusion in Healthcare through the Cultural and Linguistic Lens



Yuka Lysiuk, IMIA Hawaii Chapter Chair, has worked in the medical field for 18 years and has been a medical interpreter for 13 years. Yuka is currently a candidate of the National Certified Medical Interpreter (CMI) for Japanese and has received her health care interpreter certification from the Language Line University (LLU). Yuka is a nationally certified laboratory assistant and a New York state certified medical assistant working in the hospital, ER, medical laboratory, and in various clinics. Yuka also is the founder of Hawaii Medical Interpretation & Medical Assistance, which is the first on-site medical interpretation service in the state of Hawaii working for several hospitals, local clinics, travel insurance companies, travel agencies, and resort doctors. Her responsibilities include on-site interpretation, phone interpretation, and patient advocacy to ensure a positive relationship between patients and providers. She obtained a medical interpreter trainer license in 2017 at the Cross-Culture Healthcare Program “Bridging the Gap,” She is also a certified CPR, AED, and First Aid instructor at “Medic First Aid.” She also created the “Disaster Sites Medical Interpreter Program” in Hawaii helping the LEP (Limited-English Proficient) community in disaster settings, with the county. Yuka is also an active volunteer member at North Hawaii Hospice, Victors Aloha Society of Hawaii (VASH), West Hawaii Mediation Center and Kiwanis Club. She also serves as the IMIA Medical Terminology Committee Chair, working with medical terminology projects, and managing the ITRD Terminology Database.



Gerardo Lázaro, CHI Spanish, Bachelor of Science in Biology and in Education, Masters of Education (Peru), and currently a Ph.D. Student in Public Health (USA). He started working in Human Assisted Reproduction in Peru (3 years) and in the US (4 more years). A career change led him to work as a Master Medical Interpreter in the major hospitals of the Philadelphia Metropolitan Region where he co-developed training programs for Coordinated Healthcare, Cultural Competency and related healthcare topics. As a Ph.D. student in Public Health, he has found the niche to improving health care primarily for low-income, immigrants, and limited-English proficient people.



Vanessa Nino, CMI – Spanish, holds a degree in Business Administration and a Master’s degree in Public Administration; she is also a Certified Medical Interpreter through the National Board of Certification for Medical Interpreters. Vanessa started working as an interpreter in 2001 and in 2003 helped create the Interpreting Services Department at UC Health University Hospital in Cincinnati, Ohio. She worked there until 2011 when she moved to Maryland with her family, and she began working at MedStar Georgetown University Hospital, eventually transferring in 2015 to MedStar Washington Hospital Center

Currently, she works at MedStar Washington Hospital Center, as a Manager of Language Services/Volunteer Services, where she works in the continued development of the Language Services program providing support to hospital departments and units with language, religious or cultural aspects of the patient population. She oversees the Spoken and Sign Language program.

Vanessa grew-up in Colombia, South America of Colombian father and Brazilian mother. She is both a Spanish and a Portuguese speaker.



Carmelina Cadena, Founder of Mayainterpreters.com,

Carmelina is a Maya Akateko woman born in San Miguel Acatan, Huehuetenango, Guatemala. When she was 7 years-old, Carmelina and her parents arrived in the United States fleeing the war in Guatemala. They became migrant seasonal workers, picking fruits and vegetables in the fields. Later, Carmelina graduated from high school, then in 2002 she was discovered by Berlitz and became an interpreter for EOIR. Her life story has been featured on Spanish Television network Univision's morning show Despierta America and **CNN** Español's program Camilo. She has interpreted from English, into Spanish, Akateko, and Q'anjob'al for state and immigration courts, hospitals, and other government agencies in the USA and other countries.



Dr. Shaear lives in Columbia, Maryland and is currently working in clinical research at the Otolaryngology Head and Neck Surgery Department of the Head and Neck Endocrine Surgery Division at Johns Hopkins Hospital as a postdoctoral fellow under the supervision of Dr. Ralph Tufano. His research is focused on outcomes of thyroid and parathyroid surgery. He graduated from Ain Shams University School of Medicine in Cairo, Egypt in 2014. After that, he came to the United States to pursue a general surgery residency. While studying for the medical licensing exams, he was involved in different patient safety and quality improvement research projects. Furthermore, he started working in medical interpretation and has done about 4000 hours of medical interpretation in different clinical settings. He has also been a medical terminology instructor since May 2015. In his free time, he enjoys playing soccer and refereeing as well.

Panel Moderator



Silvia Villacampa, CMI – Spanish, IMIA DMV Regional

Conference Co-Chair & Organizer, Ms. Villacampa is the managing director for Liberty Language Services in Vienna, Virginia, where she has worked since 2012. Previous to that, she was a freelance medical interpreter in the Washington, D.C. metro area and volunteered as a medical interpreter for Arlington Free Clinic. Ms. Villacampa has over 20 years of experience using her bilingual English/Spanish skills at federal health information centers such as womenshealth.gov, the HHS Office of Minority Health Resource Center, and AIDSinfo, as well as local and international health programs such as the Montgomery County, Maryland WIC program as well as family planning, reproductive health and maternal and child health programs. She has a bachelor's degree in International Affairs from the University of Mary Washington, and achieved national certification as a Certified Medical Interpreter in 2013. Ms. Villacampa is a member of the Arlington Medical Reserve Corps, volunteers as a performing drummer for the Afro-Brazilian percussion band Batalá Washington, and produces a bi-monthly radio program featuring music from women musicians for Radio Arlington, WERA, 96.7 FM. Ms. Villacampa was born in Washington, D.C., and her parents are from Spain and Ecuador.

IMIA Maryland Chapter Chair



Kathy Howell, CMI – Spanish, IMIA Maryland Chapter Chair, IMIA

DMV Regional Co - Conference Chair & Organizer, Maryland Eligible Court Interpreter, operates through Kathy Howell Interpreting, Translation & Cultural Consulting, and her work focuses on the medical and legal interpreting fields, in addition to medical, education, literary translation and editing. She holds a Bachelor of Science degree in Legal Studies with a minor in Government and Politics from UMUC. Kathy became a Certified Medical Interpreter, in 2011, with the NBCMI. She received training in court interpreting through both the New Mexico Center for Language Access and the Tennessee Foreign Language Institute. She has completed the NYU Professional Certificate in Translation Program (Spanish to English), and recently she completed the “Breaking Silence: Interpreting for Victim Services course.” She served as Tennessee Association for Professional Interpreters & Translators Member-at-Large on the Board of Directors, TAPIT Education Chair, TAPIT Conference Steering Committee Member, and TAPIT Healthcare Committee Chair. Currently, she is the IMIA Terminology Committee Vice-Chair and Commissioner for the IMIA Commission for Medical Interpreter Education. Kathy Howell is passionate about reducing barriers to healthcare and she volunteers as a workgroup member of the Maryland Cancer Collaborative (MCC). In 2018 she was member of the “Access to Care” workgroup, and this year she is a member of the “Survivorship and End of Life Education” workgroup. In addition, Kathy Howell has an interest in mediation and Restorative Justice. She is trained in mediation, and also in facilitating Restorative Reflections. She is a volunteer with the Mediation Conflict Resolution Center of Howard County, Maryland. Kathy Howell is a member of the ATA (American Translators Association), NCATA (National Capital Area Translators Association), DC- Area Literary Translators Network, the IMIA and the Maryland Patient Navigator Network. In 2014 she was recognized, and given an award for her contributions to the TAPIT organization, and in 2015 she was awarded the IMIA Interpreter of the Year Award. She has travelled extensively, and lived throughout the United States and abroad in Japan (where she ran her business teaching English and Spanish) Germany and Spanish.

Abstracts

Linda Joyce, M.S., CMI – Spanish, “A Decade of National Medical Interpreter Certification – What We Achieved Together – and How We Move Forward”

Celebrating 10 years of certification is a real milestone and represents the realization of a goal put forward in 1986 with the founding of the International Medical Interpreters Association. Learn how the pioneers worked together to build, uplift and professionalize the field of medical interpreting, culminating in certification in 2009, in order to ensure patient safety by evaluating and assuring the competency of medical interpreters. How was this accomplished for the first time ever using the highest standards and new technology on a national and international level? Where do we go from here? These are important issues that we will discuss together while laying out a vision for the future.

Darci L. Graves, MPP, MA, MA, Assistant to the Director of the Office of Minority Health at the Centers for Medicare & Medicaid Services “Improving Understanding and Communication across the Patient Experience”

Understanding and addressing communication and language assistance needs are essential to the successful delivery of high quality healthcare, because communication and language barriers are associated with decreased quality of care, poor clinical outcomes, and increased hospital readmissions. This presentation will speak to the importance of engaging qualified healthcare interpreters as part of the healthcare team. The presenter will share information and resources from the CMS Office of Minority Health on reducing readmissions, increasing language access, and advancing health equity.

Izabel Souza, PhD, CMI-Spanish, Portuguese interpreter, “The Role of the Interpreter in Therapeutic Communication” The community interpreter role has been studied and researched extensively, with the persistent debate regarding whether or not the 'conduit' role is the anchor or baseline of interpretation. Other roles (clarifier, cultural mediator, patient advocate) are accepted with trepidation, with trainers often instructing students to engage in these *other* activities only in instances of miscommunication. This stems from the historic objective of invisibility, or non-involvement (often confused with impartiality) as a mark of quality. However, scientific studies and standards that focus on medical interpreting within the context of healthcare have consistently questioned this premise, observing and showcasing the interpreter as a visible practice professional who is more of a facilitator or mediator than a conduit of intercultural communication. This workshop will discuss the multifaceted role of the interpreter from the perspective of the contextual nature therapeutic communication. Therapeutic communication needs to be better understood for the interpreter to be effective. What are its objectives? How can the interpreter align himself or herself to the goals of the therapeutic communication versus the parties that partake in it? Participants will be exposed to the unique characteristics of therapeutic communication, its goals and objectives, and the actions and behaviors that will achieve the desired goals.

Sameh Abdelkader, Co-Founder and Director of Education, Liberty Language Services, Arabic Interpreter, “Avoiding Common Mistakes in Medical Interpreting” This workshop will explore the common mistakes made by medical interpreters during interpretation. Using seven years of data from Liberty Language Services, we will evaluate case studies in which an interpreter's behavior caused their client to complain. This walk-through will serve to help interpreters to not only identify but also avoid behaviors that negatively affect the interpreting experience. An analysis of these mistakes will be a discussion about the ways in which the code of ethics was violated by the interpreter. A small portion at the end of the workshop will be set aside for questions from the conference attendees, and medical interpreters in the audience who can also share their own experiences.

Carmelina Cadena, Mayan Languages Interpreter, Owner of Maya Interpreters, "How to Work Effectively with Mayan Language Interpreters" During this discussion, we will look at some of the cultural and linguistic barriers typically faced by both Mayan Language Healthcare Interpreters and LEP patients trying to navigate the healthcare system and cultural barriers and how this has evolved over time. We will use real- life examples that will demonstrate the differences and confusion which can arise when professionals are not familiar with Mayan languages, culture or body language of Mayan-Language patients. Attendees will learn how experienced Mayan language interpreters tackle these types of issues, while adhering to the professional Healthcare Interpreter Standards of Practice and Code of Ethics. Furthermore, this session will touch upon the manner in which medical terminology can pose additional barriers to communication in the healthcare setting. (This often occurs when the appropriate healthcare term does not exist in the patient's native language.) This presentation will also highlight the similarities between interpreting Mayan languages and languages which are more widely-diffused. The session will culminate with a discussion on relay interpreting (also known as "chain interpreting") between the Mayan, Spanish and English languages. There will also be a Question & Answer period.

Yi Hin Chan, PhD Candidate, Department of Interpretation and Translation at Gallaudet University, CMI-Cantonese; Cantonese/Hong Kong Sign Language Interpreter; past trainer of CUHK first interpreter training program for Hong Kong sign language interpreters, "Interpreting Medical Terminology: A Cross-Linguistic Comparison" Accurately rendering specialized terminology can be a significant challenge for interpreters who work in medical settings. This presentation focuses on conveying medical terminology across three language pairs (Cantonese/English, American Sign Language/English, Cantonese/Hong Kong Sign Language). I first offer a brief overview of professional interpreting between each of these language pairs. I then discuss how medical terminology may be negotiated among users of these language pairs. I argue that conveying medical terminology will vary depending on language structure, linguistic modality, and the extent of a language's standardized lexicon. Given these variables, meaning is often negotiated during a medical interaction, rather than by producing one-to-one lexical equivalents between the language pairs.

Kimahni Peele, BCBA (Board Certified Behavior Analyst), “Why are more medical professionals recommending applied behavior analysis as treatment to their patients, and what medical interpreters can expect as this treatment becomes a standard practice in behavioral health?” Autism and similar developmental disabilities are now being covered by health insurances across the country. As a result, applied behavior analysis, an evidenced based treatment package is being recommended by many health practitioners as a way to minimize maladaptive behaviors and improve behaviors at home, school, and in the community settings. The increasing need for this service amongst diverse populations means medical interpreters are needed to help interpret and sight translate assessment results, treatment outcomes, and progress on goals.



Conference Schedule

8:00-8:45	Registration	
8:45-9:20	Opening Remarks	Conference Chairs, CMI - Spanish Evelin La Paz - NBCMI Director
9:20-10:00	NBCMI Keynote Speaker	Linda Joyce, M.S., CMI – Spanish,
10:00-10:15	IMIA Committee Reports	
10:15-11:00	“Diversity & Inclusion in Healthcare Through the Linguistic and Cultural Lens”	Panel Discussion
11:00-11:15	Break	
11:15-12:00	CMS “Improving Understanding and Communication across the Patient Experience”	Darci Graves MPP, MA, MA, Assistant to the Director of the Office of Minority Health at the Centers for Medicare & Medicaid Services
12:00-1:00	Lunch	
1:00-1:40	CEU Session- The Role of the Interpreter in Therapeutic Communication	Izabel Souza ,PhD, CMI - Spanish
1:40-2:20	“Why are more medical professionals recommending applied behavior analysis as treatment to their patients, and what medical interpreters can expect as this treatment becomes a standard practice in behavioral health?”	Kimahni Peele, BCBA, part owner of “The Children’s SPOT, Inc.”
2:20-3:00	Avoiding Common Mistakes in Medical Interpreting	Sameh Abdelkader, Co-Founder and Director of Education, Liberty Language Services
3:00-3:15	Break	
3:15-3:55	“Interpreting Medical Terminology: A Cross-Linguistic Comparison”	Chan, Yi Hin, M.Sc, PhD candidate, CMI – Cantonese, ASL Sign Language Interpreter, Hong Kong Sign Language Interpreter
3:55-4:35	How to interpret for speakers of Mayan languages CEU Earning Session Indigenous/Language of Less Diffusion	Carmelina Cadena, Mayan languages interpreter, Owner of Maya Interpreters
4:35-5:00	Closing Remarks	
5:00-6:00	Networking Reception: Celebration of NBCMI 10 year anniversary and the “Year of Indigenous Languages”	

The IMIA Maryland Chapter would like to thank all of the speakers, panelists, volunteers, exhibitors and gracious sponsors!

Thank you!

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