



## IMIA eNews - March 2009



*“Success is not measured by what you accomplish but by the opposition you have encountered, and the courage with which you have maintained the struggle against overwhelming odds.”*

**Orison Swett Marden**



## Letter from the President

Dear members,

These are very significant times for the medical interpreting profession. I am actually surprised at how many emails we are receiving daily from interpreters and others from all over the country interested in getting certified as soon as possible. Actually, one of the questions we receive is why registration for certification is not yet available. Our answer is simple. We wanted to open registration in the fall of 2008, but need to ensure that our pre and post requisites met the requirements of NCCA, the body of NOCA that regulates and accredits certification programs nationwide.

Then, on January 21, 2009 the IMIA joined forces with Language Line University and PSI, so while this has delayed the process a few months, it has enabled us to recognize other certification efforts, and offer certification to a larger number of languages in a larger number of locations. It is imperative that we implement a program that meets all the NOCA requirements and therefore we have engaged in further research and a comprehensive and meticulous project planning to ensure that we meet the requirements of those regulations. That is what ultimately will give our efforts unquestioned credibility and authority.

We have good news to share. This past month we started our advocacy efforts in Washington DC by visiting the Office of Civil

Rights. We presented on national certification and discussed the benefits and need for a national reimbursement policy of medical interpreters. This is just the beginning of regular future visits to DC in 2009. It is imperative that our field look at the big picture of what is happening nationally. In his speech on February 24, Obama urged Congress to keep health care on the fast track. "Let there be no doubt," he said. "Health-care reform cannot wait, it must not wait, and it will not wait another year."

This is a clear signal, alerting us we need to be ready with certification well in place when the discussions on regulation and reimbursement take place at the federal level. It is a matter of LEP patient safety.

On March 2, 2007, exactly two years ago, industry leaders were invited to work together towards this goal, and while we have endured our share of political battles, here we are in 2009 even stronger, with national certification imminent. We are serious when we say *Yes We Can and Yes We Will in 2009!* If you haven't read the latest presentation at [http://www.imiaweb.org/uploads/pages/195\\_3.ppt](http://www.imiaweb.org/uploads/pages/195_3.ppt) and our latest Industry Guide at [http://www.imiaweb.org/uploads/pages/195\\_2.pdf](http://www.imiaweb.org/uploads/pages/195_2.pdf) you should take the time. If you want us to present to your department or organization, please email us at [IMIACertification@gmail.com](mailto:IMIACertification@gmail.com)

In addition, we are well aware that interpreters not only want to be certified but that they want their certification to be recognized by state and federal agencies. That is why we're advocating in Washington DC at the same time we're preparing certification for launch. So join us in our advocacy efforts:

- Send our articles and press releases to local paper editors
- Let the media know of the negative consequences of incompetent interpreting in your region
- Mention national certification efforts to all you know
- Connect us with who you think we should speak to
- Let us know what you think of our plans to organize a National Interpreter Advocacy Day!

What else can you do as you wait to get certified? Let people know about the third Annual May 1<sup>st</sup> event. What is the May 1<sup>st</sup> event?

On May 1<sup>st</sup> 2007 the field had the first event solely dedicated to promoting national certification. A variety of stakeholders attend, including interpreter employers, testing organizations and associations, and interpreters themselves. This year the event will take place in beautiful Denver, Colorado. To see more information about this event, go to

<http://www.imiaweb.org/uploads/home/1.doc>

In addition to our work on national certification and advocacy, this month we sent out an important survey to interpreters to explore the ethical challenges they face. The next IMIA Guide to be published will be on Ethical Conduct. Last, stay tuned to the 2009 Conference news. Call for papers information available at <http://www.imiaweb.org/conferences/callforpapers09.asp> and Sponsorship information is available at <http://www.imiaweb.org/conferences/sponsors09.asp>

Best,

Izabel S. Arocha, M.Ed.  
IMIA President



## National Health Care

### Governor of Kansas is Country's New Secretary of Health and Human Services

Kansas Gov. Kathleen Sebelius yesterday accepted President Obama's request to become his secretary of health and human services, stepping into a central role in the new administration's ambitious effort to overhaul the nation's health-care system.

Sebelius's nomination comes just days before the White House is scheduled to convene a summit on health reform, an early step in the president's bold plan to vastly expand the reach of the health-care system. A formal announcement of her nomination is scheduled for tomorrow. Fore more go to:

[http://www.washingtonpost.com/wp-dyn/content/article/2009/02/28/AR2009022801717.html?hpid=top\\_news](http://www.washingtonpost.com/wp-dyn/content/article/2009/02/28/AR2009022801717.html?hpid=top_news)



## Certification Update

### Overwhelming Interpreter Response to National Job Analysis Survey Propels Industry toward National Certification

MONTEREY, CA - (February 26, 2009) - More than 1,000 medical interpreters participated in the national job analysis survey conducted by Language Line® University, with the support of the International Medical Interpreters Association (IMIA) and PSI Services, LLC. Survey responses will directly impact the form and content of the national certification program Language Line University and IMIA are jointly launching this year.

"The medical interpreter community really stepped up to the plate through its enthusiastic participation in this survey," explains Louis Provenzano, President and COO of Language Line Services. "The overwhelming response reaffirms the desire among medical interpreters across the nation, performing all modalities of medical interpreting, for a national certification that recognizes the professional achievements necessary to provide quality language assistance in health care settings."

The job analysis survey was conducted January 20 through February 1, 2009. The desired goal of 500 survey responses needed for statistical significance was far surpassed with a total of 1,506 survey responses collected. Eighty-six percent were medical interpreters working as staff interpreters for hospitals or health care systems, members of medical interpreter associations, freelance and remote medical interpreters, and interpreters working for health insurance companies.

Another nine percent of respondents were identified as coordinators or supervisors, whose input is important in understanding the interpreter's role and the knowledge required to be an interpreter. Survey participants represented all U.S. territories and states, with the majority coming from California (26.0%), Texas (9.0%), Massachusetts (8.4%), Florida (6.4%), and Georgia (4.9%).

"By participating in the largest national survey of its kind within the medical interpreter community, survey respondents are playing an important role in national certification," says Izabel Arocha, President of the International Medical Interpreters Association. "This is the only certification that confers a credential offered by the profession that belongs to the individual regardless of employment status or geographic location."

According to freelance interpreter and translator Janet Bonet, Co-founder, Past-President and current Board Member of the Nebraska Association for Translators and Interpreters, (NATI): "This survey is an important step toward creating a solid foundation of profession-specific data. I was pleased that there was a strong effort made to reach out to independent contractors, as well as staff interpreters, and that all parts of the country were included. It is a significant opportunity to be proactive and not just reactive in the movement toward a national medical interpreter certification. "

The results of the survey are now being tallied and analyzed, in conjunction with leading testing services provider PSI, and will be shared at the Third Annual National Medical Interpreter Certification Forum on May 1, 2009, in Denver, Colorado.

"A national certification of medical interpreters will ultimately improve patient safety and the quality of language assistance services in this country, an admirable and achievable goal," says Orlin Márquez, President of the Medical Interpreter Network of Georgia (MING).

"We would like to extend a huge thank you to the interpreter associations, hospitals and other providers and organizations that helped raise the level of awareness by informing their members and interpreter staff and volunteers of the opportunity to participate in this important survey," adds Provenzano of Language Line Services.

To assist interpreters and other interested parties in understanding the public/private collaboration that is helping to establish a national certification, an industry guide has been released entitled "NATIONAL MEDICAL INTERPRETER CERTIFICATION:

Yes, we can, and we will, in 2009! Join Us!" which is available online at [www.imiaweb.org/uploads/pages/195\\_2.pdf](http://www.imiaweb.org/uploads/pages/195_2.pdf).



## International News

### Canada: Interpreters riding the immigration bandwagon

Toronto, Canada (Sun): In the back of Chuck Murray's cab, as in all Toronto taxis, there is a highly visible, plastic-covered notice from city hall's Municipal Standards and Licensing Division stating that, as a passenger, "you have a right to a professional driver who speaks and understands English." For more visit: [www.torontosun.com/news/columnists/mark\\_bonokoski/2009/02/20/8461046-sun.html](http://www.torontosun.com/news/columnists/mark_bonokoski/2009/02/20/8461046-sun.html)

### Japan: Court interpreters urge for certification

Tokyo, Japan (Japan Times): As the courts prepare to let citizens join with judges in trying accused criminals, legal experts are calling for improving the training and status of court interpreters. They claim court interpretation should become a profession that requires public certification to help secure fairer trials when the lay judge system debuts in May. For more information, please visit: [search.japantimes.co.jp/cgi-bin/nn20090214f1.html](http://search.japantimes.co.jp/cgi-bin/nn20090214f1.html)

### UK: Interpretation budget to be increased by 108 per cent

Portsmouth, UK (Portsmouth): The police are facing an increase in costs for things such as interpreters, the budget for which will be increased by 108 per cent from £350,000 to £675,000, and computer exams, the budget for which will go up by 119 per cent from £80,000 to £147,000 as well as pay inflation. For more: [www.portsmouth.co.uk/newshome/Police-bill-set-to-be.4982435.jp](http://www.portsmouth.co.uk/newshome/Police-bill-set-to-be.4982435.jp)

### Vietnam: EU funds translator training centre

Hanoi, Viet Nam (VNN): An EU-funded training centre for interpreters and translators was inaugurated at the Diplomatic Academy of Vietnam, Hanoi, on Feb. 12. The centre is part of a 550,000 Euro program sponsored by the Directorate General for Translation under the European Commission, which is expected to train some 20 interpreters for Vietnam over the next three years.

For more information, please visit:

[english.vietnamnet.vn/politics/2009/02/828615/](http://english.vietnamnet.vn/politics/2009/02/828615/)

### **Issues of Power and Method in Interpreting Research**

Manchester, UK (St Jerome): In recent times, interpreting researchers have begun increasingly to work with naturally-occurring interactional data, and analyses of sign language interpretation have featured in this development. Adopting a framework deriving from spoken language research, this article offers some reflections on the insights which experiences in the study of sign language interpretation may be able to offer to the field in general. In particular, the target of creating the circumstances in which research may truly be described as ‘empowering’. For more information, please visit:

[www.stjerome.co.uk/periodicals/journal.php?j=154&v=645&i=64](http://www.stjerome.co.uk/periodicals/journal.php?j=154&v=645&i=64)

### **EU rights Commissioner on Greece over lack of interpretation**

Athens, Greece (Ekathimerini): Migrant detention conditions in the northeastern prefecture of Evros, which receives thousands of illegal immigrants and refugees each year, are woefully substandard and should be upgraded immediately, according to a new report issued by the European Council’s Commissioner for Human Rights who visited Evros in December. Thomas Hammarberg drew attention to the “insufficient reception capacity” and the lack of interpreting and legal assistance available to migrants.” For more information, please visit:

[www.ekathimerini.com/4dcgi/\\_w\\_articles\\_politics\\_100008\\_04/02/2009\\_104402](http://www.ekathimerini.com/4dcgi/_w_articles_politics_100008_04/02/2009_104402)



## **US News**

### **New York: A healthy lesson on medical interpreting**

New York, USA (Utica): To diagnose, a doctor must understand her patient’s words. To follow treatment, especially disagreeable treatment like TB shots, a patient should understand and trust the doctor. A medical interpreter is trained to ensure understanding between patient and provider speaking different languages. For more information:

[www.uticaod.com/archive/x1658752259/Guest-view-A-healthy-lesson-on-interpreting](http://www.uticaod.com/archive/x1658752259/Guest-view-A-healthy-lesson-on-interpreting)

### **Iowa: Courts struggling to find certified interpreters**

Iowa, USA (Sioux City Journal): John Goerd, deputy Iowa state court administrator, said Iowa, like many rural states, has struggled finding qualified interpreters. Iowa has eight certified court interpreters, meaning they have passed a rigorous, nationally recognized performance exam, and more than 50 court interpreters who are noncertified. Goerd said the state is currently able to meet the demand for Spanish interpreters, but said he would like to see more obtain certification. For more information:

[www.siouxcityjournal.com/articles/2009/02/06/news/top/f26a2d2a1709574e862575540080108a.txt](http://www.siouxcityjournal.com/articles/2009/02/06/news/top/f26a2d2a1709574e862575540080108a.txt)

### **Massachusetts: Medical translation service grows**

Massachusetts, USA (Boston University Press): Despite a downward spiral in the economy, medical centers and hospitals throughout Boston, including Boston University’s Student Health Services, are still ensuring that non-English speaking patients receive accurate and complete medical assistance through medical translators in their native languages. For more information, visit:

[www.dailyfreepress.com/area\\_medical\\_translation\\_service\\_grows-1.1572692](http://www.dailyfreepress.com/area_medical_translation_service_grows-1.1572692)

### **Princeton University Language Project offers free services**

New Jersey, USA (Daily Princetonian): Examples of translation gone horribly wrong can be found on the web in increasing quantities—often compiled by humor sites in an attempt to elicit a few chuckles—accurate translation is a more somber matter for non-profits around the world whose limited budgets leave no room to hire a professional translator. Fortunately for them, PULP is ready to help. (No, not the O.J. kind...) The Princeton University Language Project, in keeping with Princeton’s in-the-service-of-all-nations spirit, offers free translation services in more than five languages to charitable organizations based both in the U.S. and abroad. For more information:

[blogs.dailyprincetonian.com/2009/02/going-clubbing-found-in-translation.html](http://blogs.dailyprincetonian.com/2009/02/going-clubbing-found-in-translation.html)

### **New York: Latest Trends in Emerging Languages**

New York, USA (Business Wire): Language Line Services, the leading provider of over-the-phone and video interpretation services, reported significant increases in the need for several specific foreign languages over the past year. Population changes have generated increased demand for interpreting languages such as Armenian, Karen and Nepali. The language with the largest growth rate nationally is Armenian, particularly in Southern California. For more information, please visit:

[au.sys-con.com/node/854334](http://au.sys-con.com/node/854334)

### **Massachusetts: Student interpreting services to expand**

Massachusetts, USA (Tufts Daily): Senior Chase Webber, co-coordinator of the Community Language Bank, hopes his organization will reach more clients. The Community Language Bank in Somerville, an organization that employs Tufts students to provide interpreting and translating services, is gearing up for expansion with the launch of a newly redesigned Web site aimed at streamlining its work with clients and translators alike. For more:

[www.tuftsdaily.com/1.1572744-1.1572744](http://www.tuftsdaily.com/1.1572744-1.1572744)

### **Video interpreting services: high-growth potential**

California, USA (Global Watchtower): Along with the growing demand comes a boom in the supply of technological solutions. Video interpreting services have long been used for sign languages, and spending on video relay services (VRS) in the United States alone has already topped US\$1 billion. On the spoken language side, adoption of video interpreting for mainstream needs has been somewhat slow. However, several initiatives are rapidly changing this reality. For more information:

[www.globalwatchtower.com/2009/02/13/video-interpreting/](http://www.globalwatchtower.com/2009/02/13/video-interpreting/)

### **Rochester Post-Bulletin Examines Language Services Mayo Clinic Provides**

New York, USA (Kaiser): The Rochester Post-Bulletin on Saturday examined the Mayo Clinic's use of interpreters, a "critical but often overlooked link in the chain of care." The Rochester, Minn.-based health system offers interpretation services in 23 different languages and has 78 interpreters. The health system has provided language services since the 1930s, according to the Post-Bulletin. For more:

[www.kaisernetwork.org/daily\\_reports/rep\\_index.cfm?DR\\_ID=56741](http://www.kaisernetwork.org/daily_reports/rep_index.cfm?DR_ID=56741)

### **Australia: Lack of interpreters**

Sydney, Australia (NT News): The Territory has by far the highest rate of patients leaving hospital against medical advice, according to a new report. The Australian Institute of Health and Welfare found there were more than 4300 unapproved discharges in the Territory between July 2004 and June 2006. Of these, more than 4000 were indigenous patients. Aboriginal Medical Service Alliance NT (AMSANT) executive officer John Paterson said figures were a concern. For more information, please visit:

[www.ntnews.com.au/article/2009/02/01/30611\\_ntnews.html](http://www.ntnews.com.au/article/2009/02/01/30611_ntnews.html)

### **Australia: refugees face a shortage of interpreters**

Sydney, Australia (Australian): A move to settle African refugees in the Victorian city of Ballarat was poorly thought out and should serve as a wake-up call for immigration officials, according to an independent report commissioned by the commonwealth. In the most damning assessment to date of the Howard government's humanitarian settlement pilot program, consultants highlighted how no one had any experience with the 12 families from the small West African nation of Togo, who faced a shortage of interpreters in Australia. For more information, please visit:

[www.theaustralian.news.com.au/story/0,25197,24994054-2702,00.html](http://www.theaustralian.news.com.au/story/0,25197,24994054-2702,00.html)

### **Minnesota: Interpreters play a critical role in the health care**

Minnesota, USA (Post Bulletin): Interpreters of Spanish, Arabic and Somali form the largest language groups at Mayo. Mayo's team of interpreters also speak Turkish, Russian, Japanese, Laotian, Cambodian and Vietnamese, and the Sudanese language of Dinka. Mayo also employs sign-language interpreters for the deaf and hard-of-hearing. Interpreters are a critical part of the health care team, said Jane Hughes, supervisor of the Language Department at Mayo Clinic. For more information, please visit:

[www.postbulletin.com/newsmanager/templates/localnews\\_story.asp?z=31&a=382890](http://www.postbulletin.com/newsmanager/templates/localnews_story.asp?z=31&a=382890)





## IMIA News

### How familiar are you with the mission of the IMIA?

The **International Medical Interpreters Association** is committed to the advancement of professional medical interpreters as the best practice to equitable language access to health care for linguistically diverse patients. Founded in 1986, with over 1,500 members, most providing interpreting services in over 70 languages, the IMIA is the oldest and largest medical interpreter association in the country. While representing medical interpreters as the experts in medical interpreting, membership to the IMIA is open to those interested in medical interpreting and language access. We currently have a division of providers, corporate members, and trainers. Policy makers, health care administrators, and others interested in medical interpreting are also welcome to join us as associate members. According to our founders and By Laws our objectives entail:

### The purpose of the Corporation is to engage in the following activities:

- Define educational requirements and qualifications for medical interpreters
- Establish professional standards of practice and norms of medical interpretation
- Promote the establishment of professional interpretation and translation services by medical institutions and related agencies
- Act as a clearinghouse for the collection and dissemination of information about medical interpretation
- Promote research into issues of cross-cultural communication in the healthcare setting
- Promote the medical interpreting profession

### The Association shall strive to meet the above objectives by means such as the following:

- Publish and promote periodicals, bulletins, notices, glossaries, dictionaries, reports, and any other publications that may further its objectives
- Hold periodic meetings

- Establish & maintain a certification for medical interpreters
- Maintain membership in professional organizations
- Work actively with universities, foundations, government agencies, and other organizations in such matters as the training and continuing education of interpreters and translators

### IMIA Joins AILIA

The IMIA is proud to announce it has joined AILIA as an association member. AILIA is a non-profit trade association for the created in 2003 for the language industry in Canada. Its mission is to join forces and be the voice of the Canadian language industry in three key areas: translation, language training and language technologies. The IMIA has attended and presented at their conferences and finds that this organization is a great model for public-private partnership. AILIA celebrates five years of mobilizing stakeholders in the language business, and is now built on a solid foundation of members with a passion for languages and the opportunities they represent.

### Marzena Laslie Leaves IMIA

We are saddened to report that Marzena Laslie has left the IMIA after almost three years of great service to the association. Marzena has been the voice behind the emails many members have received and was the point person to the 2008 Conference sponsors. We thank her and wish her much success in her new ventures. For any inquiries to the IMIA, continue to send your emails to [IMIAweb@gmail.com](mailto:IMIAweb@gmail.com)

### Interpreter Salary Information

Have you wondered how much a medical interpreter makes? That really depends on where that interpreter works or who the employer is. Medical interpreting is a profession that is comprised of independent contractors, per diem employees, and regular employees. Some work on one site, multiple sites, or from home. Check out our last three salary surveys. Salary survey publishing is an important information gathering activity for the field to be able to document the survey and working conditions of medical interpreters. IMIA Salary Surveys can be seen at <http://www.imiaweb.org/about/salarysurvey2008.asp> Another source to research job descriptions for *interpreters* and translators and similar occupations

[http://www.payscale.com/research/US/Job=Interpreter\\_or\\_Translator/Hourly\\_Rate](http://www.payscale.com/research/US/Job=Interpreter_or_Translator/Hourly_Rate)

## IMIA Speakers Bureau

**Are you looking for a speaker for an upcoming association meeting or workshop?** Our past speakers include an impressive range of clinical and administrative backgrounds in the health care industry, spanning many specialty areas to bring your organization the appropriate professional to meet your audiences' specific needs. Perhaps we can help find the right speaker for your function. Topics covered by our speakers include, but are not limited to:

- interpreter ethics
- national certification
- intercultural mediation
- union and other interpreter staffing issues
- language access management and productivity

## Old IMIA Article on Education

The medical interpreter acts as the communication medium between the medical provider and the LEP patient and/or family. In that sense, the interpreter is ensuring the patient's right to understand and have equal access to health care. The interpreter needs to be fluent in both the target and the source languages. This skill is sometimes overlooked. Most translation schools only require fluency in the target languages. Medical interpreting requires excellent bilingual skills in a variety of language registers, from the technical terminology of a specialist to the spoken and familiar language of an unschooled laborer.

In addition to the variety of language registered and medical terms encountered on a daily basis, interpreters need to address the cultural component of interpreting. They interpret meaning, not just words, and in order to do that without adding, summarizing, omitting, or editing the message, the interpreter must make the right choice of words in the proper syntax, and preserve the meaning of a concept that might be alien to a particular culture.

It is important to understand the health beliefs and customs of the culture(s) in which a certain language is spoken. How can an

interpreter assess if the patient understands a certain concept if he/she understands little about that patient's cultural frame of reference?

Language is embedded with idioms that even a fluent speaker needs practice to decipher and find appropriate substitute idioms or explanations. The interpreter must practice and perfect interpreting accuracy at varying speeds, well over 180 words per minute at times, depending on the speaker(s).

The basic body of knowledge a medical interpreter needs is an extensive vocabulary in both languages. The breadth and depth of vocabulary I am talking about cannot be acquired instantly through a crash course or a workshop. It is developed through extensive reading and research on a variety of subjects at the undergraduate and graduate level.

The linguistic skills of a high school graduate are insufficient. In order for medical interpreters to be considered as professionals, we must be willing to invest in our careers, and the best investment is education.

*IMIA Newsletter, Fall 1997 (article written by Izabel Arocha)*

*This article was written 13 years ago. Because the demand far outweighs the supply in the market, shorter medical interpreting training programs have flourished. In 2009 there are very few Bachelor and Masters programs in interpreting, and although there are 1 year university certificate programs in medical interpreting, we have a long way to go before academic programs in medical interpreting are offered in the US.*



## Other Related News

### FIT ID Card

The International Federation of Translators decided in 2004 to issue an International ID Card for Translators, Terminologists and Interpreters, the FIT ID Card. (Sample International FIT Card [http://www.fit-ift.org/download/fit-id\\_photo.pdf](http://www.fit-ift.org/download/fit-id_photo.pdf))

In doing so, FIT follows the example of the International Federation of Journalists which issues an International Press Card for individuals of member associations. The FIT ID Card identifies individual translators and interpreters as members of national translator, terminologist and interpreter trade associations who, as individuals, support and appreciate the goals and role the International Federation of Translators has assumed globally. Since we joined FIT, one of the new benefits of IMIA membership is the ability to apply for an FIT ID Card in addition to your IMIA ID Card.

The application form can be downloaded below and mailed to FIT with a payment in the amount of US \$25 (€20) together with a 35 x 43 mm picture. The IMIA is not charging an administrative fee and the payment needs to be made out to FIT. FIT ID Cards need to be renewed every two years for a nominal fee of US \$10 (€8). The IMIA looks forward to an overwhelming participation by the global community of interpreters. Application for FIT Card [http://www.fit-ift.org/download/fit-id\\_form.pdf](http://www.fit-ift.org/download/fit-id_form.pdf)

### **NQF Releases Cultural Competency Standards**

The National Quality Forum (NQF) has endorsed 45 practices to guide the delivery of culturally appropriate and patient-centered care, Modern Healthcare reports. Created with support from the California Endowment and the Commonwealth Fund, the new NQF cultural competency guidelines address issues such as communication, community engagement and workforce training. The standards also outline practices for addressing persistent care disparities and improving overall care quality. Examples of the endorsed practices include:

- determining and documenting the linguistic needs of a patient or legal guardian at first point of care and then periodically reassessing that need across the health care experience;
- implementing workforce training to address cultural needs; and
- maintaining current demographic, cultural and epidemiological community profiles to best meet the needs of a health system's service area.

Noting that failure to address cultural competencies "inevitably leads to unexpected and often bad outcomes," a medical director at

Kaiser Permanente who co-chaired the NQF's steering committee on cultural competency says the practices endorsed by the forum "are important steps in a dynamic process of assuring the best care for all individuals and groups." He adds that the guidelines are an "important and essential package in building a first class quality health care system"

### **Collection of Language Needs now Required**

As part of the American Recovery and Reinvestment Act just signed into law, there are new requirements for health IT and electronic health records. The Act requires that the HHS HIT Policy Committee must make recommendations including

*(vi) The use of electronic systems to ensure the comprehensive collection of patient demographic data, including, at a minimum, race, ethnicity, **primary language**, and gender information.'* (Section 13101, adding section 3002(b)(2)(B) to the Public Health Services Act (PHSA))

By December 31, 2009, the Secretary must adopt an initial set of standards, implementation specifications, and certification criteria including this subsection (see new PHSA sec. 3004). These standards must be consistent with the evaluations required under MIPAA (sec. 1809(a)(3) of the Social Security Act; see new PHSA 3002(b)(4)).

For the text of these sections, go to <http://appropriations.house.gov/> and click on Bill Text – Division A (these provisions start around p.307 of the PDF though the internal page numbering of the document is incorrect).

### **IMIA Conference Update – Call for Papers**

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>

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)



## Book of the Month

**Issues and Ethics in the Helping Professions** by *Gerald Corey, Marianne Schneider Corey, Patrick Callanan, Marianne Schneider Corey, Patrick Callanan*

Up-to-date and comprehensive, this practical best-selling text now available with an online personalized study plan, helps students learn how to deal with and apply ethical standards. The authors provide readers with the basis for discovering their own guidelines within the broad limits of professional codes of ethics and divergent theoretical positions. They raise what they consider to be central issues, present a range of diverse views on these issues, discuss their position, and provide readers with many opportunities to refine their own thinking and to actively develop their own position. The authors explore such questions as: What role do personal values play in the patient-provider relationship? What ethical responsibilities and rights do patients and providers have? And, what considerations are involved in adapting practice to diverse client populations?

<http://search.barnesandnoble.com/Issues-and-Ethics-in-the-Helping-Professions/Gerald-Corey/e/9780534614430/?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,