



August 2008 eNews

A successful person is one who can lay a firm foundation with the bricks others have thrown at him.

David Brinkley, Television Journalist

Message from President

This has hopefully been a good summer month for you, which is soon coming to an end. Many interpreters travel each Summer to distant lands to refresh their multicultural perspectives and experiences. I want to wish you a great school season, for those of you that are engaged in studies. For those of you that are not, consider it as the best way to enhance your skills and work opportunities are through education. Please take a look at the training notices on <http://www.imiaweb.org/education/trainingnotices.asp> The IMIA continues to work tirelessly to promote quality education for interpreters and is now working on a Code of Ethics for Interpreter Instructors, hopefully to be endorsed and adopted nationally and internationally.

Conference update –just a few weeks away

The conference is shaping up well and we have over 450 registered participants already. Please register immediately to ascertain that you are able to sign up for the workshops you wish for some are reaching capacity. To register go to <http://www.imiaweb.org/conferences/Conference2008Registration.asp>

Information about testing opportunities at the conference:

<http://www.imiaweb.org/conferences/testing08.asp>

Information on tours of interpreter departments

<http://www.imiaweb.org/conferences/tours08.asp>

Please help us promote the conference by posting this flyer at your work site:

http://www.imiaweb.org/uploads/pages/193_3.pdf

IMIA State Reps Program

Eleven states went through a state rep selection process and next month you will be informed of who our new IMIA State Reps are. We are happy to report that this initiative was very well received and that we had many applicants. They will have their first face to face meeting at the conference on October 11, 2008.

IMIA Publishes Telephone Guide

The publication of a new guide on telephone interpreting was announced today. A Medical Interpreter's Guide to Telephone Interpreting is the first in a series of guides to be published by the International Medical Interpreters Association (IMIA). The publication underwent a peer-review process and is intended to be a short primer on the topic. "Telephone interpreting is used by countless hospitals and health care facilities throughout the world," explained Izabel Arocha, IMIA president, "Our goal is to help our members and the public at large to learn more about this important method of delivering language access to patients across the globe." For the publication go to <http://www.imiaweb.org/uploads/pages/380.pdf>

If you are an expert in a particular topic and are interested in authoring an IMIA Guide, please contact us at www.imiaweb.org

Compensation Survey 2008

In order to better understand the interpreting profession, the IMIA contracted Culturesmart Inc. to collect aggregate data regarding the current wages and rates of medical interpreters and administrators of medical interpreting services in the United States. Please be assured that the IMIA Interpreter 2008 Wages and Rates Survey is published in accordance with federal and state privacy and antitrust laws. It meets all the conditions set forth by the U.S. Department of Justice and the Federal Trade Commission that apply to compensation surveys. This survey is completely anonymous and strictly confidential. We do not collect personally identifiable information about respondents.

You are not violating any statute by submitting personal salary information, and you will not be asked to disclose the name of your employer. This survey will take five to ten minutes to complete, depending on the categories you answer. Please click 'Next' to begin the survey.

http://www.surveymonkey.com/s.aspx?sm=C1O2b3mumh0ShOxLjIRdrA_3d_3d

Philadelphia Executive Order Access to City Programs for Individuals

http://www.phila.gov/executive_orders/pdfs/executive%20orders/10.%20Mayor%20Nutter/2008/EO_908_Access_to_City_Programs_for_Individuals.PDF

Serving Patients with Limited English Proficiency: Results of a Community Health Center Survey

(June '08) National Association of Community Health Centers / National Health Law Program For pdf go to: http://www.healthlaw.org/library/item.198374-Serving_Patients_with_Limited_English_Proficiency_Results_of_a_Community_He

Speaking Together Toolkit Now Available at RWJF website.

Ten hospitals with racially and ethnically diverse patient populations participated in RWJF's Speaking Together: National Language Services Network—a program aimed at improving the quality and availability of health care language services for patients with limited English proficiency (LEP).

This toolkit provides advice to hospitals on improving quality and accessibility of language services. <http://www.rwjf.org/qualityequality/product.jsp?id=29653>

National Health Law Program

Two studies funded by the National Health Law Program (NHeLP) under a grant from the California Endowment. The first, by the National Association of Community Health Centers (NACHC), is the result of a quantitative study and describes community health centers' current success in delivering language services, common challenges in enhancing the provision of services, and the tools and resources health centers say they need to improve health care access for linguistically diverse patients.

The second report, a qualitative study, by the Association of the Clinicians for the Underserved (ACU), examines language access barriers and challenges faced by the clinical team in providing healthcare services to linguistically diverse persons, and strategies used to address these issues. It also provides recommendations for improving the provision of language services.

The reports arise from the work of a broad group of national organizations developing a consensus-driven agenda to improve policies and funding for access to quality health care for linguistically diverse individuals. The group includes advocacy groups, hospitals and other healthcare provider associations, caregivers, interpreters and language companies. The reports released at the event will be available at <http://www.nachc.com/>, <http://www.clinicians.org/>, and <http://www.healthlaw.org>.

U.S. News

U.S. Intel recruits immigrants from Mideast as translators

Washington, USA (World Tribune): Officials said the CIA, Defense Intelligence Agency and other intelligence and law enforcement units have been quietly reaching out to Arab, Iranian and Pakistani immigrants in the United States. They said the CIA has convened representatives of immigrant community to promote recruitment to the U.S. intelligence community. Officials said the immigrants were sought as translators and analysts in Arabic, Farsi and Pashtu. For more information, see www.worldtribune.com/worldtribune/WTARC/2008/ss_terror0225_06_09.asp

New York City Medical Malpractice Lawyer Explains Silent Hazard: Translators in Hospitals

New York City Medical Malpractice News - Long Island, New York—Many non-English speaking patients go to the hospital expecting to need family members or friend to translate their complaints, medical history and symptoms for English speaking doctors and nurses. Indeed, at many hospitals within the five boroughs, patients' providing their own translation for medical staffs has become routine. Of course, not having a translator present during medical treatment poses great dangers to patients, and impacts the quality of healthcare, especially in an emergency room setting where doctors are likely to have never seen a particular patient before, and thus unfamiliar with that patient's medical history and complaints. http://www.newyorkinjurynews.com/2008/07/24/nyc-medical-malpractice-law_20080724155.html

Washington: Legislation to expand visas for interpreters

Washington, USA (Army Times): The cap for the Special Immigrant Visa program is 500 visas every fiscal year, according to the State Department, but pending legislation would extend it to 5,000 for fiscal 2008. While waiting for the legislation to pass, the government continues to accept and adjudicate new visa petitions. The cap for fiscal 2009 has been increased to 5,000. For more information: www.armytimes.com/news/2008/06/army_interpreters_060708w

Indiana: Burmese translators expected to be added to health department

Indiana, USA (WANE): Hundreds of Burmese refugees are expected in Fort Wayne in the coming years. Most don't speak English and that can cause problems, especially when it comes to important services like health. The Saint Joseph Community Health Foundation is giving the health department \$44,000 to hire translators. That's expected to dramatically cut-down the wait time, while

helping boost local health services. For more:
www.wane.com/Global/story.asp?S=8513740&nav=menu32_2

Senate panel says yes to interpreters

Rhode Island, USA (ProJo): The state Department of Human Services will be required to schedule interpreters and provide information in languages other than English to help all people who are applying for benefits, under a bill sponsored by Sen. Maryellen Goodwin that was swiftly approved by the Senate Committee on Health and Human Services yesterday. For more information, see www.projo.com/news/content/general_assembly_wrap_18_06-18-08_KUAI8T4_v60.3f6cce5.html

Mayor Bloomberg Signs Executive Order 120 Requiring Citywide Language Access

Mayor Michael R. Bloomberg today signed the City's first Language Access Executive Order, establishing a uniform policy and standards for translation and interpretation services for City agencies that have direct interaction with New Yorkers. Executive Order 120 requires every such City agency to provide language assistance in the top six languages spoken by New Yorkers.

Tuesday, July 22, 2008

[Read the press release](#)

[Download Executive Order 120 \(in PDF\)](#)

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Common Sense Advisory Releases Ranking of Top 15 Telephone Interpreting Providers Worldwide

California, USA (CSA): Industry research firm Common Sense Advisory released, "Telephone Interpretation," a report listing the first-ever ranking of Top 15 telephone interpreting providers worldwide, including two public companies, Language Line Services and Lionbridge. Manpower Business Solutions, thebigword, and CanTalk

also made the list. For more information, see (this report is available with "free registration")

http://www.common senseadvisory.com/members/res CGI.php/080724_QT_top_15_ti_co.php1

US Army offers re-enlistment bonuses of up to \$29,000 to interpreters and translators

Virginia, USA (Army Times): The Army has begun offering re-enlistment bonuses of up to \$29,000 to O9L interpreters and translators, a move made because of the rising demand for soldiers fluent in critical languages. The O9 Lima program puts native speakers of Arabic, Dari, Pashtu, Farsi or Kurdish in uniform to serve alongside troops in combat. For more information, see

www.armytimes.com/news/2008/06/army_O9Lima_062108w

ICanLocalize adds professional online interpretation to self-managed localization service

Las Vegas, USA (PR.com): ICanLocalize adds professional online interpretation to their self-managed localization service. This new service is built for the needs of small businesses who want to operate in multiple languages. It allows running a multi-lingual business with a limited budget by charging payment per word translated, with no fixed costs what-so-ever. For more information, please visit:

www.pr.com/press-release/87811

International News

Hospital breaches Healthcare Commission Interpretation rules

London, UK (This is London): A man whose wife died of blood poisoning after she gave birth at a London maternity unit is to launch legal action against the hospital. Zahra Ghaznavi, 28, died a week after the delivery of her daughter, Shar, at Northwick Park Hospital in Harrow. She is the third woman to die at the hospital in a year. [...] Mr Ghaznavi says he was allowed an interpreter for only one day out of the seven his wife was a patient. This would breach guidance from the Healthcare Commission which states that interpreters should be provided to enable communication between patients, their families and hospital staff. For more information, please visit: www.thisislondon.co.uk/standard/article-23487950-details/My+wife+went+into+hospital+to+give+birth+...+and+lost+her+life/article.do

New Zealand: Interpreting illness can come at a cost

Auckland, New Zealand (Auckland): Jimmy Deng knows how difficult it can be for some people to understand health warnings and advice. Mr Deng works as a translator with Mandarin and Cantonese speakers and he

has a background in medical science. But his services come at a cost and some health groups say these translation services need to be funded so that essential messages reach the right people. [...] But Diane Walton, spokeswoman for the NZ Society of Translators and Interpreters, says costs are kept low and it's disappointing that some groups are finding it a struggle. For more information, please visit:

www.theaucklander.co.nz/news/story.cfm?storyID=37787

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Trainer's Circle

Are you a trainer or a language coach? Join our Monthly Trainer's Circle meetings at the last Friday of each month at (1pm Pacific / 3pm Central / 4pm EST). This month's topic: **Ethics for trainers and language coaches**

Note: The IMIA is now only sending meeting notices to those who have identified themselves as trainers within the organization. If you are not receiving these notices, please go to your profile and identify in your profile that you are a trainer.

Portuguese and Spanish Language Divisions

This year IMIA conference will include a Portuguese and also a Spanish Division Meeting offering interpreters an invaluable opportunity to meet as a group to discuss the need for these Divisions within the IMIA, to share ideas, glossaries, terminology questions, community events, and even job opportunities. This meeting is set to generate discussion among the participants, to identify general interest and availability to be part of this Division. The meetings will take place on Sunday Oct 12, from 1:30pm -3pm, at the IMIA Conference.

For more information on this year's conference, please go to <http://www.imiaweb.org/conferences/default.asp>

Resources for Interpreters

National Online Medical Terminology Course

Texas, USA (NewswireToday): Gatlin Education Services offers online course to teach healthcare professionals proper medical terminology. According to a recent report by the U.S. Bureau of Labor Statistics, job opportunities in healthcare are abundant. The healthcare industry currently provides more than 14 million jobs and it is projected to generate 3 million additional positions through 2016, more than any other industry. To give students a boost into today's largest job market, Gatlin Education Services now offers a Medical Terminology online training course. The 60-hour class is designed to give healthcare professionals and those who wish to work in medical environments a deeper understanding of medical terms and meanings. Cost

\$595 To register visit

www.gatlineducation.com/search.php?course_id=117

Book of the Month for August

Interviewing Clients across Cultures - A Practitioner's Guide By Lisa Aronson Fontes

Packed with practical pointers and examples, this indispensable, straight-talking guide helps professionals conduct productive interviews while building strong working relationships with culturally and linguistically diverse clients. Chapters cover avoiding different types of bias; verbal and nonverbal ways to build rapport and convey respect; how to overcome language barriers, including effective use of interpreters; culturally competent interviews with children and adolescents; and key issues in working with immigrants and refugees. Strategies for avoiding common cross-cultural misunderstandings and producing fair, accurate reports are presented. Every chapter concludes with thought-provoking discussion questions and resources for further reading. Thank you to Karen Anderson, NY, for recommending this book. Check it out at <http://www.guilford.com/cgi-bin/cartscript.cgi?page=pr/fontes2.htm&dir=pp/ma>

For a 15% discount enter Promotional Code 2E.

Interpreting in Situations of Sexual Violence and other Trauma - A handbook for community interpreters

In 2007 Dublin Rape Crisis Centre received a grant from the *Fund to Support the Integration of Legally Resident Immigrants* to allow us to develop a training course and handbook for interpreters, to equip and support them in interpreting in situations of sexual violence and other trauma. The handbook may also be helpful for service providers, to inform them about the process of interpreting. DRCC developed the training course and delivered it on a pilot basis on four occasions, twice in Dublin and once each in Galway and Cork.

The training program has been finalized and will continue to be delivered by DRCC training staff to community interpreters into the future. This handbook is intended to accompany that training course, and is also being made available nationally to all those working as community interpreters in situations of sexual violence and other trauma. To download the handbook, please go to http://www.drcc.ie/report/RCC_Interpreting.pdf

AMA publishes assessment tool to help communication between patients and providers

Illness, fear, low literacy, foreign languages and cultures, and many other factors can make it difficult for your staff to communicate with patients. “Improving communication – improving care” is a new organizational performance assessment toolkit from the Ethical Force Program® at the American Medical Association (AMA) designed to assist your organization in meeting the needs of a diverse patient population. This one-of-a-kind resource can help you assess how effectively your organization communicates, so you can target resources for improvement exactly where they're needed. The toolkit can help organizations improve communication with all patient populations and many of the questions are specifically focused on common communication problems, such as culture, language and health literacy gaps. ^U more information please go to:
<http://www.ama-assn.org/ama/pub/category/18225.html>

- Check out the staff with patient contact survey at <http://www.ama-assn.org/ama1/pub/upload/mm/369/staffsurvey.pdf>

Language Services Needed - Wherever There Are People
<http://www.globalwatchtower.com/2008/06/12/language-demand-ubiquity/>

About the IMIA eNews

The IMIA eNews is our monthly news brief. The purpose and intent of this publication is to advance the medical interpreting profession by providing our members with the latest local, state and international news and reports, as well as provide monthly updates on useful websites, toolkits, and available trainings/resources. We know our members do not have time to read everything that comes across their desks or emails, so we actually take the time to pick out from a myriad of sources to condense it into a summary of the most updated, relevant, useful and interesting news about the field.

The IMIA eNews' goal is to provide technical value and serve as a clearinghouse of information as stated in our bylaws and offer an institutional record of what is happening in the field of medical interpretation around the world. Please pass this newsletter to colleagues who might become interested in the work of the association. Please send suggestions and comments about the eNews to Izabel Arocha at iarocha@imiaweb.org