



The IMIA  
Trainers Cafe Webinar  
Series Presents

# GUADALUPE PACHECO

## How to Train Providers to Work with Medical Interpreters

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Mon., Oct.21st, 2013 (5pm Pacific / 7pm Central / 8pm EDT)

### Abstract:

Bases on the US Census, approximately more than 25 million or 9% of the US population over the age of 5 speak are considered to be limited English proficient (LEP). Increasingly healthcare providers are seeing & treating more LEP patients. According to reports published by the National Health Law Program:

- 80% of hospitals encounter LEP frequently
- 81% of internal medicine physicians treat LEP patients frequently
- 84% of federally qualified health centers provide clinical care daily to LEP individuals

Given the lack of bilingual healthcare providers to meet the patient demand of LEP patients, medical interpreters are being used to address this service gap.

### Learning Objectives:

- Definition of medical interpreters
- The role of medical interpreters in the clinical encounter
- How train providers in using medical interpreters
- Developing quality assurance measures

After the presentation we will have a round table discussion to share our experiences in this matter.



### Guadalupe Pacheco, Jr.

Guadalupe Pacheco serves as a Senior Health Advisor to the Deputy Assistant Secretary for Minority Health, U.S. Department of Health and Human Services. Mr. Pacheco has occupied mid-level and senior level management positions in non-profit, State, and Federal government agencies. In his current capacity as Senior Health Advisor to the Director for Minority Health, Mr. Pacheco assists in developing policies and initiatives to mitigate health disparities that affect racial and ethnic minority communities. He serves a project officer for agency contracts, grants, and other procurement instruments. Moreover, he concurrently staff's the OMH's Center for Linguistic and Cultural Competence in Health Care and the Center for Emergency Preparedness in Underserved Communities portfolios. Under the cultural competency portfolio, Mr. Pacheco served as the project officer for the development of the National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care. He currently manages the [www.thinkculturalhealth.gov](http://www.thinkculturalhealth.gov) website portal for cultural competency e-learning programs for physicians, nurses, and disaster preparedness and crisis response personnel. Additionally, Mr. Pacheco serves on departmental committees that focus on health literacy, vaccine and flu campaigns, limited English Proficiency; community-health workers (promotores de salud), workforce development, health information technologies, disaster preparedness, and border health policy issues. Moreover, Mr. Pacheco facilitates partnerships with national Hispanic organizations and coordinates department-wide program activities that enhance service delivery of Hispanic Americans. Mr. Pacheco is a member of the National Latino Diabetes Action Council; an Expert Advisor to the Certification Commission for Healthcare Interpreters; and previously served as a Technical Advisory member to The Joint Commission on Accreditation of Healthcare Organizations' Hospitals, Language, and Culture Study; an Expert Advisor to The Joint Commission for the development of culturally competent patient-centered hospital standards; and an Expert Panelist's of CLAS/Health Disparities of the National Committee for Quality Assurance. Mr. Pacheco received his B.A. and M.S.W. from California State University of Fresno and has completed course towards an MPA from University of Southern California.

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