



MASSACHUSETTS MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

MMIA MARCH eNEWS

MMIA is an integrated interpreter organization with a passion for its mission and a clear vision of leading the advancement of professional interpreters. MMIA has a "can do" spirit that fosters improvements and innovation in the medical interpreting profession through very committed volunteers. Since July 2006, the MMIA Executive Committee and Regional Directors have met regularly and taken steps to strengthen our standing as a leader among interpreter associations and to increase benefits to our membership. Here are some of our recent accomplishments:

- Endorsement of the ASTM Standards of Practice
- Launched the Monthly eNews with the latest medical interpreting events/reports
- Established collaborations with key organizations (Health Care For All -HCFA; California Healthcare Interpreter Association - CHIA; American Public Health Association - APHA, Critical Link 2007 - Language Line Services - NetworkOmni - Cyacom, and others)
- Held a most successful 2006 MMIA Conference - largest medical interpreting conference worldwide with over 600 attendees
- Established Corporate Member section on our site with benefits such as enhanced Interpreter Directory and job postings sent directly to over 1,500 MMIA members
- Enhanced website resources and features, such as 'find expiration date' feature or ability to upload your resume to your personal profile in the Interpreter Directory
- Founded the MMIA Trainers Circle - a national networking group of interpreter educators who meet monthly via open call to discuss interpreter education topics
- Held Regional meetings and a yearly General Assembly meeting
- MMIA Certification Committee is meeting on a monthly basis
- Sponsored Cultural Competency Workshops in different parts of the country
- Activation of MMIA Subcommittees, such as Education and Provider Outreach

UPCOMING EVENTS

March 9 6PM-8PM

MMIA BOSTON REGIONAL MEETING

Massachusetts General Hospital

This meeting is open to the public. Come join Boston Region members and see what we can do for you. Bring a friend and a question about the MMIA or medical interpreting, and we'll help you find an answer! There will be signs at the front desk listing the exact room assignment for this meeting. For more information, contact Yoshie Ng, Boston Regional Director, at Yoshie_ng@hotmail.com

March 21 9AM-3PM

PREVENTING LEAD POISONING AMONG REFUGEE CHILDREN:

A New England Regional Training Workshop,
Worcester Public Library

3 Salem Square, Worcester, MA 01608- Tel 508-799-1655 Please contact Dr. Paul Geltman at RIHP/MDPH to register. By email: paul.geltman@state.ma.us

March 28 12-1PM

TRAINERS CIRCLE Monthly Meeting Open call

Contact to register: Vonessa.costa@gmail.com

March 29 6-8pm

MMIA Rhode Island Chapter

45 Royal Little Drive

Providence, RI

Ana Marin at amarin@nhpri.org

March 30

HEALTH CARE FOR ALL Annual Conference

Keynote Speaker - Governor Deval Patrick

www.hcfa.org

April 5 11AM-1PM

MMIA NORTH SHORE REGIONAL MEETING

73 Lakeview Avenue, Lynn, MA - For more

information about this event, please contact our Regional Director Cynthia Schenck at wandcschenck@juno.com

CULTURAL COMPETENCY WORKSHOP A SUCESS

The first MMIA-sponsored cultural competency workshop was a great success. NetworkOmni brought to us Betsy Wood, an experienced ASL interpreter and great cultural competency trainer. The program's goal is to reduce health disparities by promoting equal access to quality health care through the provision of culturally and linguistically appropriate services. If you are interested in hosting this cultural competency training in

your area, please contact Marzena Laslie, MMIA Administrator, mmiaml@aol.com

CHIA CONFERENCE A SUCCESS

The CHIA Conference was a great success. The theme of the conference was Competency or Complacency? Let's Stand up for Quality! It was held in the Dolce Hayes Mansion in San Jose, an elegant, Mediterranean-style Hayes Mansion, built in 1905, a perfect setting for a higher call to quality interpreting. Workshops were varied, and included those that covered legal issues, telephone interpreting, and the benefits of understanding and promoting all four Standards of Practice. It was well organized and included wonderful entertainment. The MMIA was a Bronze Sponsor, as a sign of its collegiate relationship with CHIA. CHIA seems to be a pioneer of collaboration as well, as you will see by what follows, which is probably the biggest news in medical interpreting in a long time to come.

NATIONAL MEDICAL INTERPRETER CERTIFICATION TASK FORCE

At the CHIA Conference, on March 3rd, history was made. A Declaration to form the National Medical Interpreter Certification Task Force was signed by several industry leaders. This newly formed Task Force is inviting leading health care providers, hospital representatives, educators, government policymakers, interpreters and other stakeholders to join them in formalizing a certification process for medical interpreters. This initiative, via declaration at the CHIA Conference, on March 3rd, was the first consolidated effort, across state lines and industry sectors, to govern the quality of language services in our nation's health care institutions. The MMIA extends this invitation to its members, and supports any effort to bring together collaboration among several stakeholders. It reads:

It is on us to take on the initiative of National Medical Interpreter Certification and we feel as the industry leaders a responsibility to step up! We believe that together, we can make that step. We agree to convene a gathering of experts and thought leaders in Boston on May 1-3 to address the following Charter Agenda & Objectives:

- *Form the basis of a nationwide committee dedicated to the movement of a National Medical Interpreter Certification program.*
- *Discuss and develop the roles and responsibilities for each Task Force member.*
- *Determine first year objectives.*
- *Identify key benchmarks and milestones.*

-Key areas of focus and develop a national action plan.

We, as the industry leaders in medical interpreting, pledge to each other our support and dedicate our efforts to work through the challenges and achieve the goal of National Medical Interpreter Certification.

More news to come soon.

MMIA RHODE ISLAND CHAPTER

The MMIA is pleased to announce that the Board voted to incorporate an MMIA Rhode Island Chapter. The idea is to support the 41 MMIA Rhode Island members in the utilization of the services and structure the MMIA has developed over the past twenty years. The Rhode Island Chapter has its own page at <http://www.mmia.org/members/RIchapter.asp>. Their first regional meeting will be March 29th, hosted by Horton Interpreting! For more information, you can also contact Ana Marin, our Rhode Island Chapter Chairperson at amarin@nhpri.org.

2007 MMIA CONFERENCE - PIONEERING HEALTHY ALLIANCES -

The 2007 MMIA Conference has been set for October 5, 6 and 7! This year the conference will be held at the Sheraton Boston and will include a pre-conference activity, full reception and a job fair! It will probably include three tracks of focus. A Call for Abstracts will soon be sent out to the membership. For more information to join the conference committee, contact Christopher Robinson at crobin@bu.edu. More information on the conference itself will be coming soon.

COLLABORATIONS

The MMIA has been supporting via sponsorship several key organizations. It was a sponsor of the CHIA Conference in California, as well as of the Critical Link Conference in Sydney, Australia. The MMIA has also become a corporate member of Health Care for All and will have a presence at their Annual Conference on March 30.

WOULD YOU LIKE TO EVALUATE YOUR CONSECUTIVE INTERPRETING SKILLS?

As an MMIA member, you have a new benefit. Language Line will offer you a discount if you wish to be tested by them. You can be tested remotely by phone and a diagnostic results report will be sent to you. The MMIA does not endorse this test, nor does it replace our

upcoming certification process, which will include the skills required of a professional medical interpreter. Notwithstanding, the MMIA seeks to empower interpreters by informing them of the various products that are available in the market to prepare them for future certification. In order to receive the discount, you will need to type in MMIA in the registration form under company. To register, please go to

https://www.languageonline.com/page/llu_test_registration/

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<http://www.mmia.org/members/RIchapter.asp> . Soon Rhode Island members will receive notice of their first regional meeting! For more information, you can also contact Ana Marin, our Rhode Island Chapter Chairperson at amarin@nhpri.org.

MINORS INTERPRETING

Recently there were several emails discussing the plausibility of minors interpreting, as there are a few interpreter training programs proposing to teach high school students interpretation skills. The MMIA takes this opportunity to remind members that the Federal CLAS Standards is quite explicit in its directive, when it states the following in Standard 6, regarding the competence and qualifications of individuals providing language services:

"Minor children should never be used as interpreters, nor be allowed to interpret for their parents when they are the patients/consumer." (US DHHS CLAS Standards, p. 12)

<http://www.omhrc.gov/templates/content.aspx?ID=87>

The MMIA believes that providing interpreting training to minors may jeopardize an institution's compliance with this directive, in that a minor might be used as an interpreter simply because he or she has undergone training. The MMIA approached some of these programs to let them know the position the organization takes regarding offering interpreting training to minors. It was explained to them that this not only goes contrary many guidelines and regulations at a state and national level but also undermines the medical interpreting profession.

Our advice to them was to approach bilingual high school students to present to them the Medical Interpreting profession as a career option to pursue in the future. In Massachusetts, we are fortunate to have Bachelor and Master Programs available for high school students who want to pursue an interpreting career, as well as certificate programs for working adults that want to change careers.

IN MEMORIUM

It is with great sadness that we announce the passing of MMIA Western Regional Director Roman Skvarnavicius on February 10. Our organization was blessed to have such a good and faithful servant, and we are grateful to his contributions to the MMIA as photographer and Regional Director for several years. Reverend Archdeacon Roman Skvarnavicius, in addition to being an excellent interpreter, was also a minister whose entire life focused on serving those who were in need. He helped refugees and immigrants through his bilingual, bicultural background and touched the lives of countless people. We are all forever grateful.

FLEX BUDGET SOFTWARE FOR INTERPRETER MANAGERS

The Enterprise Budget Manager (EBM) is a web-based, distributed flexible budget, financial modeling and forecasting tool that can drastically improve the efficiency and accuracy of your financial planning process. EBM performs detailed salary and wage planning, (down to the employee level). It also monitors and reports productivity by Job Class against any external or internal targets. EBM is designed to build sophisticated flex budget models that best reflect the behavior of your organization. These models can be built with an unlimited number of statistics and relationships. All this with a simple point and click! Flex the budget monthly and analyze rate and volume variances, drilling down into Accounts Payable (A/P), Journal Entry, and Revenue and Usage detail.

<http://www.epsiconnect.com/Budgeting-Productivity.html>

SIGHT TRANSLATION

When asked to sight translate documents being given to patients, you may want to alert the Interpreter Services Department of the need to translate those documents into your patients' primary language(s). All consent forms for treatment and discharge instructions are considered vital

(Consent to Surgery, Consent for Bone Marrow Transplant, Consent for Epidural, etc). Other important forms are DNR form, Consent for Autopsy, Transfer of a Patient, HIV Consent, Rejection of Treatment (for ER and the general rejection form), Advance Directives, etc.

MEDICAL GLOSSARIES IN SPANISH, FRENCH, PORTUGUESE, AND GERMAN

2,000 links to online glossaries related to medicine, health care, biology and other areas. There are monolingual glossaries as well as bilingual glossaries. You have to read through the long list to find the interesting ones, and the links are more than enough to keep interpreters busy for weeks during down time! See <http://www.interfold.com/translator/medlinks.htm>

ETHICAL DILEMMAS

The MMIA is in continuing the process of collecting ethical dilemmas. We invite members to email an ethical dilemma they have faced and: 1) explain the setting and the situation that took place; 2) the difficult decision or ethical dilemma faced; and 3) if the interpreter was able to make a decision or take action. You may also submit unsolved dilemmas. All submissions should be sent to Marzena Laslie at mmiaml@aol.com

MEMBERSHIP RENEWALS

Please be aware that your membership expires each year. Although many of you renewed when you attended the 2006 Conference, conference fees did not cover renewal. Therefore, many members will receive notices to renew when their renewal approaches expiration. Our \$30 annual fee will soon be payable online. To check your renewal date, please go to the website and under Join Us you will see a Find Renewal Date feature at <http://www.mmia.org/members/getdate.asp>

RESUME UPLOAD

Please consider uploading your resume to your interpreter profile in the MMIA Interpreter Directory. This will enhance your chances of employers noticing you as a medical interpreter. Would you like to have your resume reviewed before posting? Check out Resume Scorecard, a company that specializes in resume and cover letter editing, at <http://resumescorecard.com/rewrite.htm>

MMIA BOOK OF THE MONTH

The Art of Possibility, Transforming Professional and Personal Life, by Rosamund Stone Zander and Benjamin Zander, Harvard Business School Press. ISBN 13:978-0-87584-770-2. This book offers a set of breakthrough practices for creativity in all human enterprises. Infused with the energy of their dynamic partnership, the book invites us to all become passionate communicators, leaders, and performers whose lives radiate possibility into the world. Thanks to Christopher Robinson for recommending this book. www.BHSPress.org

FEEDBACK

The MMIA relies on its members to let us know what services you are looking for and any comments or suggestions you have for the monthly eNews. Please send them to Vonessa Phillips Costa at Vonessa.Costa@gmail.com

Sincerely,

MMIA Executive Committee