



INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION
 Leading the advancement of professional interpreters



JANUARY 2011 eNews

Quote of the Month

“The first step towards getting somewhere is to decide that you are not going to stay where you are.” Anonymous

Letter from the President



Dear members,

I would like to extend you my best wishes for 2011, may this be a year of tremendous advances in your life and the life of our organization. At the same time, I would like to thank IMIA for trusting me to carry the IMIA flag

to work on its mission and mandate as the new IMIA President. It is a privilege and an honor for me to continue the great work that has been done by so many dedicated members, including our former President, Izabel Arocha, an incredible group of volunteers in the Executive Board as well as our committee members, International and National Representatives.

IMIA has been working on several fronts to professionalize medical interpreting, I look forward at supporting initiatives such as the certification efforts to include new languages and promote the recognition of credentialed medical interpreters, the work on the advocacy front by continuing local, national and international advocacy efforts, work on leadership development by supporting and promoting State Representative, International Representative and committee development initiatives, maintain the leadership position in the field by strengthening IMIA’s structure, support professional education by promoting interpreter education worldwide as well as professional development of medical interpreters, develop a national accreditation program for Medical Interpreter Training,

and formalize a Client Education Campaign and any other initiative pertinent to the IMIA mandate.

IMIA has been growing rapidly nationally and internationally, we now have over 30 State Reps and international representation in Beijing, Brazil, Canada, Hong Kong, India, Italy, Japan, Spain, South Africa and the UK. This expansion will allow us to grow even stronger, learn from a variety of experiences and support those that can learn from our expertise.

2011 is a very exciting year, IMIA celebrates its 25th anniversary, it is a year to analyze what has been done and identify where we want to go, with so many initiatives in place, IMIA needs the energy, knowledge, expertise and commitment of its members. I would like to invite you to actively participate in one or more of the various committees; you can certainly make a difference, please contact our administrator at info@imiaweb.org, the Chair of the committee that you want to join or myself at lbendana@imiaweb.org for information on how to support your organization. I would also like to invite interpreter organizations to work with IMIA, united we are stronger.

I truly believe that the only way we can achieve our outcomes is by actively engaging with the organization, working together to achieve its goals while keeping in mind our common purpose. I look forward at working with you and make the medical interpreting world a better world.

Best,

Lola Bendana, IMIA President





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IMIA Events 2011

The following are the different events the IMIA is offering in 2011 for your professional development

IMIA-Duke International Services Symposium in North Carolina February 5, 2011

Join us in Durham, NC to further the profession and hear on great topics: Emergency Medicine, OBGyn and IMIA Updates
http://www.imiaweb.org/uploads/pages/420_4.pdf

IMIA Conference Call for Papers Open, Deadline March 31, 2011

Conference to be held on September 30- October 2, Theme: Client Education - Everyone's Responsibility. We encourage innovative ideas for presentations and activities that support and in some way relate to the theme of the year. IMIA provides the forum for new and well established experts in the field to develop their work side by side.
<http://www.imiaweb.org/conferences/2011callforpapers.asp>

IMIA Administrators Symposium on May 18, 2011, in Miami, Florida

Come learn and share best practices with other language access administrator colleagues on how to improve language access in your organization. Registration will open in January 2011.
http://www.imiaweb.org/uploads/docs/2011_IMIA_Administrators_Symposium_flyer.pdf

IMIA Trainers Symposium to take place June 10, 2011 in Las Vegas, Nevada

Come join other trainers in the nation to share best practices and get updates on medical interpreter education topics. Registration to open in February. Flyer at
<http://www.imiaweb.org/uploads/pages/569.pdf>

2011 IMIA Professional Learning Series Free Webinars

The IMIA is committed to making continuing education accessible to interpreters everywhere, offering three outstanding professional workshops at not cost to IMIA members. Topics include Vicarious Traumatization, Mental Health Interpreting, and Interpreting Technologies. See flyer here (see attachment - please post it on free webinars).
http://www.imiaweb.org/uploads/pages/420_4.pdf

Interpreter Advocacy 2011

2011 - Sixth Annual May 1 Event Coming Soon!

Medical interpreters are organizing themselves to attend the Sixth Annual National Medical Interpreter Advocacy Event in Los Angeles, California, on May 1, 2011. More information coming soon.

Join our Cause! The National Interpreter Advocacy Forum!

The National Interpreter Advocacy Forum was formed on May 1, 2007 and has become a national movement for language access advocates nationwide. It is a coalition of organizations and individuals that engage in effective advocacy for equitable treatment of language minority individuals. Our mission is to promote language rights, access to credentialed interpreters, and the reimbursement of language services in health care. We provide a forum for language access advocates to organize in task forces and affect change in policies and laws related to language rights. Annual meetings occur on May 1 of each year in a different city in the US. These Task Forces have 1 hr monthly conference calls.

If you want to get more involved this is a great way to do it.

Anyone can join.

You do NOT have to be a member of any specific organization. This is a multi-organization initiative. You do NOT have to be an interpreter either. You just have to be passionate about advocating for language access for all!





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We are also currently looking for members for the following Task Forces:

Government Task Force - promotes our mission to government entities and offices

Education Task Force - promotes our mission to interpreter training organizations (academic and occupational)

Interpreter Task Force - promotes our mission to all interpreter associations and organizations

Medical Provider Task Force - promotes our mission to health-care providers (AMA, Orthopedic association, Nurse associations, practitioner groups)

Healthcare Organization Task Force - promotes our mission to healthcare organizations

Language Company Task Force - promotes our mission to language companies

Insurance Company Task Force - promotes our mission to insurance companies

Community Task Force - promotes our mission to communities that utilize interpreters

Chairs will organize task force meetings, steer the group and invite others to join their group.

For more information go to

<http://www.imiaweb.org/advocacy/NatIntAdvForum.asp>

To join the National Interpreter Advocacy Forum, or a task force, simply email May1NationalForum@gmail.com **with your contact information** and the task force you are interested in doing outreach to. You DO NOT have to be a member of that stakeholder group to join a particular task force. You might be an interpreter who wants to reach out to health care providers, or a company owner who wants to reach out to insurance companies, etc.

IMIA Conference 2011

2011 IMIA Conference Call for Papers is Open
DEADLINE FOR ABSTRACTS IS MARCH 31, 2011

Client Education - Everyone's Responsibility

Come Join Us to Celebrate IMIA's 25th Anniversary as an Organization!

2011 International Medical Interpreters Conference
 September 30th – October 2nd, 2011
 The Joseph B. Martin Conference Center at Harvard Medical School
 Boston, Massachusetts USA

- **Who are the clients in our client education? Patients? Providers? Staff? Administration? Public at large?**
- **How can we educate clients on the importance of language services quality, training, competence?**
- **How aware are language minority patients of the risks of not working with credentialed interpreters?**
- **How can we increase awareness to all stakeholders of a newly professionalized field?**
- **Whose responsibility is it to educate consumers of the technical nature of medical interpreting?**
- **What are some of the best practices in client education?**

We encourage innovative ideas for presentations and activities that support the theme of the year. The format of the conference is grounded in professional networking and workshop sessions that maximize audience participation, complemented by plenary sessions on key professional issues. IMIA provides the forum for new and well established experts in the field to develop their work side by side. This conference seeks to facilitate learning as an ongoing, dynamic and social process, and strives to offer engaging sessions in which diverse participants can form bonds, participate as learners and teachers, and feel integral to the learning process. We believe presenters should make content relevant and meaningful, and offer ways to





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process information through dialogue, reflection, and application.

The overriding mission of the conference is to offer opportunities to develop the knowledge, wisdom, and practices of all through educational and cultural events and to promote participation in networking and leadership opportunities, to advance individuals, the profession, and improve quality in medical interpreting services. Those who submit abstracts will be contacted by mid-April

Questions may be directed to info@imiaweb.org.

National Certification



THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

Oregon Awards Grant to National Board of Certification for Medical Interpreters For Test Expansion in Five Additional Languages

The National Board of Certification for Medical Interpreters, which launched the first national certification exam in Spanish in October 2009 and bestows the Certified Medical Interpreter (CMI) designation, has been awarded a grant effective December 21, 2010 by the Oregon Office of Multicultural Health & Services for the development of oral certification exams in five additional languages: Cantonese, Mandarin, Korean, Vietnamese and Russian. The State of Oregon currently recognizes the independent board's testing and credentialing in Spanish as meeting the requirements for certification of Oregon interpreters and will extend approval to the CMI credentialing in the additional languages upon implementation of the new oral exams.

"Oregon has long been a trailblazer in the area of language access for limited English speaking patients, being one of just a handful of states that have any formalized standards for medical interpreter certification," said Nelva Lee, PhD, Chair of the National Board of Certification for Medical Interpreters. "The

state's adoption of the certification exams and credentialing process established by the National Board is an important validation of our historic initiative to bring a national standard to the profession. It is my hope that other states will follow Oregon's lead and adopt the CMI designation as a requirement for medical interpreters."

In 2001, the 71st Oregon Legislative Assembly passed Senate Bill 790, which called for the provision of healthcare interpreters for persons with limited English proficiency (LEP). Oregon's Health Care Interpreter Council was then charged with developing and implementing the administrative rules that would govern the registry, qualification and certification of interpreters for six languages.

"By embracing the National Board's standards and supporting its expansion for five additional languages, Oregon is saving considerable time and resources to achieve our goal of ensuring the safety of LEP patients," said David Cardona, MD, MPH, and Healthcare Interpreter Program Coordinator for the Oregon Office of Multicultural Health & Services. "Oregon is ready to bring the benefits of medical interpreter certification to our state, where the LEP population has nearly tripled since 1990."

Over the next six months, the National Board will develop oral certification exams for the five additional languages in accordance with the same strict standards and scientific process used to design the Spanish certification test. Interpreters interested in participating in pilot testing of the five oral exams can pre-register at staff@certifiedmedicalinterpreters.org.

"The launch of national certification for medical interpreters is a significant achievement, one that all state governments and the US healthcare industry as a whole should applaud," said Jeanette Poston, a Staff Interpreter at the Jackson County Courthouse for the Oregon Judicial Department. "I personally look forward to sitting for the Spanish exam and becoming a certified medical interpreter."





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ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

The National Board of Certification for Medical Interpreters is a non-profit organization, founded by IMIA and LLS, formed from an independent group of industry professionals who represent all key stakeholder groups, including professional medical interpreters, trainers, employers, providers, and regulators. The National Board developed the first and most comprehensive national medical interpreting certification program to date. It serves as the certifying entity and has independent authority over all essential certification decisions. The purpose of certification is to ensure limited English proficiency patient safety by rigorous evaluation and assurance of the competency of medical interpreters, through written and oral exams. Those who pass the written and oral exams are bestowed the CMI credential which stands for Certified Medical Interpreter. The formation and structure of the National Board of Certification adheres to the standards and requirements for certification program governance. For more information, visit www.certifiedmedicalinterpreters.org

Public Call for Subject Matter Experts (SMEs) in 5 Languages being recruited by the National Board

The National Board of Certification for Medical Interpreters seeks Subject Matter Experts and Raters for National Certification. The Certification Exams are already available in Spanish as of 2009 and will work this year to develop national certification exams for 21 more languages.

The languages are:

Cantonese, Korean, Mandarin, Vietnamese and Russian

National Board free webinars and info for Medical Interpreters.

For information and dates

www.certifiedmedicalinterpreters.org

CCHI Starts Accepting Applications for Alternative National Certification Program offering CHI and AHI Credentials

CCHI's application for the CHI and AHI examinations will open on December 22, 2010. We look forward to accepting your application when CCHI launches its examination nationally in early 2011. Please complete the form below to receive notification when our application opens.

<http://www.healthcareinterpretercertification.org/certification/apply-now/144.html>

Interpreter Ethics



Maria Gatej
 IMIA Ethics Committee Chairperson

Verdict in key child-sex trial at risk

BY SCOTT GLOVER

The interpreter featured in the article is certified by the California AOC. This interpreter's misconduct jeopardized a child sex case. The most damaging part ended up being purposefully interpreting inaccuracies. <http://lat.ms/hEN8xr>

Pay hikes for Colorado court interpreters questioned

Colorado lawmakers are questioning a proposed pay increase for Spanish-language court interpreters. The state court system has proposed paying them \$40 an hour, a \$10 raise. Budget analysts said Thursday that administrators want to make sure they have sufficient number of Spanish interpreters on hand to comply with new federal requirements. <http://bit.ly/dHfci5>

Interpreter Faces Bribery Rap





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A PROTEA magistrate's court senior interpreter has landed in hot water after a couple claimed that they had paid her money to "soften" a magistrate presiding over their fraud and corruption case. The couple stopped court proceedings on Thursday and demanded to know why magistrate Reginald Dama was tough on them because they had paid him a bribe.
<http://bit.ly/dI2D5n>

Language Rights Corner



Bruce Adelson, Esquire
Language Rights Columnist

DOJ recently released an October 2010 settlement agreement with Frisbie Memorial Hospital in New Hampshire to resolve ADA violations.

BY BRUCE ADELSON, ESQ.

The issue in this case concerned providing sign language interpreters, or other accessible communication systems, for hard of hearing patients.

In addition to assessing a \$35,000.00 fine payable to the complainants, who are disabled, the agreement outlines specific requirements and deadlines for the hospital concerning its ADA compliance. The agreement is very significant and informs how DOJ enforces the ADA and how DOJ views the ADA's accessible communication mandates.

The agreement emphasizes many critical compliance matters, the importance of medical provider training, the importance of

ADA appropriate notices, the importance of ADA back-up planning in case a sign language interpreter is not immediately available, and the critical importance of having sign language interpreters available quickly. The agreement can be accessed here - http://www.ada.gov/frisbe_memorial-hospital.htm

Some of the agreement's most significant terms:

- Circumstances Under Which Interpreters Will Be Provided
 The Hospital shall provide qualified sign language interpreters to Patients and Companions whose primary means of communication is sign language, and qualified oral interpreters to such Patients and Companions who rely primarily on lip reading, as necessary for effective communication;
- determination of a Patient's medical history or description of ailment or injury;
- provision of Patients' rights, informed consent or permission for treatment;
- determination and explanation of Patient's diagnosis or prognosis, and current condition;
- explanation of procedures, tests, treatment, treatment options or surgery;
- religious services and spiritual counseling provided by the Hospital;
- explanation of living wills or powers of attorney (or their availability);
- diagnosis or prognosis of ailments or injuries;
- explanation of medications prescribed (such as dosage, instructions for how and when the medication is to be taken, and side effects or food or drug interactions);
- determination of any condition or allergy of Patient that may affect choice of medication;
- explanation regarding follow-up treatments, therapies, test results or recovery;
- blood donations or aphaeresis (removal of blood components);





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- discharge planning and discharge instructions;
- provision of mental health evaluations, group or individual therapy, counseling and other therapeutic activities, including, but not limited to, grief counseling and crisis intervention;
- explanation of complex billing or insurance issues that may arise;
- educational presentations, such as classes concerning birthing, nutrition, CPR, and weight management;
- filing of administrative complaints or grievances against the Hospital or Hospital Personnel; and
- Any other circumstance in which a qualified sign language interpreter is necessary to ensure a Patient's rights provided by law.
- contract for obtaining Interpreters

Submitted by Bruce L. Adelson, Esq., Federal Compliance Consulting LLC

As John F. Kennedy once said, "for of those to whom much is given, much is required." The language services industry has certainly been given plenty in 2010 -- it grew at a rate of more than 13 percent, at a time when many sectors suffered. In a context of economic uncertainty, these fortunate companies are in a unique position to make a positive impact on the world through charitable giving. In the spirit of the holiday season, here are some of the ways that translation and interpreting providers have shared the wealth and given back to those less fortunate in 2010: <http://huff.to/hdqq2A>

CyraCom to Release Mobile Application for Healthcare Interpreter Access

PRLOG
 CyraCom, the leading provider of interpretation and translation services for healthcare, has announced the upcoming release of a mobile application for connecting to a trained medical interpreter. The application has been produced as part of CyraCom policy of continual technology enhancement to increase added value for its clients. <http://bit.ly/hexNyJ>

US Interpreting News



Filipinos sue CA hospital over English-only rule
 By AMY TAXIN

A group of Filipino hospital employees sue their employer because, according to the lawsuit, Filipino employees were singled out and told to speak English, even though other staffers were permitted to speak Spanish and Hindi.
<http://yhoo.it/eTY9pC>

How the Language Industry Gives Back (IMIA Mentioned)
 BY NATALY KELLY

Medical care in many languages
 BY ANNA EDGERTON

The front entrance of Elmhurst Hospital displays the word "Welcome" in eight different languages, a small preview of the many languages heard in these clean but crowded halls. From Bulgarian to Burmese, Finish to Farsi, Albanian to American Sign Language, medical interpreting is a quotidian requirement in this diverse corner of Queens.
<http://bit.ly/dF6KfS>

Hospitals consult roster for interpreters
 BY FRANK LEE

Beginning next year, Medical Assistance and MinnesotaCare will not pay for health care interpreters who are not listed on an approved Minnesota Department of Health roster. Under new state law, the department has had to set up a voluntary statewide roster of spoken language health care interpreters.





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<http://bit.ly/hOvDxL>

Dayton Community Health Offers New Men’s Clinic and Increased Translation Services

BY QUEST LAKES

Expanded Translation Services: All clinics in Lyon offer a free phone translation service as well. Any non-English speaking client can request the free translation service at any Community Health Nursing clinic. The clear policy and procedure already in place makes this a simple process when scheduling an appointment. On Thursday, Dec. 2 between 9:30am and 11:30am, the Dayton clinic will also have a Spanish language interpreter in the office.

<http://bit.ly/eEaBmv>

State budget cuts may eliminate interpreters for thousands

BY MANUEL VALDES

About 70,000 Washington residents who have limited English may lose access to interpreters during medical visits under a proposed budget cut. The spending cut proposed by Gov. Chris Gregorian would eliminate a state-financed program that subsidizes interpreter services to medical clinics and hospitals who serve Medicaid patients. <http://bit.ly/hl5YDI>

List of Medicaid & Medicare cuts for WA State for 2011

The Interpreter Services Washington State is one of 13 states that underwrite the cost of spoken language interpretation for medical appointments for Medicaid...

<http://bit.ly/hk1muv>

Moving Payment from Volume to Value: What Role for Performance Measurement?

BERENSON RA

This policy brief highlights different approaches to achieving a payment system that encourages higher-value health care. According to the brief, some policy experts recommend approaches to value-based payment that require the adoption and

implementation of performance measurement, while others rely on changing payment incentives. <http://bit.ly/dDWWEG>

Startup Viki Uses Web, Volunteers To Subtitle Films

NPR

The startup company Viki uses the power of the Web and the passion of film buffs to create subtitles for non-English-language films. Based in Singapore and the U.S., its catchphrase is "Entertainment Beyond Borders." Its volunteer translators — 100,000 of them — enter subtitles while watching shows collectively online. Viki hopes to make money by licensing videos and sharing advertising revenue. This week, it raised \$4.3 million dollars in venture capital funding.

<http://n.pr/gaUKGK>

Hackensack president helps companies get their messages across in many languages

COMTEX

Elisabete Miranda is the first to admit that learning languages isn't her forte. She struggled with English when she arrived in North Jersey from Brazil in 1994. But she's become an expert at finding native speakers of Spanish, Chinese, Russian and 150 other languages, and matching them with clients who need translation and interpretation services. <http://bit.ly/gwd3sZ>

Budget cuts reach interpreter programs

KNDO/KNDU

One of those provides non-English speakers with an interpreter at hospitals through Medicaid. Lourdes Medical Center in Pasco, for example, has interpreters...

<http://bit.ly/h2Qovq>

State of Oregon First to Adopt National Certification for Medical Interpreters

LOUIS PROVENZANO

The National Board of Certification for Medical Interpreters announced today that the State of Oregon has become the first state in the nation to officially ...

<http://huff.to/eEWY9X>





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2011 Translates into New Career Opportunities for Medical Interpreters

NEWSWISE

As the number of non-English speakers seeking healthcare in the United States continues to grow, so does the need for medical interpreters. <http://bit.ly/fjJWXc>

Medical interpreters are a patient's right

Federal and state law requires assistance for patients with limited English. New national competency standards begin in 2011. <http://lat.ms/hAHaQF>

Sign Language



Charity for deaf trains interpreters to help in Malawi

BY CATRIONA STEWART

In Malawi, one of the world's poorest countries, the deaf community is a forgotten section of society.

But a project run by charity Deaf Action has been working to give deaf people access to the same education and training as their hearing peers.

Volunteers from Scotland have been working in Africa for the past two years to help train, assess and register sign language interpreter trainers in Malawi and Swaziland.

<http://bit.ly/fxXGso>

Portsmouth Hospital is paying \$80000 fine over deaf patient rights for failing to provide interpreters for 2 patients

BY BOB SANDERS

PORTSMOUTH — Portsmouth Regional Hospital has agreed to pay \$80,000, including a \$20,000 fine, to the U.S. government,

to settle a lawsuit alleging violations of the rights of deaf patients under the American with Disabilities Act.

<http://bit.ly/fn7AS5>

Web cam will help hospital communicate with deaf patients

BY CARL GAVAGHAN

Doctors and nurses at St Peter's hospital will now be able to communicate with deaf patients by using an on-line interpreter. It has a built in hearing loop system for patients who use a hearing aid, and also offers access - via an on-line service - to sign language interpreting. This works by using a web cam to film the patient, who in turn can view a sign language interpreter via the computer screen. The doctor or nurse would communicate with the interpreter via the telephone.

<http://bit.ly/fKTFvN>

International Interpreting News



India: Take a byte from these city women entrepreneurs

EXPRESS NEWS SERVICE

CHENNAI: Two city-based women entrepreneurs were among the 12 who were honored with SAARC Chamber Women Entrepreneur Council (SCWEC) Woman Entrepreneur Excellence Award here on Monday. The award has been given in recognition of their entrepreneurship skills and exhibiting deep concern for society and environment. The women include Chinmayi Sripada, founder and CEO of Blue Elephant Translation Services, Chennai, and Geetha Prem Kumar, director of Vector Indojanix (P) Ltd, Chennai. <http://bit.ly/fmOMdD>

Ireland: Language costs for courts to hit €10m

BY GERALDINE GITTENS





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The courts service is set to spend up to €10m on interpretation services for non-Irish national defendants over the next four years. Polish, Lithuanian, Russian and other popular languages will be communicated in court rooms at a cost to the taxpayer. The need for interpreters in Irish Courts is on the decrease however, according to the Courts Service (CS), and spending on the service has lowered over the past few years. A spokesperson explained: "There was a huge increase from the mid-90s to the mid or late Noughties. There's slightly less now so the cost of the service has decreased. <http://bit.ly/ed0MCT>

Ottawa's Game-changers

BY JAMES BAGNALL

Federal departments last year shelled out \$265 million for interpretation and translation services, with a strong majority processed by the Translation Bureau.

<http://bit.ly/gxXCM3>

Former N.Korean 'Military Interpreter' Held in Russia

A man who says he was an interpreter for the North Korean military before he fled the Stalinist country is expected to make it to South Korea at last, the Kyodo news agency reported Tuesday citing an official at the UN High Commission for Refugees. The man, identified only as Choi (41), fled across the border to eastern Russia in September last year and applied for asylum there. <http://bit.ly/e6oG9j>

Come for Japan, Stay for the Surgery

BY YOREE KOH

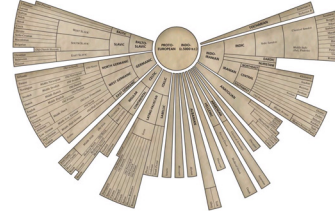
In a bid to cash in on its high-quality but expensive medical industry Japan said Friday it will ease visa requirements to encourage the flow of wealthy travelers seeking medical treatment here. The government will loosen visa requirements in January 2011 that would allow patients to receive renewable, multiple-entry half-year visas, lengthening the current single-entry visa period by about three months, according to a statement released by the foreign ministry Friday. The program would make Japan a more competitive destination for ailing

patients, who have been turned off by Japan's strict rules in favor of neighboring countries like South Korea and Singapore that boast fewer visa constraints. <http://on.wsj.com/gtzuzd>

New IATIS Executive Council (International Association of Translation and Intercultural Studies)

Manchester, UK (IATIS) - IATIS is pleased to announce the results of its recent elections for the Executive Council, and to welcome Professor Juliane House of Hamburg University as its new President. In her first letter to IATIS members, Prof House acknowledges the importance of ensuring that "IATIS continues to act as a truly international organization that represents all its members and the discipline at large" and expresses her confidence that "we will all work hard to maintain the spirit of solidarity that has made it such an energetic and effective association". <http://www.iatis.org/>

Minority Languages News



Charity for deaf trains interpreters to help in Malawi

BY CATRIONA STEWART

In Malawi, one of the world's poorest countries, the deaf community is a forgotten section of society. But a project run by charity Deaf Action has been working to give deaf people access to the same education and training as their hearing peers.

Volunteers from Scotland have been working in Africa for the past two years to help train, assess and register sign language interpreter trainers in Malawi and Swaziland. <http://bit.ly/fxXGso>

Cambridge project to preserve rare Indian and other languages





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London: The University of Cambridge has launched a unique project to provide universal access to languages of India and elsewhere that are endangered and part of the world's disappearing spoken traditions. The open database, called World Oral Literature Project, has been developed by the University's researchers and is available at the following URL: www.oralliterature.org. <http://bit.ly/gF1Kgv>

The outlook: Excellent, although prospects vary by language and topical specialty.

For more see <http://bit.ly/ia0T1D>

Impact of Interpreters on the Receipt of New Prescription Medication

GERARDO MORENO, MD, MSHS & OTHERS

Among Latinos with LEP, interpreter use increases patient receipt of important information when a new medication is prescribed. There is a continuing need for effective policies and interventions to improve provider communication with LEP patients.

<http://bit.ly/eqgt9N>

Featured Studies



Best Careers 2011: Interpreter/Translator

BY ALEXIS GRANT

Pharmaceutical inserts, instruction manuals, and textbooks - these are just a few of the documents that translators rework in English or other languages. At courthouses around the country and conferences throughout the world, interpreters help people of different tongues communicate. While both interpreters and translators convert one language into another, interpreters work with the spoken word and translators the written word. But choosing this occupation means learning more than a foreign language; you also must thoroughly understand the subject you're communicating about. You'll relay not only words, but complicated concepts and ideas, as well as the cultural subtleties that accompany them. Interpreters and translators specialize in a variety of fields, including medical, judiciary, literary, or sign-language. About a quarter are self-employed, and many translators work from home.

See a list of The 50 Best Careers of 2011:

<http://bit.ly/h2vkSF>



The U.S. Census Bureau

The U.S. Census Bureau just announced that the 2010 Census showed the resident population of the United States on April 1, 2010, was 308,745,538.

The resident population represented an increase of 9.7 percent over the 2000 U.S. resident population of 281,421,906. The resident population represents the total number of people in the 50 states and the District of Columbia.

- The most populous state was California (37,253,956);
- The least populous, Wyoming (563,626);
- The state that gained the most numerically since the 2000 Census was Texas (up 4,293,741 to 25,145,561) and;
- The state that gained the most as a percentage of its 2000 Census count was Nevada (up 35.1% to 2,700,551).
- Regionally, the South and the West picked up the bulk of the population increase, 14,318,924 and 8,747,621, respectively.
- But the Northeast and the Midwest also grew: 1,722,862 and 2,534,225.





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Beginning in February and wrapping up by March 31, 2011, the Census Bureau will release demographic data to the states on a rolling basis

Follow the Census Bureau on Twitter, Facebook, MySpace, Flickr and You Tube (/uscensusbureau).

Get the full U.S. Census Bureau 2010 story here - <http://2010.census.gov/2010census/>

Interpreter Education



In 2011, Where Can I Get Trained as a Medical Interpreter?

Please help us spread the word of where training is available by posting training notices on the national interpreter training directory at

<http://www.imiaweb.org/education/trainingnotices.asp>.

Any student or training organization can post trainings free of charge at the link above by going to the link 'post a training'. Viewers can search for interpreter educational programs by language, category or state. To post trainings, go to <http://www.imiaweb.org/education/training-form.asp>

How Can I get CEU Credits for Workshops I attend?

The IMIA offers CEUs to medical interpreters who undertake continuing education workshops that offer IMIA CEUs. Since this is a fairly new undertaking, many medical interpreter training organizations are not aware that they need to apply so that their trainings can offer IMIA CEUs.

Requirements for offering CEUs include:

- CV of presenter/instructor.
- workshop is educational and not simply the description of a program or service
- workshop abstract describes content that is attainable in the period of time of learning activity

- workshop contains clear learning objectives that are relevant to medical interpreters
- attendees receive a certificate of attendance for the workshop that reflects that the workshop offers a specific amount of Interpreter CEUs®

The IMIA encourages training organizations to provide students with e-certificates. Requirements for Interpreter CEUs® includes:

- That the workshop you attended is actually offering **Interpreter CEUs**
- That you remain present during the entire duration of the workshop.
- That you receive a certificate of attendance for the continuing education workshop you attended that states that it offers **Interpreter CEUs®** from the training organization.
- The IMIA encourages training organizations to provide students with e-certificates.

*If the workshop you attended does not offer it please let them know about the Interpreter CEU Program at www.imiaweb.org on the Education section, so they can apply to offer **Interpreter CEUs®**.

They can apply after the workshop is given, and CEUs can be offered retroactively.

IMIA News

IMIA Executive Board Expands

The IMIA has encountered unprecedented growth in the last two years. The IMIA Executive Board felt that it was imperative to fill certain board positions so that the organization could have a strong governance structure to implement all the goals of the 2009-2011 Strategic Plan. We are pleased to announce the appointment of the following highly skilled individuals to join the IMIA Executive Board.





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The IMIA is very proud to announce the new members of the IMIA Executive Board of Directors.

Iliana Rivera



Iliana Rivera began her career at Washington Regional Medical Center learning the dynamics of the business office and its correlation with healthcare. Human Resources presented the opportunity for her to offer her expertise and knowledge in language at the hospital to break communication barriers. She took that opportunity, began her research, and has developed the only hospital-based program in Northwest Arkansas that provides free language assistance within the hospital and its affiliates. This program has pushed Mrs. Rivera to continue community education and develop resources that will decrease health disparities and improve quality of care. She has also worked alongside Carmen Chong Gum, consul general of the Marshallese Consulate in Northwest Arkansas, Boston Mountain Educational Cooperative in Northwest Arkansas and Shay Lastra, Spanish Instructor at Northwest Technical Institute. Her work has been featured in local media as well as a physician’s journal. She has now joined the Nursing Administration team at Washington Regional Medical Center and continues her dedication for better healthcare quality for all. irivera@imiaweb.org

Lluís Baixauli-Olmos



Lluís Baixauli-Olmos is a PhD student at Universitat Jaume I (Spain), where he also studied his BA in Translation and Interpreting and a specialization course on interpreting in the healthcare and cultural mediation. He has taught translation and interpreting courses at univer-

sity level. He has contributed to several conferences with papers and posters. His research interests are professional ethics of the interpreter and professionalization processes. He is committed to preparing a recommendation of ethical guidelines for public service interpreters in Spain. Contact lbaixauliolmos@imiaweb.org.

Eric Candle



Eric Candle holds an MS in Computer Science and Computer Translation, and an advanced certificate “Creating and leading Strategic Growth” from the Rochester Institute of Technology. His college graduation work was executed and presented in English and Russian languages. Eric is a qualified medical interpreter with 15 years of professional experience at the largest NY State hospitals, a credentialed translator, and a licensed Community Interpreter trainer. He is an adjunct professor of medical interpreting at the State University of New York. He has studied, worked and taught in Germany, Austria, Russia, and Ukraine. Eric is currently the IMIA NY State and Regional Representative. He is a passionate advocate of the meaningful LEP patient’s access to healthcare services. Eric has delivered numerous presentations on the National Certification for Medical Interpreters. Eric Candle is the President of ECdata, Inc., a NY-based language training and information management company. ecandle@imiaweb.org

Maurizio Di Fresco



Maurizio Di Fresco studied Economics for two years at the University of Pal-
Palermo, Italy, and then attended the Higher Institute of Interpreters and Translators, where he graduated in 1992. While working as a freelance interpreter, he studied Political Sciences





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at the University of Palermo, and then started working as a full-time interpreter at the Department of Tourism & Transportation of Sicily, Italy. From 1999 to 2008, he worked as an in-house interpreter at the Mediterranean Institute for Transplants and Highly Specialized Therapies (a public hospital based in Palermo, Sicily, created in 1999 as the result of a public-private partnership between the city's two largest hospitals and the University of Pittsburgh Medical Center). In 2006 he obtained a second University Degree in Language Mediation. In 2008 he left the Language Services Department of ISMETT and became one of the two International Patient Services Coordinators who now manage all the administrative and logistic activities concerning foreign patients, including recruiting and directing interpreters and cultural mediators for many languages. In addition to being an International Patient Services Coordinator at ISMETT, Maurizio Di Fresco works as a freelance conference interpreter. Maurizio is also a Board Director of the International Medical Interpreters Association. MdiFresco@imiaweb.org

Please go to www.imiaweb.org/about/ to see full board information. The IMIA Executive Board is the governing body of the IMIA. This group meets every month. Every year it meets at the end of January to map out long term strategic direction for the organization. Please feel free to send the Board comments or suggestions at info@imiaweb.org

The IMIA is very proud to announce the IMIA new International Representative.

Lin Zhan, IMIA Beijing Rep



Lin Zhang received his Medical Degree (M.D) from Anhui Medical University and Master of Medical Sciences from Peking Union Medical College (PUMC), Chinese Academy of Medical Sciences. Then he works as a resident in PUMC Hospital. Dr. Zhang serves as interpreter for patient-doctor communication and international

medical conferences in numerous settings. His colleagues and he has set up the Medical Interpretation Society (MIS) with PUMC in 2009, which has weekly training program for doctors and medical students.

To contact him please email: IMIABeijing@imiaweb.org

The IMIA is pleased to announce new IMIA State Representatives.

Oscar Comulada, IMIA Alabama Rep



Oscar Comulada, originally from Puerto Rico, currently resides in the state of Alabama with his wife and two children. He is the owner of a language service company, Language Solutions, Inc. with a staff of four employees. His company provides services to North Alabama's largest hospital system as well as many

doctors' offices and clinics throughout North Alabama. He serves as Vice President of the Alabama Hispanic Association and the Huntsville Hispanic Advisory Committee

Alfredo Mercuri, IMIA Texas Rep



Mr. Alfredo Mercuri, a native of Argentina, is a Lecturer for the Modern Language Department who joined UTB/TSC as a full time faculty since November 2009, after working, at the same institution since 2007 as a part time instructor.

Mr. Mercuri holds a MA in Leadership and Organizational Studies with emphasis in Conflict Management, and a Graduate Diploma in Translation. He is also a State Certified Medical Interpreter. As a faculty member for the Modern Language Department at UTB/TSC, he teaches lower level courses such as Elementary Spanish, SPAN 2315 and Basis Spanish for Bilingual Students, SPAN 2321 and 2322. He also teaches courses for undergraduate and graduate





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students for the Interpreting and Translation program, SPAN2316 and TRSP 4366.

He is also involved in the development of online courses for the Graduate Certificate in Spanish Translation and in teaching courses such as INTG 6379 Medical Terminology for the same program.

Olga Kozlova, IMIA Wisconsin Rep



Olga Kozlova was born in Kazakhstan, a country in Central Asia. Having received a Master's degree in Linguistics, she made a decision to move to the United States in order to gain more experience in the English language and American culture. Her first interpreting job was a position with Columbia St. Mary's, a 400-bed

hospital in Milwaukee, WI. After a few months of employment, Olga was appointed to the Supervisor's post which allowed her to further explore the field of medical interpreting. Olga advanced her academic background by receiving an MBA in 2010. Currently, Olga is Manager of Language Services at Froedtert Academic Medical Center where she launched a comprehensive Language Services program. This role allows her to work with providers on approving access to health care for LEP and deaf patients as well as foster a highly skilled team of interpreters. Olga is fluent in English and Russian. Contact: IMIAW-isconsin@imiaweb.org.

The IMIA is proud to announce the new Committee Chairperson

Ingrid Leeman, E-News Committee Chair



Ingrid Pintucci Leeman is a Medical Interpreter and Translator, IMIA member and eNews contributor. She was born in São Paulo, Brazil, where she studied Law and International Relations at Pontificia Uni-

versidade Católica de São Paulo. Ingrid moved to California in 1991 and there studied English as a Second Language at University of California at Berkeley and English and Liberal Studies at Santa Barbara City College. For 20 years she taught English and Portuguese. Ingrid currently lives in Brooklyn, New York.

Action Plan: Join an IMIA Committee in 2011!

2010 will be a year of new, exciting projects. We'll be working hard within our committees to keep medical interpreters running strong. Active committees will create a vibrant inclusive organization where all participate, as in any grassroots organization, change this big must come from the bottom up.

Committee Meeting Times:

ENews Committee Meeting

Next meeting 11/2011 at 12pm EST
eNews Committee Meeting held Second Tuesday of each month via conference call

Public Relations Committee Meeting

Next meeting 1/3/2011 at 11am EST
Public Relations Committee Meeting held First Monday of each month via conference call

Education Committee Meeting

Next meeting 1/5/2011 at 5pm EST
Education Committee Meeting held First Wednesday of each month via conference call

Ethics Committee Meeting

Next meeting 1/7/2011 at 11am EST
Ethics Committee Meeting held First Friday of each month via conference call at 8am Pacific / 10am Central / 11am EST

Membership Committee Meeting

Next Meeting 1/13/2011 at 3pm EST
Membership Committee Meeting held Second Thursday of each month via conference call





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IMIA Book of the Month



The Entrepreneurial Linguist: A Business-School Approach to Freelance Translation” by Dagmar and Judy Jenner

From the publisher:
 Written in a purposely non-academic style, "The Entrepreneurial Linguist: The Business-School Approach to Freelance Translation" will show you how to market your services to direct clients, build and nurture relationships, grow your client base in a structured way, use web 2.0 to promote your services, and much more. This book is intended for both beginning and established translators and interpreters around the world. From In-transBooks: The "Entrepreneurial Linguist: The Business-School Approach to Freelance Translation gives freelance linguists all the tools they need to go from "just" linguists to being Entrepreneurial Linguists. It includes easy-to-understand lessons based on teachings of business school, with many case studies, examples, etc. Translation-related cartoons from talented cartoonist and translator Alejandro Moreno-Ramos will have you start each chapter with a smile.
<http://bit.ly/ecDSyT>

Calendar of Events



The IMIA Calendar of Events has the purpose of informing the interpreting community of events related to health disparities, language access, linguistics, and medical interpretation and translation. We encourage organizations that have conferences coming up to please post them here and also to promote this particular calendar of events to others. If you have suggestions, please email info@imiaweb.org

Please be aware of another innovative calendar - <http://snipurl.com/diversitycal> -that provides event and holiday information on over 500 important holidays of all major religions, ethnic groups, and nationalities.

International Calendar of Events

- U.S. Calendar of Events
- IMIA Events

About the IMIA Monthly e-news Brief



The IMIA e-News 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 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. The focus is not on being an organizational newsletter but on being industry news brief on medical interpreting. Please send suggestions and comments about the e-News to Ingrid Leeman at IMIAeNews@imiaweb.com





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Medical interpreters: **BE THE BEST THAT YOU CAN BE!**

Dear medical interpreter,

Joining the IMIA increases your work development potential and can open up new career opportunities. Become an IMIA medical interpreter: You'll feel a renewed sense of pride and confidence because **IMIA medical interpreters are respected as the best in their field**. Ample opportunities for professional development include:

- Committee Engagement
- Job Announcements
- Monthly Briefings
- Annual Conferences
- National Advocacy
- Leadership Development



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