



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

Over 150 Attend the First National Language Access Administrators Symposium in Miami, Florida

On March 18 and 19th, 2011, the IMIA held the First National Symposium for Language Access Administrators. Several activities were scheduled: The Administrators Symposium and three in-services for Jackson Memorial Hospital providers took place on Friday, and on Saturday a second Medical Terminology Boot Camp™. Last but not least, the Complimentary IMIA Open House brought interpreters together who wanted to learn of the many projects and activities the IMIA is working on to increase awareness of the essential work medical interpreters do.

Almost 60 administrators attended the Friday event coming from all parts of the country. The day started with a presentation by Marsha Regenstein, Ph.D., M.C.P. Professor, Department of Health Policy, George Washington University, who presented on performance measures for language services in hospital inpatient and outpatient settings. She was followed by Oscar Arocha, Senior Executive, Global Strategic Initiatives, Language Line Services, who focused on the decision making process relating to the technologies available to language access administrators, based on his own experience as Director of Interpreter Services at Boston Medical Center for 14 years. Monica Hayes, Ed.D., MAT, MSW, Assistant Director of the Office of Minority Health, Florida Department of Health & Health, Educational, and Mental Health Consultant, spoke of her statewide responsibility for ensuring greater equity and access for minority and underrepresented patients in Florida. Izabel S. Arocha, M.Ed, CMI and Executive Director of the IMIA presented on the challenges faced and strategies for managers to implement national certification in their hospital interpreter departments. Bruce Adelson, Esq. CEO Federal Compliance Consulting spoke of the Federal Language Assistance Mandates – Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act and their application to health care providers. Connie Camelo, Director of Interpreter Services, Umass Memorial Medical Center alerted the audience of the complexities and challenges to effectively manage an off-hours operations. Julio Mariaca, Program Director from Language Access Glades Initiative in Florida presented on the barriers and strategies for a successful language access education program. The event followed with a panel discussion and a dinner for participants.

The Provider in-services were presented by Habib Serrano, CMI. Habib is the IMIA Florida Chapter Representative and is also the Secretary of the National Board of Certification for Medical interpreters. He counted on the presence of Dr. Hayes to give an IMIA presentation on Working with Interpreters, and heard of the challenges to provide language access. *“Providing these in-services was invaluable to our organization. Bringing a third party to discuss working with medical interpreters raised the awareness of those that attended,”* stated Sonia Martinez, manager of Interpreter Services at Jackson Memorial Hospital.

Saturday counted on 54 medical interpreters who came to attend the IMIA Medical Terminology Boot Camp. This is an 8 hour intensive course designed to offer an introduction to the fundamental aspects of biomedicine, with a focus on key concepts and common problems encountered in medical practice. The students acquired the essential knowledge of the basic components of medical terminology. The individual organ systems and their diseases are considered in a systematic manner, with emphasis on the more common and important diseases. Basic anatomy (structure), physiology (function), pathology (diseases), and principles of diagnosis and treatment were discussed. Newer diagnostic procedures and methods of treatment are emphasized. In this way, the session

established supporting medical terminology knowledge to boost the confidence of those seeking a refresher course or national certification.

The IMIA wants to thank the two co-organizers and the organizations that helped organize this event: Gio Lester, President of the Association of Translators and Interpreters of Florida (ATIF), and Sonia Martinez, Jackson Memorial Hospital (JMH). We also thank the sponsors of this inaugural event, who showed their commitment to efficient and effective language access administration. These are: Connecting Cultures, Inc., International Effectiveness Centers, Language Line Services, MasterWord Services, and Pacific Interpreters.

The event was so successful that it will become an annual event. Each year administrators will meet in a different region of the country to discuss language access. The Second National Language Access Administrators Symposium will take place in the Spring, at University of California, Irvine Medical Center. Symposium administrators receive all presentations electronically and will be able to communicate and further engage in the discussions that were initiated through the IMIA Language Access Administrators Division.

An IMIA Florida member and volunteers go the extra mile at the Administrators Symposium

The events counted on the assistance of very committed volunteers who are here acknowledged: Fredrik Mohlin, Martine Douge, Ofelia Sorzano, Manuel Escamilla, Hortensia Bacerra, Jocelyn Dillard, Gloria M. Rodriguez, Emmy Prieto, Linda Dunlap, and Rebecca Lester. Ofelia Sorzano stood out as a great example of commitment to service. At the Administrators Symposium, a participant became ill and had to be taken to the emergency room. Mrs. Sorzano accompanied the participant and stayed with her the whole time while she was in the emergency room. Furthermore, she also took the participant to the airport that same day! The following day at the Medical Terminology Boot Camp on March 19, 2011, we had five additional participants walked in and, without hesitation; she gave her book to one of them, opting to receive it at a later date. The IMIA thanks Mrs. Sorzano for her great spirit of camaraderie and service to the advancement of the profession.

About the IMIA

The IMIA is an umbrella association that promotes all standards and best practices in the field of medical interpreting. As an international trade association of medical interpreters, it represents over 2,000 practicing medical interpreters as the ultimate experts in medical interpreting. The IMIA is also the only national trade association of medical interpreters in the US, and is an official active member of FIT, the Federation of Interpreters and Translators, an international organization comprised of trade associations of interpreters and translators worldwide. It is a partner member of AILIA, the Languages Industry Association, headquartered in Canada. IMIA developed the first code of ethics, standards, annual conference, and certification for medical interpreters and continues to be a pioneer in the field with its work to develop the first Interpreter Educators Code of Ethics and National Education Registry. The organization's most current work involves developing a National Accreditation Program for Medical Interpreter Training Providers.