



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters

## IMIA ANNUAL CONFERENCE

### INTERPRETER SERVICES DEPARTMENT TOURS

**Objective:** To offer a tour of the Greater Boston Hospitals, Medical Interpreter Services Department, to medical interpreters, hospital administrators and healthcare providers registered to participate at the 2009 Annual IMIA Conference.

**Specifics:**

1 hour session

Limited to 10 participants per session

Participants need to be registered at the conference to participate in this tour

Participant will send e-mail of interest to participate in tour

**Information:**

**Hospital name:** Cambridge Health Alliance

**Hospital address:** 125 Lowell St. Somerville, MA 02143

**Inpatient beds:** 300

**Languages of permanent staff (not per Diems or freelancers):** Portuguese, Spanish, Haitian, Creole, Hindi, and Bengali

**Medical Interpreter Services location** same as above

**Contact person:** Esther Phillips, Administrative Coordinator

**E-mail address:** [elphillips@challiance.org](mailto:elphillips@challiance.org)

**Telephone number:** 617.591.6737

**Fax number:** 617.665.2140

**Tour at:** 12:00 pm

**Parking validation:** No

**Directions:**

<http://www.challiance.org/somerville/index.shtml>

**Please provide a brief description of your services:**

Cambridge Health Alliance (CHA) is an innovative, award-winning health system that provides high quality care in Cambridge, Somerville, and Boston's metro-north communities. CHA is comprised of three community hospitals and 20 health centers covering five service communities. The Multilingual Services Department was started in 1979 and has grown to over 70 FTE with more than 140 staff, as well as contracted vendors for face to face and telephone.. In 2006, phone interpreting was started in-house, with an innovative system where face to face interpreters log on to the phone system when not in the floor, and help providers in other health centers of the system. Then in 2008, a dedicated call center was established in the Somerville campus to hold over 15 call stations. At CHA, Multilingual Services are offered 24/7 with state-of-the-art interpreter dispatching software. For Multilingual Services' leadership, CHA relies on a Senior Director, four managers, an educator, a translation coordinator, and a team of dispatchers. CHA's Multilingual Services department has led many studies throughout the years, as well as research grants, and was one of the ten participating hospitals of the Speaking Together Project. Language quality and performance measures are monitored closely for optimal and efficient delivery of language services to the largest number of patients possible.