

# 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