

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