



## December eNews

### The Joint Commission Wants Your Feedback

Tell Us What You Think About Proposed Revisions to the Joint Commission's Standards - Patient Rights and Responsibilities (RI)

As part of the Standards Improvement Initiative (SII), The Joint Commission is asking for feedback on *proposed revisions* to the current Patient Rights and Responsibilities (RI) chapter for the Ambulatory Health Care, Critical Access Hospital, Home Care, Hospital, and Office-Based Surgery programs.

The revised Patient Rights and Responsibilities (RI) chapter applies to individuals from the following areas:

- Case Manager, Care Manager, Social Services Professional
- Physician
- Nurse
- Administrator
- Chaplain
- Attorney
- Patient Advocate
- Translator
- Interpreter
- Performance Improvement Professional
- Governing Body Member

Individuals representing these specialties are asked to review the RI chapter. **The deadline for responses is the end of business day January 7, 2008.**

To review the revised chapter and provide feedback, click on the following link or copy and paste the link into the address bar of your internet browser:  
<http://www.jointcommission.org/Standards/SII/>.

### Xenophobia - Seek to Eliminate It

Around the world the pattern of immigration for the last two thousand years has been that the most successful countries draw in immigrants typically seeking better work or a better life. These two forces continue to shape global movement today. Protecting or maintaining a unique way of life is a natural human need. When a way

of life is perceived as being threatened, fear can often arise. When that fear is excessive, it can result in xenophobia. Just as a country will often act to protect its culture from outside influences, employees of a company may do the same to preserve their unique ways. A wave of new employees hired will often cause "protectionism" to magically show up. This can be seen in comments such as "that's not the way things are done here" or "they are coming in with all of these new ideas and they just want to change everything."

Reducing xenophobia in any environment is done by differentiating between the legitimate need for stable surroundings and an excessive fear that can be seen as anger, discrimination or insults. When you face xenophobic statements, these responses may help in opening up a dialogue:

*- "That is an interesting point of view, I haven't found that to be the case in my experience, in fact I have found that..."*

*- "While I can understand that you feel that people are very different, I have found that deep down, there is a common link among all of us. In fact, when I..."*

Courtesy of Cultural Quick Tips, December edition,  
Culture Coach, International.

### Multicultural Mental Health Fact Sheets

NSW Multicultural Health Communication Service (Multicultural Communication) provides information and services to assist health professionals to communicate with non English speaking communities throughout New South Wales. There are over 450 publications on health in a wide range of languages and new publications are added regularly. For more information please go to

[http://www.mhcs.health.nsw.gov.au/mhcs/topics/Mental\\_Health\\_Illness.html](http://www.mhcs.health.nsw.gov.au/mhcs/topics/Mental_Health_Illness.html)

### Telephone interpreters in Demand

How many of our members also work as telephone interpreters? Last month we mentioned a new article on telephone interpreting, and we would like to hear your comments. Many telephone interpreting companies are hiring interpreters, and experience with phone interpreting is not required, as most companies provide internal training to candidates. These organizations include but are not limited to: [www.Cyacom.com](http://www.Cyacom.com); [www.LanguageLine.com](http://www.LanguageLine.com); [www.NetworkOmni.com](http://www.NetworkOmni.com); [www.pacificinterpreters.com](http://www.pacificinterpreters.com).

## Waiver of Interpreter Services

What do you do when a patient doesn't want an interpreter present but does not speak enough English or relies on a friend/family member who does not understand medical terminology?

Many hospitals are now utilizing waiver forms to protect themselves against situations in which poor health outcomes result from poor communication due to the fact that the patient refused a hospital interpreter. Often patients are not aware of the risks involved in using family or friends to interpret, so there is question on whether that is an informed consent. We would like to hear your comments and if you have waivers that you are using or that your hospital is using, please share them with us. We will be posting a waiver sample soon. Please send comments about this to Marzena Laslie, at [mmiaml@aol.com](mailto:mmiaml@aol.com)

## 2008 IMIA Conference Update

We have a theme for next year's conference!

### **ADDRESSING HEALTH CARE DISPARITIES BY ENSURING LANGUAGE ACCESS TO ALL! OCTOBER 10-12, 2008 BOSTON MA**

The Call for Papers will go out in January and will close in March, so stay tuned for more information in our conference section at <http://www.mmia.org/conferences/default.asp>

## Descriptions of Health Care Systems:

A growing number of health care stakeholders are recommending that we look across the Atlantic to explore the health systems in countries that cover all of their citizens. In a new column, Health Care Solutions Without Borders, Commonwealth Fund president Karen Davis highlights the findings of the recently released 2007 International Health Policy Survey, which shows that we have much to learn from such countries on issues of affordability, safety, and access to care. The complete results of the survey of 12,000 adults in Australia, Canada, Germany, the Netherlands, New Zealand, the United Kingdom, and the United States were published as a *Health Affairs* Web Exclusive authored by Cathy Schoen, Robin Osborn, Michelle M. Doty, Meghan Bishop, Jordon Peugh, and Nandita Murukutla. [http://www.commonwealthfund.org/usr\\_doc/Int\\_Country\\_Profiles\\_final.pdf?section=4036](http://www.commonwealthfund.org/usr_doc/Int_Country_Profiles_final.pdf?section=4036)

**SAVE THE DATE: June 21, 2007**

## 2008 Language Access Walk-a-Thon

Our date has moved due to other conferences that are occurring that weekend. Please contact us if you're interested in getting a group of interpreters, providers, and patients to march for language access on that Saturday in your community. Our hope is to get publicity and news coverage for this event and shed some light on the importance of medical interpreting! If you're interested in participating, please let us know by sending an email to Marzena Laslie at [mmiaml@aol.com](mailto:mmiaml@aol.com)

## Next Committee Members Orientation Set for January 2008

The IMIA relies on its members to advance the profession. We have always been a grassroots organization that believes each person can make a difference. For this reason, the IMIA does a committee orientation for all who want to join a committee. If you are interested in participating in the next Committee Orientation, please contact Vonessa Phillips Costa at [vonessa.costa@gmail.com](mailto:vonessa.costa@gmail.com). This event is a conference call. You need to participate in an orientation in order to join a committee.

The following committees especially need your help:  
Conference - eNews – Fundraising -Education - Provider Outreach

## Patients Prefer Simplified Advance Directive

New research shows that a simplified advance directive written at a fifth-grade reading level, with graphics that reinforce the text, is overwhelmingly preferred and completed at a higher rate by patients at all literacy levels compared with a commonly available standard form written at a twelfth-grade level. The simplified advance directive form can be downloaded for free in English, Spanish, Chinese, and Vietnamese at [www.iha4health.org](http://www.iha4health.org). This research finding is in a study that was partially supported by the AMA Foundation and can be viewed at <http://www.sciencedirect.com/science/journal/07383991>

## Where are the Job Opportunities?

Everywhere! Interpreters are in high demand. Have you contacted interpreter and translation agencies in your city? They are always in need of experienced interpreters. Need help updating your resume? Check out our sample resume at <http://www.mmia.org/members/samplecv.asp>. Remember to update your profile on the IMIA Find an

Interpreter Directory at <http://www.mmia.org/members/profile.asp> If you want to see what employers see of your profile, then go to <http://www.mmia.org/members/viewprofile.asp>

## Articles to Share

### Study finds immigrants' use of healthcare system lower than expected

UCLA researchers find that illegal immigrants from Mexico and other Latin American countries are 50% less likely than U.S.-born Latinos to use hospital emergency rooms in California, according to a study published Monday in the journal Archives of Internal Medicine. The complete article can be viewed at: <http://www.latimes.com/news/local/la-me-immigrants27nov27,1,5092464.story?coll=la-headlines-california> Thanks to Carla Fogaren for sharing this article.

## Language of the Month

Today Polish is the official language of Poland; it is spoken by most of the 38 million inhabitants of that country. There are also some native speakers of Polish in western Belarus and Ukraine, as well as in eastern Lithuania and northeastern part of Czech Republic. Because of emigration from Poland in various periods, millions of Polish-speakers may be found in countries such as France, Ireland, Australia, New Zealand, Israel, Brazil, Canada, the United Kingdom, United States, etc. The estimated number of Poles who live beyond the borders of Poland is 10 million. It is not clear, however, how many of them can actually speak Polish - the estimates range from 3.5 to 10 million.

The Polish alphabet is based on the Latin alphabet but uses diacritics, such as *kreska* (graphically similar to acute accent), *kropka* (superior dot) and *ogonek*. Unlike other Latin-character Slavic languages (apart from Kashubian), Polish did not adopt a version of the Czech orthography, but developed one independently.

Adpated from [http://en.wikipedia.org/wiki/Polish\\_language](http://en.wikipedia.org/wiki/Polish_language)

### Trainers Circle Monthly Open Calls Next meeting Dec 28<sup>th</sup> 1PM Pac/2PM Central/4PM EST

Topic:

Are you a trainer, instructor of interpreters or a language coach? If so please participant in our monthly trainers meetings. This is a great opportunity for trainers to network for further collaboration within the interpreter-educator community. This meeting is open to all

members who are interpreter trainers or instructors. To join our next Trainers Call please contact Arlene Kelly at [xingukelly@comcast.net](mailto:xingukelly@comcast.net)

### Corporate Member Meeting Set for January 29<sup>th</sup> 10AM Pac/12PM Central/1PM EST

Are you an IMIA corporate member? This is the opportunity for you to meet the other IMIA corporate members. This meeting will enable corporate members to network and to discuss what their specific needs are within the organization. Our hope is that corporate members can unite and collaborate to advance medical interpreting! To join this call, please email Marzena Laslie, at [mmiaml@aol.com](mailto:mmiaml@aol.com) to get the open call information.

### Did You Miss the Annual IMIA Salary Survey Results?

More than 400 interpreters and managers from 42 states participated in the International Medical Interpreters (IMIA) 2007 Compensation Survey. The Salary Results Powerpoint presentation from the conference can be downloaded from our website at <http://www.mmia.org/uploads/pages/291.pdf> We thank Gregory Figaro, President of Culturesmart, Inc. and longtime IMIA member, for his contribution to this salary survey.

### Online Medical Interpreting Standards of Practice

Don't forget to let your colleagues know that the *Medical Interpreting Standards of Practice* is now available online and free for members and for the public! To download your personal copy, please go to <http://www.mmia.org/standards/standards.asp>. Hardcopy versions of the Standards are also available for purchase.

### Book of the Month

#### Pedagogy of the Oppressed by Paulo Freire

Here's another classic read from the 70s for all of us who work in human services. It is recommended to anyone interested in social justice, affirmative action, civil rights, and minority struggles. Thanks to member Emma M. Gutierrez for recommending this book!

Ideas for upcoming eNews, please send to [mmiaml@aol.com](mailto:mmiaml@aol.com)