

IN THIS eNEWS

Letter from the President
National Certification
Newly Credentialed Interpreters
Language Rights Corner
Healthcare Disparities
Language Technology
Interpreter Ethics
IMIA News
IMIA Leadership Grows
US Interpreting
International Interpreting
Sign Language
Minority Languages
Interpreter Education
Featured Studies
Books of the Month
Calendar of Events
Committee Corner
ISP Division Corner
IMIA Connection
IMIA Strategic Plan
IMIA Bylaws Bit by Bit
About The eNews

LETTER FROM THE PRESIDENT OF IMIA



Dear members:

Happy New Year! 2012 is here with many promising undertakings for IMIA and the interpreting profession.

Are you ready to undertake a new phase in your professional development?

2012 promises a series of events and educational opportunities:

- **Annual Administrators Symposium**, May 11th at the University of California Irvine Medical Center, where participants will have the opportunity to discuss interpreter management best practices.
- **Annual Trainers Symposium**, where trainers will brainstorm on issues related to medical interpreter education. If you are a trainer, make sure you book June 1st to meet your fellow trainers in New York City, to go over an exciting and new program.
- IMIA will be expanding the popular **8 Hour Medical Terminology Boot Camp™** by going to Concord, RI, Providence NH, Orange, CA, New York City, Fayetteville, AR, Tulsa, AZ and Boston, MA. IMIA has also designed an Advanced 4-hr Boot Camp course titled: 4 Hour Interpreting Difficult Situations: From Death to Profanity.
- The **IMIA Lifelong Learning Series Webinars** are also expanding in topics and will be 1.5 hours versus 1 hour long. Check out the 11 webinars programmed for this year.

I have been very lucky to witness the growth of IMIA not only in size and scope of services, but on the level of dedication from several devoted leaders. I would like to welcome our recent additions to the IMIA leadership team, their commitment to work towards the IMIA Vision and the profession is evident. The IMIA Board of Directors recently appointed Ms. **Camila Januario** as the Portuguese Division Assistant Chair, Ms. **Heather Barday** as the ASL Division Assistant Chair, Ms. **Lena Toolsie** as the ISP Division Assistant Chair, Ms. **Maria Schwieter** as the Indiana State Rep and Ms. **Isabela Bennett** as the New Hampshire Assistant Rep. Welcome to our IMIA family!

I would like to specially thank our outgoing and long standing members of the IMIA Executive Board, **Rose Long** and **Linda Joyce** for their unconditional support and commitment to the organization. They are going to be focusing their efforts with the National Board of Certification for Medical Interpreters.

This year, we want to focus a good part of our energy on further collaboration with other associations. There are many organizations doing an outstanding job as well as smaller ones in need of some support. There is so much we can learn from each other, grow together and serve our community together.

We would also like to strengthen our chapters and committees and we need your help with this. Much of the development work of the organization is achieved by committee members. We have some committees, such as fundraising and public relations, which could really use some help. If you are interested in joining any committee in 2012 simply go to your IMIA profile and add that committee to your profile so the chair is alerted. Take the plunge and join a committee. It is the best way to get involved, expand your colleague base beyond your work borders, and get the most benefits from what the association has to offer.

If you are interested in becoming active in a state or international chapter, apply to become the representative or assistant representative of your region or contact the representative you already have. These are very dedicated professionals that are well connected and want to help meet the needs of the interpreters in their region.

May 2012 be a wonderful year that brings great joy to all of you professionally and personally.



All the best,

Lola Bendana

Lola Bendana
IMIA President

President@imiaweb.org

QUOTE OF THE MONTH

"We will open the book. Its pages are blank. We are going to put words on them our-selves. The book is called Opportunity and its first chapter is New Year's Day."

- Edith Lovejoy Pierce

NATIONAL CERTIFICATION



THE NATIONAL BOARD OF CERTIFICATION
FOR MEDICAL INTERPRETERS

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.

www.certifiedmedicalinterpreters.org

NATIONAL BOARD'S WEBINARS ON NATIONAL CERTIFICATION

<http://www.certifiedmedicalinterpreters.org/>
January 18 at 12pm EST

To access the Audio portion of the meeting:
USA Toll-Free: (877) 336-1839 ACCESS CODE:
9024911
(International or USA Caller Paid Toll: (636)
651-0008 ACCESS CODE: 9024911)

To access the Web portion of the meeting, use
a computer:

Web Meeting Address: [https://](https://www.connectmeeting.att.com)

www.connectmeeting.att.com

Meeting Number: 8773361839 ACCESS CODE:
9024911

info@certifiedmedicalinterpreters.org

URGENT: WE NEED PILOT PARTICIPANTS TO FINALIZE THE EXAMS!

**The National Board of Certification for
Medical Interpreters seeking Russian,
Cantonese, Mandarin, Korean and
Vietnamese. Candidates to Finalize Pilot**

Candidates who are willing to take the pilot
test in Boston, San Francisco, Los Angeles,
Florida, Arkansas, Louisiana, Oregon, Maine,

Massachusetts, Tennessee, Georgia and
Washington State.

www.certifiedmedicalinterpreters.org

CCHI COMMISSIONERS ANNOUNCE GRANT TO DEVELOP CERTIFICATION IN TWO ADDITIONAL LANGUAGES

The Robert Wood Johnson Foundation, whose mission is to improve the health and health care of all Americans, awarded a \$308,750 grant to CCHI on July 1, 2011, to support a one-year program of work that will develop the Certified Healthcare Interpreter™ examination in two additional languages and conduct educational activities to help interpreters, interpreter trainers, supervisors, healthcare providers and other stakeholders in the healthcare arena understand certification so that more know how to use CCHI certifications appropriately.

<http://bit.ly/qSc4xYl>

NATIONAL ACTION PLAN FOR HEALTH LITERACY (NAPIHL)

Health literacy includes being able to read and understand basic health information such as prescription labels, discharge plans, and other medical communication, make simple calculations and communicate questions and concerns to health care professionals. According to the [National Action Plan to Improve Health Literacy](#) (NAPIHL), limited health literacy disproportionately affects minority groups because it is influenced by language fluency, age, socioeconomic status, cultural background, and educational levels.

[http://health.gov/communication/
HLActionPlan/](http://health.gov/communication/HLActionPlan/)



Kristie North, Medical Interpreter

NEWLY CERTIFIED INTERPRETERS

This list is based on information received from The National Board of Certified Medical Interpreters—these are the individuals who became Certified in Nov. 2011. Congratulations!

Beatriz Arciniegas (NC)
Edgardo Bianchi (NC)
Maria Bunce (NC)
Vanessa Caraveo (TX)
Grisel Díaz (NC)
Astrid Hajjar (MA)
Maritza Jordan (NC)
Frank Montez (NC)
Adriana Mora (CT)
Massiel Ortega (PA)
Patricia Pavia (NC)
Samuel Pino (OR)
Maria Rey (PA)
Luis Reyes (NC)
Lydia Rivera (FL)
Mayra Soto (NC)
Maria Villa (OR)
Flora Weisleder (NC)
Mitchell Wilson (OR)
Alina Wilson (TX)
Pablo Zavala Ahumada (NC)



The IMIA Strategic Plan calls for finding mechanisms to recognize medical interpreters who have taken the step of getting nationally certified.

In 2011, The IMIA Executive Board voted to offer each CMI or CHI interpreter a complimentary membership or extension of current membership for a year as a gesture of appreciation and recognition of their step to professionalize the field.

A Certified Interpreter (CI) Division was also created and we are currently looking for a chair and assistant chairperson for that division. We hope that CMIs and CHI members use this forum to work together in this division to promote medical interpreter certification worldwide and to promote that providers hire certified medical interpreters.

PLEASE NOTE: We are unable to list CHIs as we do not have the information. We are working with CCHI to obtain those reports.

LANGUAGE RIGHTS CORNER

LANGUAGE ACCESS WON FOR LIMITED ENGLISH PROFICIENT PARENTS

The Cleveland Metropolitan School District entered into a resolution agreement with the U.S. Department of Education's Office for Civil Rights last month regarding the rights of Limited English Proficiency (LEP) parents with children enrolled in the District. LEP is the limited ability to read, write, speak or understand English. Megan L. Sprecher, an attorney with Legal Aid, filed a complaint against the District for not providing appropriate interpreting and translation services to LEP parents, a legal right guaranteed by Title VI of the Civil Rights Act of 1964.

<http://www.laprensatoledo.com/Stories/2011/120911/lep.htm>

EAST TEXAS MEDICAL CENTER, HHS ENTER INTO RESOLUTION AGREEMENT OVER SERVICES FOR DEAF PATIENT

After investigating the complaint of a deaf patient who alleged she had not been provided a sign language interpreter while receiving prenatal care at ETMC Crockett Hospital, OCR issued a letter of concern to ETMC stating that deficiencies in their policies could result in the provision of auxiliary aids and services to deaf or hard of hearing patients and their companions in an arbitrary or inconsistent manner. Under Section 504 of the Rehabilitation Act of 1973, recipients of federal financial assistance must provide auxiliary aids and services to individuals who are deaf or hard of hearing. These services include qualified sign language interpreters, note-takers, and text telephones (TTYs). The U.S. Department of Health and Human Services' Office for Civil Rights (OCR) has entered into a resolution agreement with the East Texas Medical Center Regional Healthcare System (ETMC) to ensure that deaf or hard of hearing patients receiving care will be screened and provided with sign language interpreter services when necessary for effective communication.

<http://www.hhs.gov/news/press/2011pres/12/20111208c.html>

*"He who controls the past
commands the future. He
who commands the future
conquers the past."*

- George Orwell

WAMPANOAG TRIBE REVIVES INDIGENOUS LANGUAGE

The documents were written in their native language, which hasn't been spoken in over a century and a half. The documentary follows Jessie Little Doe Baird, a Wompanoag social worker, and her work to arm her community with the tools and skills to reclaim their mother tongue.

<http://bit.ly/txbid1>

LANGUAGE LIMITS JOBS, HEALTH CARE FOR NEW BURMESE REFUGEES

"It's hard because they call a Burmese interpreter, but I don't speak Burmese." According to a new study issued last week, Mlar and his son are among the ethnic minority that does not speak Burmese, he and his family often have difficulty communicating with American doctors' offices and social service agencies.

<http://bit.ly/rWql8M>

HEALTHCARE DISPARITIES

GOING BOLDLY WHERE NO STARTUP HAS GONE BEFORE, BABELVERSE AIMS TO MAKE THE UNIVERSAL TRANSLATOR A REALITY

Dunne and de Borniol conferred and just before the series of presentations ended they were up on stage outlining their solution for person-to-person simultaneous interpretation via smartphone. To insure quality translators, Babelverse will have a user-generated ranking system for different levels of interpreters: professionals, semi-professionals, and skilled multilingual amateurs for casual conversation. If it all works according to plan, Babelverse's founders envision a world where "millions of members make on-demand interpretation in any language easily accessible, available to everyone, anytime, everywhere, and on any device."

<http://goo.gl/1RGjS>

MINNESOTA'S HEALTH DISPARITY ISSUE

Taking a deeper look, we see Minnesota has some of the greatest health disparities between Caucasian and minority populations, which include African Americans, Hispanics, Native Americans, and Asians. <http://bit.ly/tBhn2K>

Health disparities project: understanding the social and physical determinants ...

This is an example of one social determinant that creates homicide disparities. In addition, high numbers of high school dropouts in urban/inner city areas increases the likelihood of minorities being influenced by street gangs.

<http://bit.ly/tQUKSz>

NEW HEALTH VIDEOS TARGET MINORITIES

The Utah Department of Health recently released several health care videos created specifically for minorities in Utah. The videos, titled "For Me, For Us," were released by the Office of Health Disparities Reduction last week and are aimed at making sure all ethnicities in Utah have access to reliable health care information.

<http://bit.ly/vdsXnY>

LANGUAGE TECHNOLOGY

During lexical decision tasks, the test subjects are usually presented with a word from their native language which appears on a computer monitor or, in the case of the current study, on a smartphone display. Their response time provides the researchers for instance with information about whether common or concrete words are recognized more quickly than rare or abstract ones. Such experiments also provide valuable data sources for research on language and reading disorders.

<http://bit.ly/tCjtMO>



UWORD - VOCABULARY MANAGER

Android Apps—You can make several wordbooks up to 64 and input your own vocabularies in those as many as you want. It supports importing/exporting to excel file. So, you'll be able to manage your own vocabulary very easily. Basically this app has the flashcard ...

<http://bit.ly/tple3p>

TJ & PALS LAUNCHES A UNIQUE LINE OF EDUCATIONAL APPS FOR KIDS

TJ's Picture Dictionary is a colorful talking dictionary that is suitable for young children. It allows kids access to new words and ideas and is perfect for an audience of pre-readers who are building their vocabularies. TJ's Art Studio is for those ...

For more information, please visit:

<http://bit.ly/uSOY9j>

INTERPRETER ETHICS

IMIA CODE OF ETHICS TENET #1

Interpreters will maintain confidentiality of all assignment-related information.

View the entire IMIA Code of Ethics at :
<http://www.imiaweb.org/code/default.asp>

SOUTH DAKOTA PANEL RECOMMENDS WAYS TO IMPROVE USE OF INTERPRETERS ...

Spanish is the most common language spoken by those with limited ability to speak ... interpreter services, establish rules on qualifications and ethics.

<http://bit.ly/tkIDyH>

Download the IMIA Guide to Ethical Conduct:
http://www.imiaweb.org/uploads/pages/380_4.pdf

IMIA NEWS

MOE RUSTOM RECEIVES THE 2011 RAQUEL CASHMAN AWARD FROM THE IMIA

Most recently, Rustom was honored with the Raquel Cashman Language Access Award, which is presented by the International Medical Interpreters Association (IMIA) to those who make a significant contribution in improving Limited English Proficiency (LEP) patients' access health services and reducing racial and ethnic disparities.

<http://goo.gl/5bnan>

INDIVIDUAL MEMBERSHIP RATE INCREASE

After 5 years remaining the same, the IMIA individual membership rates will increase on January 1st, 2012, as follows:



1 year - \$60
2 years - \$100
3 years - \$140

Please note that your IMIA membership fee is tax deductible.

LOSS IN THE IMIA FAMILY



Angelina Levitskaya, IMIA Representative for Arkansas, passed away December 20, at age 64. Angelina helped develop the National Board of Certification for Medical Interpreters certification exam as a Subject Matter Expert (SME), and served on the Testing committee. She was an energetic and determined advocate for medical interpreting standardization. "It is indeed very sad and unexpected to learn the news of her death. She would have wanted us to continue full steam ahead with our certification program. She was one of the original IMIA state reps and was there from the beginning in the process of making medical interpreters certification a reality." Dr. Alvaro Vergara, Director National Board of Certification for Medical Interpreters.

IMIA LEADERSHIP GROWS

We would like to warmly welcome our new members of the IMIA Growing Leadership Team. Please contact them with your ideas and to congratulate them on their new IMIA positions.



Camila Januario
Portuguese Division
Assistant Chair



Heather Barclay
ASL Division Assistant Chair



Maria Schwieter
Indiana State Chapter Rep



Isabela Bennett
New Hampshire Chapter
Assistant Rep



Bárbara Navaza
Spain Chapter Assistant
Rep

Lena Toolsie
ISP Division Assistant Chair

SUPPORT IMIA

Dear Members,

First, we want to wish you all a very Happy New Year! We hope 2012 will be a wonderful year for each of you and your families. For the IMIA, 2011 was a great year! We accomplished so much, including: celebrating our 25th anniversary, launching National Certification in new languages and becoming a 501(c)(3) organization, which means IMIA is now a tax-exempt, nonprofit organization.

As many of you may know, our annual conference will now take place every two years, which has always been a major fundraiser for the IMIA as the funds we generate during each conference pays for the cost of the conference itself and also contributes to additional events, seminars, promotion of the collective IMIA mission, administrative costs, etc.

We simply can't do it without your help. In order to keep our efforts going we need to continue to raise funds. Can you help us grow in 2012 with a tax-deductible gift to support the IMIA? Tax deductible donations can be made on our website at <http://www.imiaweb.org/ecom/pay.asp>

Your donation is vital to the IMIA and whether you give \$25, \$50 or \$500, we want to assure you that every single tax-deductible dollar donated will make a difference towards the advancement of professional interpreters worldwide through the important work of the International Medical Interpreters Association.

Thank you for your generosity and continued support for the IMIA.

Regards,
Ester Bishop
Fundraising Committee Chair
<http://www.imiaweb.org/ecom/pay.asp>



US INTERPRETING



TRANSLATOR TRIES NOT TO TAKE EVERYTHING LITERALLY

But it was with "Please Look After Mom," which reached 14th in the New York Times bestseller list for fiction and was selected by Oprah's Book Club, that Kim's skill as a translator was universally recognized. <http://bit.ly/uXm20p>

HEALTHSAAS AND DOCLOGIC ANNOUNCE STRATEGIC ALLIANCE TO INTEGRATE PATIENT HOME ...

Video Remote Interpreting (VRI) will be integrated and combines a global network of certified on-call interpreters. The Americans with Disabilities Act (ADA) requires hospitals to provide effective communication with patients who are deaf or are Limited English proficient (LEP)

<http://prn.to/tqGqtF>

LINGO24 - FAST, EFFECTIVE TRANSLATION SERVICES IN THE USA

Massachusetts, USA (Lingo24): Our translation agency is among the world's fastest growing, with clients in over 50 countries - and counting! We translate more than forty million words a year between 600 language combinations for names like American Express, Burger King, MTV, Orange and the United Nations.

For more information, please visit:

usa.lingo24.com

INTERNATIONAL INTERPRETING

THE GAMER'S DICTIONARY

In 1906, Ambrose Bierce published The Devil's Dictionary, a book that humorously offered definitions of the various slang terms and lingo of that time, as well as just generally

making fun of humanity.

For more information, please visit:

pc.gamespy.com/articles/121/1213534p1.html

DH UTILITIES

Deccan Herald

»WordWeb is an English dictionary and thesaurus that helps you look up meanings, synonyms and antonyms. You just have to type a word in the lookup dialog box and its meaning will appear in the inter-face's top pane.

www.deccanherald.com/content/208183/dh-utilities.html

REMOTE INTERPRETING TAKES OFF IN JAPAN

Video and Teleconferencing services around the world where interpreters are not available and someone has to cover those in need.

<http://www3.nhk.or.jp/nhkworld/english/movie/feature201112020816.html>

TRANSLATOR HELPS HONDURAS GIRLS THROUGH SURGERIES BY SHARING EXPERIENCES

LubbockOnline.com

Noemi Quezada uses her personal experiences to guide others as a translator for Samaritan's Purse, the nonprofit helping Cristhel and Belen. By Tommy Magelssen Noemi Quezada has gone through the ups and downs of surgery before.

For more information, please visit:

<http://bit.ly/vpYB5s>

SIGN LANGUAGE



TARA'S SIGN OF SUCCESS

Sixteen-year-old Tara Forkin, who lives in Peterborough, but whose dad John is from Ballyshan-non and mum Fiona is from

Falcarragh, is one of the youngest people ever to achieve a British Sign Language (BSL) qualification and her feat was honoured at the 2011 Signature Annual Awards in London recently.

www.donegaldemocrat.ie/news/local/tara_s_sign_of_success_1_3291067

DEAF CHILDREN SIGN TO WHITE STRIPES SONG (VIDEO)

It accomplishes just that with this music video, which features 12 deaf students from across Michigan signing the lyrics to the song in American Sign Language -- a production that took a month of working with the performers to produce, ...Music video to White Stripes song features students from Flint's Michigan. MLive.com. Video features White Stripes song, Mich. Students.

Chicago Tribune Beyond the White Stripes: Deaf arts program signs songs by Christina Aguilera

<http://huff.to/rQsqU8>

MINORITY LANGUAGES

HOW TRANSLATION CAN HELP ELIMINATE INFORMATION DISPARITIES IN AFRICA

California, USA (Common Sense Advisory): "Access to information is a basic human right," said former U.S. President Jimmy Carter, according to the World Bank Institute, at a conference on the subject last year in Accra, Ghana. Information is also power, and more and more organizations are recognizing that it will play an essential role in Africa's future. Having access to information enables people to do things like take care of their health, understand their rights, start businesses, and participate in political processes.

[www.commonseadvisory.com/Default.aspx?](http://www.commonseadvisory.com/Default.aspx?Contenttype=ArticleDetAD&tabID=63&Aid=2164&moduleId=390)

[Contenttype=ArticleDetAD&tabID=63&Aid=2164&moduleId=390](http://www.commonseadvisory.com/Default.aspx?Contenttype=ArticleDetAD&tabID=63&Aid=2164&moduleId=390)

OAKWOOD DIRECTOR HONORED FOR DIVERSITY EFFORTS

Most recently, Rustom was honored with the Raquel Cashman Language Access Award, which is presented by the International Medical Interpreters Association .

<http://bit.ly/rq68lq>



INTERPRETER EDUCATION



Yolanda Delgado, RN (left), Susan D'Angelo, RN and interpreter (right) and new mother Teresa Nicholas-Nicholas as they discuss and asks questions at Saint Peter's Univeristy Hospital in New Brunswick, NJ.

LANGUAGE ACCESS WON FOR LIMITED ENGLISH PROFICIENT PARENTS

The interpreters furnished will also be trained, in both English and another language, in all the necessary terminology, such as special education terms.

<http://bit.ly/uPDZDh>

NURSES IN JAPAN FIND LANGUAGE A BARRIER

Labor Secretary Rosalinda Baldoz said she met with six nurses and five caregivers who came to Japan from Philippines under the Jjepa, and they asked for help because the board exams were in Japanese and "were really very difficult."

<http://bit.ly/v7dFc4>

FEATURED STUDIES

MANAGING PATIENTS WITH LIMITED ENGLISH PROFICIENCY

Pa Patient Saf Advis 2011 Mar;8(1):26-33.

ABSTRACT

Language barriers impede access to healthcare, can compromise quality of care,

and may increase the risk of adverse health outcomes among patients with limited English proficiency (LEP). Events reported to the Pennsylvania Patient Safety Authority from June 2004 through May 2010 were reviewed to determine what types of events

*"Hope is like the sun, which,
as we journey toward it,
casts the shadow of our
burden behind us."*

- Samuel Smiles

most frequently affect patients with LEP. Falls, errors related to a surgical procedure, and medication errors composed the top three types of events reported for these patients during the time frame. Federal civil rights policy obligates healthcare providers to supply language services, and guidelines have been developed to help providers adhere to those requirements. Resources for language services, however, can be limited. Strategies that facilities can use to manage LEP patients include writing a clear plan, reviewing vital documents for languages most frequently spoken

[http://www.patientsafetyauthority.org/ADVISORIES/AdvisoryLibrary/2011/mar8\(1\)/Pages/26.aspx](http://www.patientsafetyauthority.org/ADVISORIES/AdvisoryLibrary/2011/mar8(1)/Pages/26.aspx)

BOOKS OF THE MONTH

THE PROSPEROUS TRANSLATOR

Author: Durban, Ch.

Yr. Published: 2010

Edition: 1st

Binding: Paper Bound

Pages: 280 Entries:

ISBN: 0615404030



ISBN13:9780615404035

Price: \$ 25.00

Translation is the grandest, most foolhardy enterprise that humans can engage in. Done right, it can also be a lucrative and intellectually satisfying career. Fire Ant and Worker Bee—the alter egos of translators Chris Durban and Eugene Seidel—have more than five decades' combined experience in the translation business. They firmly believe that skilled translators benefit from adopting an entrepreneurial out-look, sharing insights and experiences, and investing in themselves.

In their column in the Translation Journal [www.translationjournal.net], Fire Ant and Worker Bee have dispensed no-nonsense advice since 1998 on topics ranging from successfully navigating the freelance/agency divide to finding direct clients, raising prices, kicking implicit content into explicit shape, mastering clutter and translating in the nude. Readers from translation company owners to students just starting out have found Fire Ant and Worker Bee's advice invaluable. With this new book, you get some of the Web's pithiest advice on building a successful translation practice in one convenient volume.

THE IMIA STORE ITEM OF THE MONTH

Promote our profession and support the mission of the IMIA by making a purchase at the IMIA Store!



The IMIA 17 oz. Mug! Features the IMIA Logo and the phrase "Medical interpreters save lives in many languages"™.

Buy one now for yourself or a

colleague at <http://www.imiaweb.org/store/default.asp>!

CALENDAR OF EVENTS

JANUARY 26, 2012

ISP DIVISION WEBINAR

ISP Certification – The what, how and why to do it

Presented by Paul Penzo, ISP Division Chair

<http://www.imiaweb.org/uploads/pages/665..pdf>

JANUARY 27, 2012

IMIA LIFELONG LEARNING WEBINAR SERIES

The Toll of Traumatic Encounters: The Untold Story of Medical Interpreting

Presented by Jessica Goldhirsch

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

MAY 11

2012 IMIA ADMINISTRATORS SYMPOSIUM

University of California, Irvine Medical Center • Los Angeles, CA

A forum for interpreter administrators to meet, learn, and share about interpreter management best practices.

Registration opens January 1, 2012!

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

JUNE 1

2012 IMIA TRAINERS SYMPOSIUM

Hunter College • New York, NY

A forum for trainers to meet, discuss, and share best practices about medical interpreter education.

Registration opens January 1, 2012!

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

**IMIA MEDICAL TERMINOLOGY BOOT CAMP™
- SAVE THE DATES IN 2012!**

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

NATIONAL CALENDAR OF EVENTS:

<http://www.imiaweb.org/events/us.asp>

INTERNATIONAL CALENDAR OF EVENTS:

<http://www.imiaweb.org/events/international.asp>

*"The power of man has
grown in every sphere,
except over himself."*

-Sir Winston Churchill

COMMITTEE CORNER

FROM OUR ETHICS COMMITTEE

- The IMIA Ethics Committee has about ten members, with five of them actively involved in our activities.
- We are currently working on a exciting project: establishing the IMIA Ethics Complaints Standards & Procedures.
- Some of our members drafted already or are still drafting specific assigned documents, that they are presenting for review/edits at our monthly meetings.
- Among documents that were drafted or are still in the process of being drafted and reviewed we would like to mention:
- "Ethics Frequently Asked Questions"; "How to File a Complaint"; Responding to a Complaint"; "IMIA Process of Handling an Ethical Complaint"; a "Proposal for Specific Levels of Sanctions".
- Our goal is to be able to complete the whole project in the spring of 2012.

THE IMIA ENEWS COMMITTEE NEEDS YOUR CONTRIBUTION!

The eNews Committee would like to request contributions from all the members! All members have something interesting to share and we would like to post it on the IMIA eNews each month.

Has your organization offering a new training, service or product? Is your hospital department now doing interpreter rounds or being audited? Did you see a great article or webinar online that you would like to share your review? What conferences have you been to recently? Do you have an ethical dilemma to share? Do you want to suggest a book for our eNews book of the month? Want to start an IMIA Book Club?

Please send suggestions, material and comments about the e-News to Claudia Perla, eNews Committee Assistant Chair, at IMIAeNews@imiaweb.org

Get Involved!

For more information about how to become an active member of an IMIA Committee, please visit:

<http://www.imiaweb.org/committees/default.asp>

ISP DIVISION CORNER

LANGUAGE LINE SERVICES ISSUES 2012 OUTLOOK, PREDICTS SHIFT TO MOBILE LANGUAGE ACCESS IN NEW YEAR

MONTEREY, Calif., Dec. 8, 2011 /PRNewswire/ -- With more than 20 million over-the-phone interpretation calls served in 2011, Language Line Services, the global leader in interpretation and translation services, today issued a "2012 Outlook on Language Access" for services that will be required by healthcare, emergency response (9-1-1), government, banking and other business customers. The report points to the fact that the over-the-phone industry is on the cusp of offering "quick-connect," live interpretations on cell phones, for the first time and in 170-plus languages.

<http://insurancenewsnet.com/article.aspx?id=309958>

THIS MONTH'S FEATURED IMIA ISP MEMBERS

1-World Language

<http://1worldlanguage.com/>

1-WORLD LANGUAGE makes it possible for you to get your message across effectively and accurately to your associates and clients; not just in their language, but in ways that show you value their culture. True communication amongst business partners is when you can say "We Speak Your Language."

Yale New Haven Hospital

<http://ynhh.org>

Yale-New Haven Hospital (YNHH) is a non-profit, 966-bed tertiary medical center receiving national and international referrals. Yale-New Haven Hospital includes Smilow Cancer Hospital at Yale-New Haven, Yale-New Haven Children's Hospital and Yale-New Haven Psychiatric Hospital.

IMIA CONNECTION

IMIA PSA

The IMIA would like to encourage all interpreters and stakeholders who are language access advocates to please share this PSA in every presentation you do. To access the PSA, please go to: http://www.youtube.com/watch?feature=player_detailpage&v=twlNugacDdY

IMIA NATIONAL MEDICAL INTERPRETER REGISTRY

Search the directory by name, language, state or country: The IMIA is proud to have the only national registry of medical interpreters in the US. It includes over 1,900 interpreters in over 100 languages.

<http://www.imiaweb.org/corporate/find.asp>

MEMBER PROFILE NEW OPTIONS

IMIA has recently added new options to the member profiles where you may add your certification credentials and Certification information, resume, photo, etc.. If you have been certified recently please go to your profile to update your information at <http://www.imiaweb.org/members/profile.asp>

IMIA LIST SERVE

Find out how to join IMIA Members-only List Serve at <http://www.imiaweb.org/members/listserve.asp>

JOIN IMIA'S SOCIAL MEDIA NETWORKS!



Linked In

-Individual Profile

<http://www.linkedin.com/in/imiaweb>

-Group Profile

<http://linkd.in/I9ATUx>

Once connected, you can post interpreter related information for others to read.



Facebook

<http://on.fb.me/lB50Rn>

Please join the page using the above link and click "Like".



Twitter

@IMIAUpdates (Connected with Facebook)

<http://twitter.com/#%21/IMIAUpdates>

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/#%21/IMIAeNews>

For more information, reach Mari Gonzales, the IMIA Social Media Director at gonzalezmarid@gmail.com

IMIA 2011-2016 STRATEGIC PLAN

CERTIFICATION

- Promote the institution of planned new languages & credentials
- Support promotion of national and international certification
- Promote certification and maintenance as a requirement to practice
- Develop mechanisms to recognize credentialed medical interpreters
- Inform interpreters about all certification programs available to them

IMIA BY LAWS BIT BY BIT

It is important for all our members to know and understand our bylaws well as it is the charter of the organization. Since the bylaws were revised in 2011, in 2012 we are going to include one article in each IMIA eNews edition. Please email Izabel Arocha, IMIA Executive Director, at iarocha@imiaweb.org if you have any questions about the text below.

ARTICLE 1 NAME, ARTICLES OF ORGANIZATION, CORPORATE SEAL AND FISCAL YEAR

Name. The name of this Non-Profit organization (the "Corporation") shall be International Medical Interpreters Association, Inc.

Articles of Organization. The name and purpose of the Corporation shall be set forth in its Articles of Organization. These By-laws, the powers of the corporation and of its directors and officers, shall be subject to the Articles of Organization as in effect from time to time. The principal office of the corporation in the Commonwealth of Massachusetts shall initially be located at the place set forth in the Articles of Organization.

Fiscal Year. The fiscal year of the Corporation shall end on December 31 in each year.

Corporate Seal. The directors may adopt and alter the seal of the Corporation

Gender. References to any gender include, unless the context otherwise requires, references to all genders and references to the singular include, unless the context otherwise requires, references to the plural, and vice versa.

ABOUT THE eNEWS

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.

MAKE THE ENEWS YOUR ENEWS!



eNews Assistant Chairperson
Claudia Perla

In order to post it we need to receive the contribution by the 15th of each month to get it posted for the next month's eNews.

Please send suggestions, material and comments about the e-News to Claudia Perla, eNews

Committee at

IMIAeNews@imiaweb.org.

We thank you in advance for your personal contribution as a volunteer, donor, or participant.

REACH INTERPRETERS THROUGH THE IMIA eNEWS

The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to <http://www.imiaweb.org/corporate/advertising.asp>.



IMIA Division and Committee Meetings
January 2012

Mon	Tue	Wed	Thu	Fri	Sat	Sun
						1
2 11am EST Public Relations Committee Meeting More info	3	4 12pm EST Education Com- mittee Meeting More info 7pm EST Medical Termi- nology Com- mittee Meeting More info	5	6	7	8
9	10 10am EST Conference Committee Meeting More info	11 12pm EST Fundraising Committee Meeting More info	12 1pm EST eNews Com- mittee Meeting More info 3pm EST Membership Committee Meeting More info	13	14	15
16	17	18	19 8pm EST State Chapters Meeting More info	20 11am EST Ethics Com- mittee Meeting More info 12pm EST Consortium of Interpreter As- sociations (COIA) Meeting More info 3pm EST Trainer Division Meeting More info	21	22
23	24	25	26	27 12pm EST 2012 IMIA Life- long Learning Webinar More info 3pm EST ISP Division Webinar More info	28	29
30	31					



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters



The IMIA is the world's largest professional association dedicated to medical interpreters.

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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PROMOTING THE PROFESSION WORLDWIDE



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2012 IMIA Medical Terminology Boot Camp™ Series

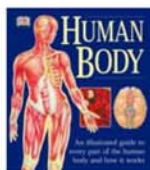


"Medical terminology is essential to medical interpreters." -IMIA Administration

8 Hour Medical Terminology Boot Camp™

THIS SESSION OFFERS a review of basic medical terminology. Participants will acquire the essential knowledge of the basic components of medical terminology. Anatomy (structure), physiology (function), and pathology (diseases and disorders), are discussed. The session establishes a supporting knowledge that can encourage more independent and active learning. This is an interactive class. During the session's activities, the class will be divided into groups to work together and practice. Bring your dictionaries and a notepad. This session is language neutral and does NOT address the translation of terms, but the meaning of the terminology in English.

HUMAN BODY



An illustrated guide to every part of the human body and how it works. Baggaley, Ann. Dorling Kindersley Publishing, Inc. New York, New York. First edition 2001. *(This small book will be given to each participant)*

LEARNING OBJECTIVES:

- Identify basic anatomy and physiology related to the major body systems.
- Recognize prefixes, root words, and suffixes used to form medical terms.
- Explain terminology of common diseases and disorders associated to each body system.
- Recognize meaning of most common diagnostic procedures

DATES:

- March 3rd:** 8 Hour Boot Camp (Manchester, NH)
- March 10th:** 8 Hour Boot Camp (Providence, RI)
- April 29th:** 8 Hour Boot Camp (Tulsa, OK)
- May 12th:** 8 Hour Boot Camp (Orange, CA)
- June 2nd:** 8 Hour Boot Camp (New York, NY)
- July 14th:** 8 Hour Boot Camp (Fayetteville, AR)
- Nov. 10th:** 8 Hour Boot Camp (Boston, MA)

RATES:

8 Hour Boot Camp: \$129 Members / \$199 non-members

INSTRUCTORS:



Izabel S. Arocha, M.Ed., CMI
IMIA Executive Director



Anita Coelho Diabate
IMIA Vice President



Marlene Vicky Obermeyer,
MA, RN



Alvaro Vergara-Mery, PhD, CMI
IMIA Nevada Chapter State Rep

4 Hour Advanced Boot Camp™

Course details coming soon...

DATES:

- March 4th:** 4 Hour Advanced (Manchester, NH)
- March 11th:** 4 Hour Advanced (Providence, RI)
- May 13th:** 4 Hour Advanced (Orange, CA)
- June 3rd:** 4 Hour Advanced (New York, NY)
- July 15th:** 4 Hour Advanced (Fayetteville, AR)
- Nov. 11th:** 4 Hour Advanced (Boston, MA)

RATES:

4 Hour Advanced: \$79 Members / \$129 non-members

For Information & Registration go to: <http://www.imiaweb.org/conferences/bootcampseries.asp>



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**SAVE THE DATES for
UPCOMING IMIA EVENTS!**

May 11, 2012

2012 IMIA Administrators Symposium

University of California, Irvine Medical Center • Orange, CA

*A forum for interpreter administrators to meet, learn,
and share about interpreter management best practices.*



Presentations on:

- ❖ Language Access Quality Measures
- ❖ Dispatching Software Systems
- ❖ Language Access Technologies
- ❖ Minority Language Management
- ❖ Managers Implementing National Certification

June 1, 2012

2012 IMIA Trainers Symposium

Hunter College • 695 Park Ave, New York, NY

*A forum for trainers to meet, discuss, and
share best practices about medical interpreter education.*



Presentations on:

- ❖ The Importance of Medical Terminology Training
- ❖ National Standards for Healthcare Interpreter Training
- ❖ National Accreditation for Training Programs
- ❖ Training for Certification
- ❖ National Curriculum Project

Go to www.imiaweb.org and then the Events Section for more information. Registration opens January 2012!

“Many things stand out about the program, but if I had to identify only one, it would be the practical work in the classroom. The professors were seasoned interpreters, and their talent with languages was especially beneficial. I took the program to further my career and I have been very happy with the outcome so far.”

— EDUARDO KRAUSER, language consultant; BU certificate awarded 2010



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*"After taking this course,
I feel very prepared and ready to
face the certification exam."
Andres Lofrano*

This course features:

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- Test taking techniques
- Interpreting Standards
- Medical Terminology
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Course fees:

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- \$10.00 Application
- \$15.00 Materials

For more information contact:
Mariana de Paula
781-729-3736 X110 or via email at
mddepaula@embracingculture.com

For a complete list of other courses go
to www.EmbracingCulture.com.



Embracing Culture
Cross Cultural Communication Systems, INC

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**Congratulations to IMIA on Your
25th Anniversary!**



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INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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JANUARY 2012

eNEWS



Metaphrasis is a full-service language company connecting businesses with their diverse clients and community. We help companies cross the language bridge in order to best reach new customers and comply with language needs within their industry. Specifically, we provide on-site interpreting, telephonic interpreting, medical interpreter training, translation services, cultural diversity training, language assessments and consulting.

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INTERNATIONAL MEDICAL
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The IMIA is proud to announce our new

CONTINUING EDUCATION UNITS (CEU) PROGRAM

Continuing Education Programs exist so that professionals can quantify and earn credit for all the continuing educational programs they participate in. Professional interpreters should earn and keep track of continuing education credits, as determined by IMIA guidelines. Certified medical interpreters, CMIs, in order to maintain their certification credential, will need to obtain 3 Interpreter CEUs® (30 hours of continuing education within 5 years). Certified Interpreters are therefore given five years to accumulate 30 hours of documented credit. (30 hours of CEU documented continuing education within 5 years for the National Board Exams Certification, and 32 hours or documented continuing education within 4 years for CCHI certification).

**To learn how your program can qualify to offer
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