



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters

## IMIA eNews - February 2009



*“Change will not come if we wait for some other person or some other time. We are the ones we've been waiting for. We are the change that we seek.”*

**Barack Obama**

*(Adaptation from Mahatma Gandhi)*



## Letter from the President

Dear members,

We start February amidst much activity towards national certification. This is a historic moment for the profession and certainly exciting times for the association. We will accomplish that which was charted in our articles of incorporation when the organization was founded in 1986, to develop and maintain a certification program for medical interpreters.

As the day of registration approaches there is an incredible amount of work ahead. So many interpreters around the country still do not know that certification is finally becoming reality, and that through certification they will be able to get the recognition, validity, and respect that all professional interpreters deserve and have worked so hard for. Most importantly, many do not realize that certification will propel higher educational standards for the field and reimbursement of interpreters.

While some advocate for educational standards first, we advocate for less prescriptive measures and believe that certification will be the benchmark to propel and improve interpreter educational opportunities.

We need your help to spread the word. It is interpreters that hold the key to the success of this certification program. It will be very important for interpreters to be the first ones to undertake, validate, and endorse their own national certification program. To see an Industry Guide FAQ Document, please go to

[http://www.imiaweb.org/uploads/pages/195\\_2.pdf](http://www.imiaweb.org/uploads/pages/195_2.pdf)

To see the presentation we have been giving across the country please go to:

[http://www.imiaweb.org/uploads/pages/195\\_3.pdf](http://www.imiaweb.org/uploads/pages/195_3.pdf)

It is your responsibility as an interpreter professional to first learn more about the process. Also, please see the IMIA response to the NCC, one of the coalitions it's involved in, regarding its request that the IMIA relinquish all our intellectual property to the NCIHC or CHIA, whichever becomes the fiscal conduit or legal entity of the NCC.

<http://www.imiaweb.org/uploads/pages/439.pdf>

As we approach National Certification, please send us emails of endorsement, comments or feedback to

[IMIAweb@gmail.com](mailto:IMIAweb@gmail.com) 2009 Promises to be an unforgettable year for the field.

Sincerely,

Izabel Arocha, M.Ed., President



## What are the Principles of our National Certification Program?

**Profession's Ownership of Process** - The certification program is for interpreters and therefore it is interpreters that own the process. The IMIA was incorporated for this very purpose and will guarantee and ensure that the best interests of medical interpreters are protected.

**Inclusiveness** –We have incorporated feedback from many stakeholders and interpreters who were able to send us their opinions and reactions directly by email. The National Medical Interpreter Certification Forum has been open to all organizations that have wanted to attend, and deliberately

chose not to be an exclusive group of stakeholders. The IMIA Advisory Board members, as well as the Global Advisory Council Stakeholders have provided guidance to our process. This process is also inclusive to national testing companies that want to participate, without having to release their legal rights to their intellectual property related to interpreter testing.

**Transparency** – Presentations about the process have been made in the last ten years to hundreds of conferences and venues. The number of presentations grew in the last two years, and were presented extensively in conferences in the US and internationally. In addition, the IMIA has been publishing press releases about certification since 2001. Last, we have maintained several groups apprised of our latest developments:

- a. Consortium of Interpreter Associations (COIA), Since October 11, 2006
- b. National Medical Interpreter Certification Forum (NMICF) May 1 2007
- c. Forum of Coordinators of Interpreter Services (FOCIS) annual presentations since 2005
- d. Global Advisory Council (GAC), since May 2008
- e. National Coalition of Certification (NCC) since May 2008

**Credibility** – The process has undergone a DACUM Job Analysis in 1995, and another one in January 2009 through our collaboration with LLU. It has also undergone two pilots, one in 2001 and another in 2003, funded by the Office of Minority Health of the United States Office of Human Services. The last pilot was supported and included the participation of two colleague organizations, the National Council of Interpreting in Health Care (NCIHC) and the California Healthcare Interpreting Association (CHIA).

**Structure and Capacity** - IMIA has partnered with PSI Services LLC, [www.psionline.com](http://www.psionline.com), a testing company with over 60 years of experience with providing solutions to corporations, professional associations and government regulatory agencies. PSI will be the third party organization that will administer the written and oral exams developed by IMIA and LLU, respectively. It has also partnered with Language Line University, a division of Language Line Services, a leader in the industry, a company that has invested millions in the testing and certification of medical interpreters in 22 languages. It has also partnered with

several interpreter certification experts across the country and now plans to partner with other national testing companies that want to coalesce into a single national medical interpreter certification without having to release their intellectual property.

**Access** – Our collaboration with PSI enables access to exams in over 600 proctored sites across the US. This will ensure that interpreters in *rural areas* have access to the certification program. Our collaboration with LLU and with other national testing companies will enable the certification program to be available for interpreters who work in a much *larger number of languages*, enabling interpreters who work in minority languages to be certified.

**Public/Private Partnership** – The IMIA, a non-profit organization, believes that it has the leadership responsibility in the field to foster positive, productive, and collaborative relationships with both non-profit as well as for-profits in the goals of promoting the medical interpreting profession. While organizations may be structured in different ways, there is no value in demonizing organizations that achieve commercial gain for their activities. Public/private partnerships are encouraged in a free market economy, companies are seen as drivers of job creation and that is crucial for the development of the medical interpreter profession.

As we approach National Certification, please send emails of endorsement, comments, suggestions, or feedback to [IMIAweb@gmail.com](mailto:IMIAweb@gmail.com).



## International News

**Canadian Interpretation Market Ripe** Toronto, Canada (Hometown): The market for translations and interpreting is ripe in Canada because the country has a dual-language system, as well as a growing export business that requires Web sites, marketing materials and other content to be localized for each new potential market, officials said in a release. For more information, please visit: [www.hometownnannapolis.com/cgi-bin/read/2009/01\\_25-54/BUS](http://www.hometownnannapolis.com/cgi-bin/read/2009/01_25-54/BUS)

**UK: Interpretation Services At a Cost** Norwich, UK (EDP24): A summary of the report, which focuses on the lives of migrants in the market town of Dereham and its surrounding area, states the two main problems are language and cultural barriers. "There was a risk of marginalization as ignorance of English law and the language barriers led to inadvertent criminalization," it said. "People were open to exploitation and social problems existed due to low pay etc."

For more information, visit:

[new.edp24.co.uk/content/news/story.aspx?brand=EDPOnline&category=News&tBrand=edponline&tCategory=news&itmid=NOED23 Jan 2009 16%3A12%3A07%3A250](http://new.edp24.co.uk/content/news/story.aspx?brand=EDPOnline&category=News&tBrand=edponline&tCategory=news&itmid=NOED23 Jan 2009 16%3A12%3A07%3A250)

### **New Portuguese Spelling in Effect**

Synopsis: Let's keep it simple: If Portuguese is among the languages into which your content is translated, ask your translators to adopt the "new spelling" for all new projects. If you have a live website, consider having it reviewed to comply with the new spelling rules. Your translators and reviewers will know what you mean: All eight Portuguese-speaking countries signed an Orthographic Agreement in 1990. Brazil is the first one to adopt it officially.

<http://www.globalwatchtower.com/2009/01/06/new-brazilian-portuguese-spelling-in-effect/>

**Korea Needs More Professional Translators** Seoul, Republic of Korea (Korea Times): Literary Professor Kim Joo-youn said Korea badly needs a growing pool of professional translators to have local literature better known worldwide. He made the remark in a Korea Times interview Thursday after being named the director of the Korea Literature Translation Institute (KLTI) under the Ministry of Culture. For more information, please visit:

[www.koreatimes.co.kr/www/news/special/2009/01/178\\_37944.html](http://www.koreatimes.co.kr/www/news/special/2009/01/178_37944.html)

**Cheeseburgery hamburgers and the problem of computerized translations** London, UK (FT): As I drifted back to my office, I recalled that the last time I'd experimented with computers striving to change Italian into English or Dutch into Spanish, the results had been pretty hopeless. Perhaps things had improved over the last couple of years? Well, below are three examples of computerized translation - courtesy of Google Language Tools - from French, German and Polish into English. I am republishing the translations exactly as they came out, punctuation mistakes and all, after I hit the button. For more information:

[blogs.ft.com/brusselsblog/2009/01/cheeseburgery-hamburgers-and-the-problem-of-computerised-translations/](http://blogs.ft.com/brusselsblog/2009/01/cheeseburgery-hamburgers-and-the-problem-of-computerised-translations/)



## **US News**

### **International Medical Interpreter Association Appoints IMIA State Representatives**

Massachusetts, USA (PRNewswire): The International Medical Interpreters Association (IMIA) unveiled its plan to develop a national structure for its organization. "Our revised bylaws do not stipulate a regional organizational structure. Our members are unevenly distributed among different states and this initiative will help us change that," For more go to: [news.prnewswire.com/DisplayReleaseContent.aspx?ACCT=104&STORY=/www/story/01-28-2009/0004961787&EDATE=](http://news.prnewswire.com/DisplayReleaseContent.aspx?ACCT=104&STORY=/www/story/01-28-2009/0004961787&EDATE=)

### **New Jersey: Text Messaging for Deaf Witness Testimony**

New Jersey, USA (MCall): It was trial by instant messenger in Northampton County Court on Wednesday -- at least for the morning. With the prosecutors' main witness deaf and a sign interpreter unavailable, a jury was forced to endure typed questions and answers for testimony in a case of a man accused of assaulting an Easton woman, then breaking into her apartment a week later. For more information, visit: [www.mcall.com/news/local/all-deaf0128-cn,0,5718737.story](http://www.mcall.com/news/local/all-deaf0128-cn,0,5718737.story)

### **Chicago: Cutbacks in Foreign Language Translation Services**

Chicago, USA (Medill): Following a string of cutbacks in foreign language translation services at Chicago area medical centers, other government institutions are examining their translation needs as well. Some city organizations are already linguistically understaffed. The Cook County Public Defender's office has just two Spanish translators on staff while the Chicago Housing Authority depends on bilingual staffers to act as translators. For more information, please visit:

[news.medill.northwestern.edu/chicago/news.aspx?id=113193](http://news.medill.northwestern.edu/chicago/news.aspx?id=113193)

### **Birth of a New Profession: Interpreters Improve Healthcare**

California, USA (newsUSA): Imagine experiencing severe pain, but being unable to communicate it to the medical staff. Or envision watching your child

suffer in a hospital bed, not understanding what the doctors are telling you about his or her condition. Many non-English-speaking patients face these scenarios each time they seek medical care. But the development of a new profession, the medical interpreter, is making these scenarios a thing of the past.

[www.imperialvalleynews.com/index.php?option=com\\_content&task=view&id=4079&Itemid=1](http://www.imperialvalleynews.com/index.php?option=com_content&task=view&id=4079&Itemid=1)

### **Birth of a New Profession: Interpreters Improve**

**Healthcare** California, USA (NewsUSA): Imagine experiencing severe pain, but being unable to communicate it to the medical staff. Or envision watching your child suffer in a hospital bed, not understanding what the doctors are telling you about his or her condition. Many non-English-speaking patients face these scenarios each time they seek medical care. But the development of a new profession, the medical interpreter, is making these scenarios a thing of the past.

[www.imperialvalleynews.com/index.php?option=com\\_content&task=view&id=4079&Itemid=1](http://www.imperialvalleynews.com/index.php?option=com_content&task=view&id=4079&Itemid=1)

### **National Survey of Medical Interpreter Community the Next Key Step in Path to National Certification Launch**

California, USA (Business Wire): In the ongoing process of constructing a national test for certified medical interpreters (CMI), Language Line® University, the globally recognized interpreter testing, training and certification division of Language Line Services, with the support and participation of the International Medical Interpreters Association (IMIA), has launched a national job analysis survey of the medical interpreter community. For more information, please visit:

[www.ad-hoc-news.de/national-survey-of-medical-interpreter-community-the-next--/de/Unternehmensnachrichten/20010031](http://www.ad-hoc-news.de/national-survey-of-medical-interpreter-community-the-next--/de/Unternehmensnachrichten/20010031)

### **Mississippi: Spanish Interpreters Finding Work**

Mississippi, USA (Ledger): Interpreters who work in the Spanish-speaking communities throughout the Pine Belt say they are getting more calls for their services. "There has been a slight increase within the years," said Darlene Patterson, a Hattiesburg interpreter. "I guess since there's more knowledge that there is someone to help. People are reaching out more." For more information, please visit:

[www.clarionledger.com/article/20090126/NEWS/901260321/1001/RSS01](http://www.clarionledger.com/article/20090126/NEWS/901260321/1001/RSS01)

**Texas: Need for Interpretation Continues** Texas, USA (Amarillo): "We can definitely see in the past year that the need continues to be there for interpretation," said Caytie Martin, spokeswoman for Northwest Texas Healthcare System. Through a variety of services, Amarillo hospitals adopt and find ways or services to offer non-English-speaking patients. "We have seen a pretty significant increase in over-the-phone interpreters in the last few years," said John Goodrich, manager of health-care markets for Language Line Services, which provides translators for patients via phone. For more information, please visit: [www.amarillo.com/stories/012709/bus\\_11827209.shtml](http://www.amarillo.com/stories/012709/bus_11827209.shtml)

**Illinois: Growing Need for Interpreters** Illinois, USA (NMA): There is a growing shortage of interpreters for non-English speaking patients of clinics, hospitals and diagnostic centers in the Chicago area, according to a report in Hoy. Although a 1994 law guarantees patients access to an interpreter in their language, there are not enough trained medical interpreters to meet the need of an increasing population of non-English language speakers.

For more information, please visit:

[www.vivelohoy.com/local/chicago/vlh-pp\\_6\\_interpretesjan26,0,5788229.story](http://www.vivelohoy.com/local/chicago/vlh-pp_6_interpretesjan26,0,5788229.story)

### **Connecticut: Many Hospital Physicians Not Using Interpreters**

Connecticut, USA (Media Newswire): Many physicians fail to use readily available interpreters with their non-English speaking patients, opting for "getting by" with their own limited foreign language skills or using a patient's friend or family member, according to research conducted in part by the Yale School of Public Health. Increasing the use of interpreters by hospital physicians will require "substantial" changes in hospital practice, the study finds. Failure to use a qualified professional interpreter in medical situations can lead to breaches in patient confidentiality and can compromise quality patient care. For more information, please visit: [media-newswire.com/release\\_1083069.html](http://media-newswire.com/release_1083069.html)

### **California Interpretation Law May Spill Over to States with No Interpreter Laws**

California, USA (NCM): Under the new regulation, HMOs and medical providers will have to provide interpreters either in person or via telephone or video conferencing. And just what language the interpreters will have to know will depend on "how much the language penetrates that particular area," said Wright. "In Fresno, for



instance, HMOs and medical providers will have to provide interpreters who speak Hmong." Martinez noted that even though the Health Care Language Access Act is a California law, there could more than likely be a "spillover effect" to other states. For more information:

[news.ncmonline.com/news/view\\_article.html?article\\_id=05234777cbb7c6e5f9caec245e3e9942](http://news.ncmonline.com/news/view_article.html?article_id=05234777cbb7c6e5f9caec245e3e9942)

### **Tempe Group in Vanguard of Health-data Management**

Arizona, USA (AZ Central): The company also has developed multi-language capability in reporting with real-time translations for their systems. "When a corporate nurse based here pulls up information reported on an incident, accident or injury in another part of the world, it's already translated," Kleinman said. "It allows companies to be able to be very proactive in response." For more:

[www.azcentral.com/business/abg/articles/2009/01/15/20090115abg-ex30115.html](http://www.azcentral.com/business/abg/articles/2009/01/15/20090115abg-ex30115.html)

### **California: Interpreters Easing Patient Stress at Doctor's Office**

California, USA (LA Times): The new law also requires health plans to translate their standardized documents into the top two languages spoken by their members, typically Spanish and Chinese. Although it's expected to increase costs for health plans, the new law was welcomed by the California Assn. of Health Plans, a group that lobbies for insurers. "We needed to find ways to make this a practical thing for health plans to do," said spokeswoman Nicole Kasabian-Evans, noting that without teleconferencing, keeping bilingual staffers in some rural areas would have presented an insurmountable burden.

[www.latimes.com/business/la-fi-interpreters15-2009jan15,0,5268293.story](http://www.latimes.com/business/la-fi-interpreters15-2009jan15,0,5268293.story)

### **New York: Study Finds Doctors Underuse Interpreters**

New York, USA (Yale Daily News): Lisa Diamond, a former student in the Robert Wood Johnson Clinical Scholars Program at Yale, was completing her residency at Columbia when she observed a phenomenon that, to her, seemed "crazy." Many of her colleagues were relying on their less-than-perfect knowledge of the Spanish language — instead of on interpreters — to communicate with their Spanish-speaking patients. For more information, visit:

[www.yaledailynews.com/articles/view/27084](http://www.yaledailynews.com/articles/view/27084)

### **Massachusetts: IMIA Translation Guide a Boon to Care**

Massachusetts, USA (Boston Globe): Local health-care

professionals are hailing a new comprehensive handbook on written medical translation as a boon to patient safety. "We thought it was very important for a couple of reasons," said Izabel Arocha, president of the Boston-based International Medical Interpreters Association, which commissioned the "IMIA Guide on Medical Translation". "It's very important that hospitals be aware of standards for quality medical translation that are devoid of errors that could compromise patient health." For more:

[news.bostonherald.com/news/regional/view/2009\\_01\\_18\\_Medical\\_translation\\_guide\\_a\\_boon\\_to\\_care/srv=home&position=also](http://news.bostonherald.com/news/regional/view/2009_01_18_Medical_translation_guide_a_boon_to_care/srv=home&position=also)

### **Court Interpreters in Short Supply in Multilingual Texas**

Texas, USA (Dallas Morning News): There are only 32 licensed interpreters in Dallas County, and about 500 in the state. About 40 percent of Dallas County, or 830,000 people, and about a third of the Texas population, or 7.2 million, speaks a language other than English in the home, according to the U.S. Census Bureau. Spanish dominates among the foreign languages, followed by Vietnamese, Chinese and Korean. "To have this low number of interpreters is ridiculous," said Esther Diaz, an Austin interpreter active in the American Translators Association. "One of the reasons we have so few is that the test is so rigorous, you really have to know Spanish inside and out." For more information:

[www.dallasnews.com/sharedcontent/dws/news/localnews/stories/DN-interpret\\_25met.ART0.Central.Edition1.11fd2.html](http://www.dallasnews.com/sharedcontent/dws/news/localnews/stories/DN-interpret_25met.ART0.Central.Edition1.11fd2.html)



## **IMIA News**

### **IMIA Board Annual Retreat**

The Board of Directors had the Annual Retreat on January 31 to assess the needs of the organization, and also to reassess, evaluate and develop a short term and long term strategic plans. The main theme was to focus our efforts towards international leadership and the agreement on focusing on our priorities towards:

1. National Certification in 2009
2. Organizational Development
3. Advocacy for Certification/Reimbursement

A 2009-2011 Strategic Plan is being developed and will be shared soon with the membership. If you have comments or

ideas regarding the strategic goals of the organization, please email the IMIA at [IMIAweb@gmail.com](mailto:IMIAweb@gmail.com).

### **Corporate Members Meeting January 27**

Our corporate members meet every other month on the last Tuesday of the month. This month the focus was on updating members on the latest National Certification developments. The IMIA is proud of this public/private partnership which will include other national testing companies. Our approach includes: a) respect for the testing products and efforts accomplished by different organizations; b) respect for their intellectual property; c) an understanding that non-profits and for-profits can work together towards a common goal; and e) the belief that certification will propel educational standards improvements and reimbursement of services.

### **IMIA Guide on Medical Translations**

The IMIA has now published its second guide, the IMIA Guide on Medical Translation. It can be downloaded at <http://www.imiaweb.org/uploads/pages/438.pdf>  
The intent of the organization is to continue to commission guides that will inform the public about different topics in our field. This is an important contribution from our association to the general public and to others in the field who might benefit from these guides. The IMIA intends to publish other similar guides as a means to inform interpreters and the public at large with a primer on a particular topic related to medical interpreting. To see a list of future guides, go to <http://www.imiaweb.org/basic/TelGuide.asp>

### **IMIA Conference Update – Call for Papers Due May 15**

The 2009 IMIA Conference is taking shape and the call for papers was just posted on the website. We encourage innovative ideas for presentations and activities that support the theme of the year. The theme – GLOBAL PERSPECTIVES ON PROFESSIONAL MEDICAL INTERPRETERS – reflects the importance of the fact that medical interpreting is evolving worldwide. **Save the date: October 9-11, 2009** International speakers are being invited to expand our views of the profession and question our assumptions. To download the Call for Papers please go to: <http://www.imiaweb.org/conferences/callforpapers09.asp>

**IMIA Conference Sponsorship Packets** available at: <http://www.imiaweb.org/conferences/sponsors09.asp>

### **Resume Improvement Services Coming Soon**

In this economy many interpreters are reviewing their resumes to be ready for additional work opportunities. We have received requests from those new to the field on advice on language used in the industry. The IMIA will soon offer resume services to help interpreters in their career development and opportunities. Stay tuned...

### **IMIA Joins NOCA**

The IMIA has become a member of the National Organization for Competency Assurance, NOCA. NOCA is the only entity that has the authority to accredit certification programs. The National Commission for Certifying Agencies (NCCA) was created in 1987 by NOCA to help ensure the health, welfare and safety of the public through the accreditation of a variety of certification programs/organizations that assess professional competence. Certification programs that receive NCCA Accreditation demonstrate compliance with NCCA's Standards for the Accreditation of Certification Programs. Stay tuned



### **Other Related News**

#### ***Hablamos Juntos, RWJF Release More Than Words Toolkit Series -Toolkit Provides Practical Solutions for Effective Translated Health Information***

Clear communication is a cornerstone of patient safety and quality health care. In the United States, there are nearly 24 million people who are unable to speak or understand English, which poses significant communication challenges to health care providers and medical organizations. Quality translated health materials can serve as valuable communication tools for both patients and providers, and can help ensure the delivery of safe, effective and high-quality care. Unfortunately, poor quality translations are pervasive in health care, with many organizations wasting precious resources producing materials patients are unable to understand or use.

To help address this challenge, *Hablamos Juntos* and the Robert Wood Johnson Foundation (RWJF) are releasing the **More Than Words Toolkit Series**, a first-of-its-kind

resource that clarifies the translation process, and provides a roadmap to help health care organizations improve the quality of their translated materials in order to get better results.

<http://www.hablamosjuntos.org/mtw/default.toolkit.asp>

### **Grants to Enhance Culturally and Linguistically Specific Services for Victims of Domestic Violence, Dating Violence, Sexual Assault and Stalking Program**

Application deadline: Mar 14, 2009 -Funding to community based organizations to addresses language and communication barriers to domestic violence, dating violence, sexual assault and stalking victims.

[http://www.raconline.org/funding/funding\\_details.php?fundid=2061](http://www.raconline.org/funding/funding_details.php?fundid=2061)

### **Equity Survey for Diverse Populations**

We need your help! The UCSF Center for the Health Professions, in partnership with state and national organizations, is developing a comprehensive resource for organizations looking for practical ways to improve the equity of care for diverse populations. We would like to learn more about your organization's needs and challenges. Please help by taking a short survey. To take the survey:

[http://www.surveymonkey.com/s.aspx?sm=64P27cfmLiw74pYQRRg5ag\\_3d\\_3d](http://www.surveymonkey.com/s.aspx?sm=64P27cfmLiw74pYQRRg5ag_3d_3d).

### **Translation Quality Assessment Training**

February 18 or March 4, 2009

10 AM Pacific, 12PM Central, 1 PM EST

Registration Deadline: February 13, 2009

On line seminar for professionals and/or academics with advanced language skills - Current approaches for assessing the quality of translations enjoy limited success in part because of divergent definitions of quality and a lack of consensus among researchers and practitioners. Hablamos Juntos, in partnership with Dr. Sonia Colina, University of Arizona, have developed and tested the Translation Quality Assessment (TQA) Tool to assess the quality of translated materials. Training is now available for professionals and/or academics with advanced language skills to learn to use the TQA Tool. The 90 minute on-line session will review the underpinning of the tool and its design, and how the TQA

tool is used to evaluate the quality of translated materials. All participants accepted in the course will receive a training manual. Certificate of completion will be issued to participants successfully demonstrating the ability to apply the TQA tool on test materials. To register: to go [www.hablamosjuntos.org](http://www.hablamosjuntos.org) click on the TQA Training announcement at the bottom of the page.

### **Early Signs of Linguistically Aware Leadership**

**(Global Watchtower)** On the newly inaugurated U.S. President's second full workday, he flexed some linguistic muscle, speaking with a State Department worker in Bahasa Indonesia, which he learned while living in Jakarta as a child. The 44th president follows in the footsteps of earlier multilingual commanders-in-chief, such as Jefferson, Adams, and Hoover. "How will the change in administration affect the language sector?" In our predictions for 2009, we wrote that "the first Global American President will focus more attention on international communication - and the requisite translation and interpretation." We already see a few likely possibilities on the horizon:

<http://www.globalwatchtower.com/>

### **New Commonwealth Fund Report: Getting and Keeping Coverage: States' Experience with Citizenship Documentation Rules**

This report examines the impact that these citizenship documentation rules have had on coverage stability in the public programs of seven states—Alaska, Arizona, Kansas, Louisiana, Ohio, Virginia, and Washington—and it finds that the rules have made the getting and keeping of children and families' coverage more difficult. For more information: [http://www.commonwealthfund.org/publications/publications\\_show.htm?doc\\_id=781956](http://www.commonwealthfund.org/publications/publications_show.htm?doc_id=781956)

### **Collection of Members Race, Ethnicity & Language Data**

Massachusetts mandates that health plans provide members' race and ethnicity on member eligibility files required for submission to the MA Health Care Quality and Cost Council (HCQCC). A major goal of the HCQCC is to identify and reduce racial and ethnic disparities in health care. As a result, Harvard Pilgrim is in the process of expanding and accelerating its efforts to collect self-reported race, ethnicity, and language (REL) data from its members and providers.



## Book of the Month

### **Infidel, by Ayaan Hirsi Ali**

In this profoundly affecting memoir from the internationally renowned author of *The Caged Virgin*, Ayaan Hirsi Ali tells her astonishing life story, from her traditional Muslim childhood in Somalia, Saudi Arabia, and Kenya, to her intellectual awakening and activism in the Netherlands, and her current life under armed guard in the West. One of today's most admired and controversial political figures, Ayaan Hirsi Ali burst into international headlines following an Islamist's murder of her colleague, Theo van Gogh, with whom she made the movie *Submission*.

Raised in a strict Muslim family and extended clan, Hirsi Ali survived civil war, female mutilation, brutal beatings, adolescence as a devout believer during the rise of the Muslim Brotherhood, and life in four troubled, unstable countries largely ruled by despots. In her early twenties, she escaped from a forced marriage and sought asylum in the Netherlands, where she earned a college degree in political science, tried to help her tragically depressed sister adjust to the West, and fought for the rights of Muslim immigrant women and the reform of Islam as a member of Parliament. Even though she is under constant threat -- demonized by reactionary Islamists and politicians, disowned by her father, and expelled from her family and clan -- she refuses to be silenced.

Ultimately a celebration of triumph over adversity, Hirsi Ali's story tells how a bright little girl evolved out of dutiful obedience to become an outspoken, pioneering freedom fighter. <http://search.barnesandnoble.com/Infidel/Ayaan-Hirsi-Ali/e/9780743289696/?itm=1>



## About the IMIA eNews

The IMIA eNews is an industry wide 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, as well as IMIA news. 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 select, from a myriad of sources, and condense it into a summary of the most updated, relevant, useful and interesting news about the field on a monthly basis. Please send suggestions and comments about the eNews to Izabel Arocha at [iarocha@imiaweb.org](mailto:iarocha@imiaweb.org)