60-Minute WORKSHOPS

1) Xiomara Armas **FRI A1 (Legends Room I)**
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Interpreters and Medical Education for LEP Patients and Families IMIA CEUs CEAP

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)**
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Age Appropriate Pre-Sessions IMIA CEUs

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 confidentially 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)**
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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
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Strategies for Interpreting Idiomatic Expressions IMIA CEUs

Idioms present a special challenge even to gifted interpreters. Sayings and Idioms often don't convert easily from one language to another. "Catch-22" makes perfect sense to an English speaker, but when a provider asks a patient: "That's a Catch-22 isn't it?" the medical interpreter is put on the spot to come up with an interpretation that preserves the speaker's meaning. A literal, word for word interpretation may confuse the listener, but an explanation in the target language may not preserve the speaker's tone and register. What strategies do interpreters use to interpret idiomatic expressions faithfully? Which of these strategies are most effective? Interpreters will explore the use of idiomatic expressions in the medical setting; the strategies used to interpret these expressions, and how to decide which strategies to employ in their work. Participants will employ the skills they learn to decide which strategies to use in example scenarios.

- 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)**
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Translating sarcopenia IMIA CEUs

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
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Latino Culture: The Elefante in the Medical Office IMIA CEUs CEAP

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)**
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Iliana Sutton
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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)
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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)
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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 IMIA CEUs

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)**
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Do KNOW harm: Interpreters Education and Patients Safety IMIA CEUs

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   **FRI B6 (Legends Room VII)**
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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

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13) Kathryn Jackson   **FRI C1 (Legends Room I)**
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  Anndee Rae Fleming

Facing Challenging Situations in the Medical Interpreting Industry IMIA CEUs CEAP

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)**
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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)**
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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)**
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Cultural Competence in Healthcare for LGBTQI Populations IMIA CEUs CEAP

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)**
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Getting HIGH on Interpretation IMIA CEUs CEAP

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)
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Zebra Hoof beats: Getting Your Message Across to the Patients IMIA CEUs CEAP

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)**
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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 Vieria   **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)**
danilo.formolo@carolinashealthcare.org (704) 281-4310

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

23) Fabio Torres **SAT A5 (Legends Room VI)**
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Best Practices for Medical Interpreters Working in School Settings IMIA CEUs

"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

24) Diane Mouradian   SAT B1 (Legends Room I)
  mouradiand@co.monterey.ca.us   (831) 238-0386

Turning your Thermostat Down - Preserving your Physical and Emotional Energy When Vicarious Trauma Sets in IMIA CEUs CEAP

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?

25) Gloria Rivera   SAT B2 (Legends Room II)
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Essential Medical Note-Taking Elements IMIA CEUs CEAP

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   **SAT B3 (Legends Room III)**
   mgrlangassist@mdanderson.org   (713) 825-7916

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   **SAT B4 (Legends Room V)**
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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   **SAT B5 (Legends Room VI)**
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The Five National Language Access in Healthcare Quality Measure IMIA CEUs

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 IMIA CEUs 🏅CEAP

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 IMIA CEUs CEAP

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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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

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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.

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Interpreting for Transgender Patients: Reducing Health Disparities IMIA CEUs

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!

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34) Anna Enright   **SAT D1 (Legends Room I)**
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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 **SAT D2 (Legends Room II)**
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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 **SAT D3 (Legends Room III)**
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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 **SAT D4 (Legends Room V)**
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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) Diane Mouradian   **SAT D5 (Legends Room VI)**

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In the Heat of the Moment - Mindfulness and Sensory Shifting IMIA CEUs CEAP

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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Sight Translation (Introducing the Three R's Concept) IMIA CEUs CEAP

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?

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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   **SUN A3 (Legends Room VII)**
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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.

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Chromosomal Disorders and Related Terminology IMIA CEUs

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   **SUN A5 (Champions Room VI & VII)**
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A, B, C, Chat Interpreting for Pediatric Patients IMIA CEUs

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

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Medical Interpreters' Code of Ethics 2.0 IMIA CEUs

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

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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?

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Interpreter's Safety and Personal Mental Health IMIA CEUs CEAP

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   SUN B4 (Champions Room I & II)
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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   SUN B5 (Champions Room VI & VII)
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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.

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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   **SUN C2 (Legends Room VI)**
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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.

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Intervene, Interrupt or Interpret - it is up to YOU IMIA CEUs

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)**
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The Religious Side of Medical Interpreting IMIA CEUs

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