

December 2011 eNews

Quote of the Month

"A man always has two reasons for doing anything: a good reason and the real reason."

J. P. Morgan

A Letter from the President

Dear members:



I would like to wish you a wonderful holiday season full of gratitude, love, peace and happiness; may 2012 bring you all that your heart desires.

2011 has been a great year for IMIA, it was not only our 25th anniversary but a year of many "firsts", first..., administrator's symposium, state and international events, poster presentation at

our conference, cruise, and increased collaboration with other organizations, among many other initiatives. It was my first year as President of the association, there was so much to learn! I am very grateful to my IMIA Executive Board and my Executive Committee (EC) colleagues for the support they have provided me during the year.

It is very exciting to experience the growth of IMIA, we are constantly expanding our leadership to several US cities and states to better serve our local members, the growth extends at the international level; our international representatives are doing an outstanding work to carry the IMIA mission around the world. We recently completed the first international Job Analysis for medical interpreters in Canada, we are in the process of collecting and evaluating the data. I would like to especially thank Prof. Andrew Clifford, our Canada Chapter Rep as well The Canadian Terminologists, Translators and Interpreters Council (CTTIC), the Language Industry Association of Canada (AILIA), the Healthcare Interpretation Network (HIN) and the Associa-

tion of Professional Language Interpreters (APLI) for supporting the project. Other countries such as Japan and the UK have expressed interest in conducting this international job analysis in the near future.

On November 28 and 29, I had the pleasure of participating in the very first IMIA Italy Chapter Symposium on language access in healthcare. The event was hosted in Palermo, Italy by the University of Language Mediation (MASTERLY) in collaboration with the *Istituto Mediterraneo per i Trapianti e Terapie ad Alta Specializzazione* - ISMETT (one of the best transplant hospitals in Italy).

During the event, welcome remarks were made by Maurizio Di Fresco, ISMETT International Patient Services Coordinator, IMIA Board member and IMIA Italy Chapter Representative. After the morning session at the University of Language Mediation, we visited ISMETT where we presented to providers who work with language minority patients. We spoke both on Language Technologies and on the New Standards from the Joint Commission to take effect January 1, 2012 in the US. Healthcare organizations seem much more aware of the need to verify interpreter qualifications and comply with TJC new standards on patient provider communication in the US. With Joint Commission International (JCI) Accreditation, this will also increase this awareness worldwide. ISMETT is accredited by JCI.

I spoke on the professionalization of medical interpreters in North America. Medical interpreters have come a long way in their professionalization efforts, and it is important that the public know the risks of miscommunication when working with non-professional medical interpreters.

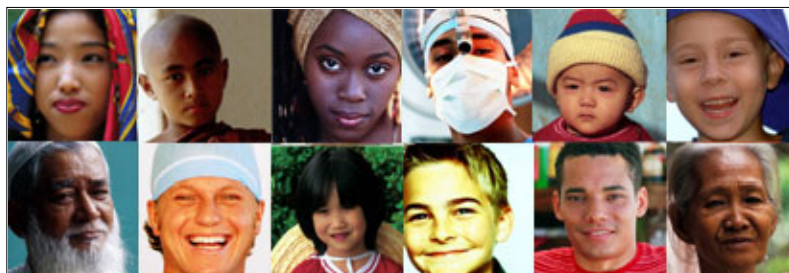
Oscar Arocha, MA, Senior Executive at Language Line Services, spoke on Language Technologies and how they are assisting in meeting the needs of providers and patients who do not share the same language. Izabel Arocha, M.Ed, CMI, Executive Director of IMIA, Secretary General of FIT, spoke of the importance on the technical qualifications required to avoid miscommunication and on the international job analysis project.

This was a great opportunity for those in Italy who are language access advocates in the medical interpreting field to gather and learn more about these important issues. Most Italians are not aware of the difficulties that many language minority patients face in accessing health care in Italy and how to provide linguistically and culturally appropriate lan-





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guage services, and the risks of miscommunication as a patient safety issue

I would like to thank the University for the generous invitation and funding made available to allow us to speak to the students and professors of interpreting and translation as well as ISMETT for co-hosting us for such an important event. A special thanks to Mr. Nicola Serra, Director of the University, ISMETT Director Dr. Bruno Gridelli, and Dr. Ugo Palazzo, Director of Healthcare Activities at ISMETT, for their fundamental support, to Ms. Giada La Manna, MASTERLY's Administrative Director, and Maurizio Di Fresco, our IMIA Chapter Rep for making the event possible. We also thank Mr. Pietro Speciale, Director of Sicily's Division of the Italian Translators and Interpreters Association (AITI), for his trip to Palermo from Catania just so he could attend the symposium.

2011 was a very special year for the IMIA as the organization's 25th year. We end the year with great plans for 2012 to be as productive for IMIA and our profession as 2011 was for all of us.

All the best,

Lola Bendana

Lola Bendana
IMIA President
President@imiaweb.org

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, in-

cluding 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 11/18/2011 at 11am EST

Location / contact info / details:

To access Audio portion of the meeting, use your phone:
USA Toll-Free: (877) 336-1839 ACCESS CODE: 6248587
(International or USA Caller Paid Toll: (636) 651-0008
ACCESS CODE: 6248587)

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

Web Meeting Address:
<https://www.webmeeting.att.com>
Meeting Number: 877 3361839 ACCESS CODE: 6248587
<http://www.certifiedmedicalinterpreters.org/info@certifiedmedicalinterpreters.org>

National Board's Webinars on National Certification 12/13/2011 at 3pm EST

Location / contact info / details:

To access Audio portion of the meeting, use your phone:
USA Toll-Free: (877) 336-1839 ACCESS CODE: 6248587
(International or USA Caller Paid Toll: (636) 651-0008
ACCESS CODE: 6248587)

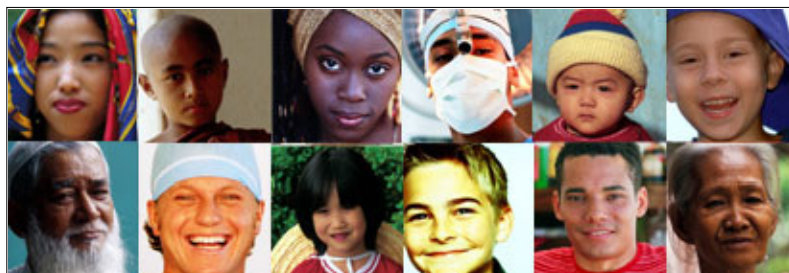
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URGENT: WE NEED PILOT PARTICIPANTS TO FINALIZE THE EXAMS! The National Board of Certification for Medical Interpreters **is seeking Russian, Cantonese, Mandarin, Korean and Vietnamese candidates to Finalize Pilot Exam**, candidates who are willing 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/>

Language Rights Corner



Equal Rights Center Investigation Uncovers Widespread Accessibility Violations by Medical Care Providers

WASHINGTON, D.C., November 2, 2011—Tomorrow, the Equal Rights Center (ERC) will release a report documenting staggering levels of violations of federal accessibility requirements at hospitals, doctor's offices, and pharmacies across the nation. The report, "Ill-Prepared: Health Care's Barriers for People with Disabilities," reveals that less than 25 percent of medical service providers were compliant with accessibility standards required under federal law.

"The denial of accessible health care compromises medical treatment and puts both health and lives at risk," said Donald Kahl, ERC Executive Director. "We hope that, after reading this report, health care service providers will take the steps needed to comply with the law and effectively treat all patients, including people with disabilities."

<http://bit.ly/vqC75y>





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Healthcare Disparities News



Social forces may limit health care reform

Continue Reading Text Size - + reset POLITICO 44 While there are some things HHS can do to improve **minorities'** access to quality health care, broadly addressing health **disparities** requires the department "to lead in areas where [it has] no authority,"

<http://www.politico.com/news/stories/1011/67262.html>

New Standards for Language Data Collection

The Office of Minority Health released the Final Data Collection Standards for Race, Ethnicity, Primary Language, Sex, and Disability Status Required by Section 4302 of the Affordable Care Act. You will find all the information on the following link:

<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlid=208>

Language Technology News



Capital's literary son honored at last

British lexicographer and writer Dr Samuel Johnson with his Scottish biographer James Boswell and the Irish playwright Oliver Goldsmith at the Mitre Tavern, originally by Eyre Crowe. Photo: Rischgitz/Getty Images By Tim Cornwell, Arts Correspondent.

For more information, please visit:

www.scotsman.com/news/capital_s_literary_son_honoured_at_last_1_1937344

Interpreter Ethics

Medical interpreters in demand for health industry

"They have to know medical terminology, learn the role of the *interpreter* and a code of *ethics*." No nationwide medical *interpreter* standards exist.

<http://bit.ly/o4l8s1>

US Interpreting News



Interpreter helps doctors talk with patients

All hospitals in Tulsa have translators available for patients who speak little or no English, but only one hospital has a certified interpreter. The difference can mean a better cultural understanding and a safer, more satisfying experience for all involved. Cesar Peña, a certified medical interpreter for St. Francis Health Services, has been on the job for about five years. He was inspired to enter the field after watching his father, who suffered from chronic obstructive pulmonary disease, fail to understand his doctors' instructions. Read more from this Tulsa World





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article at

http://www.tulsaworld.com/news/article.aspx?subjectid=17&articleid=20111024_17_A1_CUTLIN451952

Free Language Dictionaries Online

NorthJersey.com (press release)

The West Milford Township Library (WMTL) is pleased to offer the Oxford Language Dictionaries Online. Search Oxford's authoritative bilingual dictionaries to get accurate, up-to-date translations including Chinese-English; English-Chinese.

For more information, please visit:

www.northjersey.com/community/at_the_library/events/132762958_Free_Language_Dictionaries_Online.html

Massachusetts - Medical Interpreter Mends Language Barriers

Lilia Karapetyan's first experience with medical interpretation came after the massive earthquake in Armenia in 1988, when devastation ripped through the country. As foreign aid workers arrived to help grapple with the quake's aftermath, Karapetyan volunteered her services to translate for American doctors and other international English-speaking teams. "Thousands were dying and many more injured; it was hell. Interpreters were needed everywhere. I hope I helped save lives; I just did whatever I could do." <http://bo.st/rxNTnz>

Sign Language News



The divided culture of the Deaf

The key points of the deaf community advocating this non-disability perspective, or the culturally deaf, is that they have a unique language (AUSLAN, or Australian sign language), activities, support and culture.

www.abc.net.au/rampup/articles/2011/10/18/3342304.htm

Hospital settles lawsuit

"Waldren's mother, who is not a trained sign-language interpreter, had difficulty explaining technical medical terms to her daughter, but felt she had to act as an interpreter for her daughter to receive medical care, according to the complaint filed by the U.S. Attorney's Office.

And because Waldren's mother had to be with her daughter in the examination room to serve as an interpreter, Waldren's young daughter also had to be in the room while the doctors discussed sensitive medical issues with Waldren, the complaint said."

<http://bit.ly/qMJalE>

International Interpreting News



JTF-Odyssey Guard transports wounded Libyan freedom fighters to Boston

Military and civilian Arabic **interpreters** helped the **medical** team breach any language barriers during the transport flight to Boston. Prior to take-off, <http://bit.ly/vngjA8>

Peru - Napa Valley Nurse Interprets on Medical Mission

Gundling, who speaks fluent Spanish, worked as an interpreter for the medical mission. Her role was to explain prescriptions and translate between doctors and patients. The 27-year-old was invited to join the mission by her aunt, Katherine Gundling, a doctor at UCSF. In all, the mission included six doctors, six interpreters, a pharmacist, a nurse and about a half-dozen volunteers. The





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group arrived in Peru on Oct. 20, setting up a free clinic and pharmacy for three days in Cusco, a city in the southeastern part of the country. The remaining time was spent in remote villages about a half-hour away in the Sacred Valley, which is between Cusco and Machu Picchu. Read more:

http://napavalleyregister.com/news/local/future-napa-nurse-interprets-on-medical-mission-to-peru/article_c6a7cd98-0f48-11e1-a3cd-001cc4c03286.html#ixzz1dmm5RPgn

Minority Languages News



Keeping language alive

The University of Auckland is heading up a centre that is seen as one of the leading academic units for the saving of *minority languages* worldwide.

<http://bit.ly/sexajB>

Featured Studies



Prostate cancer screening may do more harm than good

The Task Force, an independent board of experts in **interpretation** of **medical** evidence, convened by the US Agency for **Healthcare** Research and Quality, sanctioned

true screening experts to review and assess every published scientific study concerning **this issue**.

<http://bit.ly/vSiDXQ>

Interpreter Education News



Translation, Interpretation

Program a National Model

While developing training and certification standards for translators and interpreters working in the health-care industry, the National Council on Interpreting in Health Care turned to a University of Arizona program.

<http://uanews.org/node/42472>

Abington resident completes training in medical interpreting

Tuan Nguyen of Abington has successfully completed Foundations in **Medical Interpreting**, offered by Culture InSight (CIS) – an operating program of the Harvard Pilgrim Health Care Foundation.

<http://bit.ly/rKHDN2>

Translation

Translating a lucrative and sometimes scary proposition

Shelby, 28, is taking free, full-time training with Mission Essential Personnel in Pleasanton, the military's largest supplier of translators in Afghanistan, to become a Pasha-to interpreter.

www.mercurynews.com/breaking-news/ci_19224138





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Rosetta Translation Adds to Twitter Success With Facebook Page

The language service provider's company blog is also shared on the site so 'friends' of Rosetta Translation are notified when a new blog article has been posted. The company is keen to see as many comments, questions and opinions on their wall as soon as possible.

For more information, please visit:

www.digitaljournal.com/pr/470920

IMIA Books of the Month



Bilingualism in the USA:

The Case of the Chicano-Latino community. By Frederic Field, 2011

This text provides an overview of bi- and multilingualism as a worldwide phenomenon. It features comprehensive discussions of many of the linguistic, social, political, and educational issues found in an increasingly multilingual nation and world. Spanish is the second most-widely spoken language in the U.S. after English, yet, for the most part, its speakers form a language minority that essentially lacks the social, political, and educational support necessary to derive the many cognitive, socioeconomic, and educational benefits that proficient bilingualism can provide. The issues facing Spanish-English bilinguals in the Los Angeles area are relevant to nearly every bi- and multilingual community irrespective of nation, language, and/or ethnicity.

Calendar of Events



News

The following are the different events the IMIA is offering in 2012 for your professional development.

2012 IMIA Administrators Symposium - May 11 & 12

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/trainersympca.asp>

2012 IMIA Trainers Symposium - June 1 & 2

New York, NY

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

Registration opens January 1, 2012!

IMIA 8 Hour Medical Terminology Boot Camp™ - SAVE THE DATES IN 2012!

Providence, RI – March 10

Los Angeles, CA – May 12

New York, NY – June 2





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Fayetteville, AR – July 14
Tulsa, OK – September 8
Boston, MA - November 10

the website after publication.

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

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.imiaweb.org/Fluency_PSA_IMIA.mov

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, and each profile includes training, general education, work experience, references, and even their resume, if they wish to upload it.

<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. 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>

Advertise with IMIA

Select the IMIA Events you would like to advertise at! Ads will appear in the IMIA Events program booklets (distributed to each attendee) and in the online version of the booklet for approximately a year. You may wish to advertise in the IMIA eNews which has the same rates and are published on a monthly basis. These remain in

Join IMIA's Social Media Networks!

Linked In

-Individual Profile

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

-Group Profile

<http://linkd.in/I9ATUx>

Facebook

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

Youtube

<http://www.youtube.com/user/theIMIA?feature=mhee>

Twitter

@IMIAUpdates (Connected with Facebook)

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

@IMIAeNews (By Ingrid Leeman E-News Chair)

<http://twitter.com/%21/IMIAenews>

By Facebook, please join the page using the above link and click "Like. For Linked In connect with either of the two IMIA pages. Once connected, you can post interpreter related information for others to read. For more information, reach Mari Gonzales, the IMIA Social Media Director at gonzalezmarid@gmail.com

Committee Corner

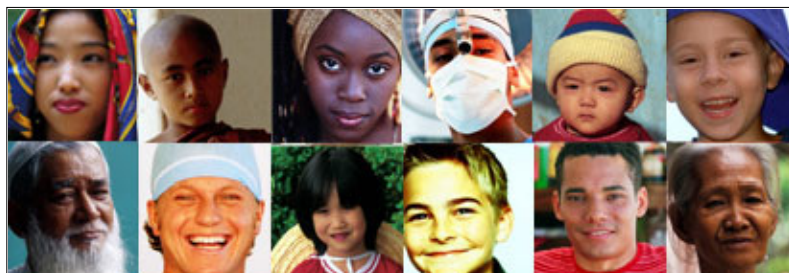
E-news Committee had a successful face to face meeting at IMIA Conference on September 30th. And soon you will start looking for our changes according to your suggestions.

ARE YOU INTERESTED IN LEARNING MORE ABOUT FUNDRAISING?





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Join us by emailing the chairperson at
Fundraising@imiaweb.org

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?

Make the eNews your eNews!

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.

ISP Division Corner

Joint Commission and SGS form an Alliance to offer Coordinated Accreditation and ISO Certification Option - The Joint Commission and SGS Group are joining forces to offer hospitals and critical access hospitals in the United States the option of pursuing both accreditation and certification to various ISO and industry

best practice standards beginning in early 2012.

Language Line Services Launches Interpreter Records Portal to Help Healthcare Providers Meet New Standards of The Joint Commission

MONTEREY, Calif., Nov. 15, 2011 /PRNewswire/ -- Language Line Services, the global leader in interpreting and language solutions, announced today it is launching a secure, on-demand web-based interpreter training records portal for its healthcare customers to help them meet new and revised regulatory requirements of The Joint Commission standards for language interpreter proof of competency.

<http://www.prnewswire.com/news-releases/language-line-services-launches-interpreter-records-portal-to-help-healthcare-providers-meet-new-standards-of-the-joint-commission-133873008.html>

About the IMIA monthly enews 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 actu-





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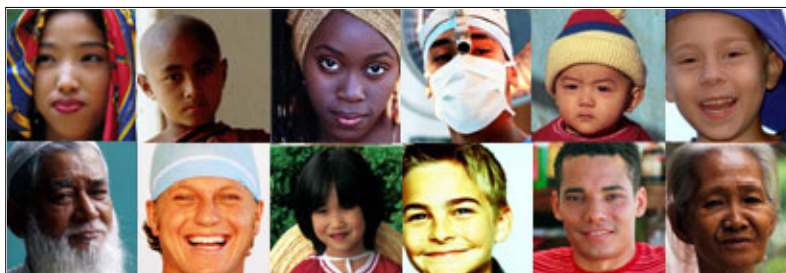
ally take the time to select, from a myriad of sources, and condense it into a summary of the most updated, relevant, useful and interesting news about the field on a monthly basis. The focus is not on being an organizational newslet-

ter but on being industry news brief on medical interpreting.





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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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