

WORKSHOPS

ADVANCING EFFECTIVE COMMUNICATION: JOINT COMMISSION STANDARDS AND RESOURCES

Presented by Brette Tschurtz

This presentation will highlight the Joint Commission patient-centered communication standards and guidance document,

ADVANCING THE MEDICAL INTERPRETING PROFESSION THROUGH PROVIDER EDUCATION

Presented by Claudia Falla

If the medical interpreting profession is to advance, clinicians must understand why professional interpreters are indispensable in the provision of patient centered care. Please join Northern Virginia AHEC, an industry leader in Provider Education since 1996, to discuss the best strategies for raising providers' awareness about the medical interpreting profession, as well as the educational approaches we've found most effective in increasing the utilization of professional interpreters.

APPLYING PRINCIPLES OF QUALITY IN LANGUAGE SERVICES OPERATIONS

Presented by Timothy Clark

This presentation will review the operational and systematic changes implemented using root causes analysis, rapid-cycle pilot projects and strategy development to enhance the operations of language services departments

AWARENESS OF THE RISKS OF NOT USING PROFESSIONAL INTERPRETERS

Presented by Lolie Makhubu

This is a study which was conducted in some of the hospitals in Durban which is a city KwaZulu-Natal, South Africa.

BEYOND HEALTH—MULTITUDE OF ISSUES BEHIND SEEMINGLY SIMPLE HEALTH QUESTIONS

Presented by Barry Fatland

Does chronic illness necessarily predict one's failure in school or in a job? This workshop will discuss how a trained Medical Interpreter plays an essential role in understanding not only the individual patient's health but also the patient's family's health and well being.

COLLECTING AND USING DATA FOR QUALITY IMPROVEMENT IN LANGUAGE SERVICES

Presented by Susan Choi

This presentation describes how a large safety net hospital system capitalized on the strengths of the electronic medical record (EMR) to better capture and make use of data to improve the care provided to limited English proficient (LEP) patients. Specifically, the process of developing, piloting, and institutionalizing a system for clinician documentation of how patient language needs are met in each clinical encounter will be discussed.

CULTURAL BROKERING: EXPLORATIONS IN CURRICULUM DESIGN AND PRACTICE

Presented by Jessica Goldhirsch

Presents will share the development and results of a pilot cultural brokering curriculum. Participants will be invited to join in role-plays and a lively discussion of their experiences with cultural brokering and its challenges..

CULTURALLY COMPETENT & EFFECTIVE EDUCATIONAL OUTREACH: THE LATINO HEALTH COMPASS

Presented by Jennifer M. Flamboe, M.A., CHI

The Latino Health Compass is a community-based client education model designed to increase awareness of healthcare resources and access to services among the Latino population. This presentation provides an overview of the program rationale and content, and it will serve as a guide for participants who are working on creating their own educational outreach programs.

DO I NEED TO KNOW THIS? WHY EDUCATING PROVIDERS MATTERS.

Presented by Sahra Noor

The purpose of the workshop is to describe Fairview's education and outreach efforts for staff and providers who work with interpreters and discuss challenges and opportunities associated with educating internal customers (providers and staff) about the role of interpreters and working with LEP/Deaf populations

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EVERYTHING YOU NEED TO KNOW ABOUT NATIONAL CERTIFICATION

Presented by Elena Langdon

EXPLORING SKILL ACQUISITION AND EXPERTISE IN (MEDICAL) INTERPRETING

Presented by Rachel Herring

This workshop will offer a brief introduction to skill acquisition and expertise in interpreting and discuss the implications of this research for medical interpreters and trainers.

FROM MEDICALLY FRAGILE INFANT TO EARLY CHILDHOOD SPECIAL EDUCATION

Presented by Tessa Donato

This session will discuss the complicated issues of working with parents, who have a medically involved infant, and their transition to the Early Childhood Special Education Program.

FROM MEDICAL INTERPRETER CODE OF ETHICS AND STANDARDS OF PRACTICE TO THE NATIONAL CERTIFICATION

Presented by Eric Candle

This session will focus on the dynamics and continuity of Medical Interpreter Roles, Code of Ethics, Standards of Practice and the National Certification as the key factors in establishing a new medical interpreting profession and ensuring patient safety for the Limited-English-Proficiency population

HELPING LEP POPULATIONS WITH LOW HEALTH LITERACY

Presented by Serene Su

Based on the experience of working with LEP patients and community, the presenters reflect the lessons learnt, investigate health literacy and awareness issues, and demonstrate some techniques in helping LEP population with low health literacy.

HIGH-ACUITY INTERPRETING: THE RELATIONSHIP BETWEEN INTERPRETER FATIGUE AND ENCOUNTER COMPLEXITY

Presented by Andrea H. Sims, CMI

This presentation aims to provide a conceptual model for looking at interpreter fatigue as it relates to encounter complexity, as well as highlight the related research being carried out at Children's Healthcare of Atlanta. This presentation will be meaningful to interpreters, managers and trainers.

HOW CAN MEDICAL INTERPRETERS PARTNER WITH PROVIDERS IN THE EMERGENCY DEPARTMENT TO PROVIDE FAST, SAFE

Presented by Adela Staines

How can Medical Interpreters partner with providers in the Emergency Department to provide fast, safe and culturally sensitive communication

IMIA CLIENT EDUCATION INITIATIVES

Presented by Izabel Arocha

What Client Education Initiatives has the IMIA embarked in? Learn about the many different projects that increase awareness of the essential work medical interpreters do

IN SICKNESS AND IN HEALTH... MEDICAL INTERPRETERS INTERPRET FOR LIFE

Presented by Ira SenGupta

This session will focus on the specific skills that medical interpreters develop and utilize when interpreting for the myriad of life events for which they are called upon to facilitate communication. In each life event medical interpreters facilitate client education beginning with pre natal care, child and adult health all the way to the end of life care.



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INTERNATIONAL JOB ANALYSIS FOR MEDICAL INTERPRETERS

Presented by Linda Joyce

A U.S. job analysis survey of medical interpreters successfully completed in 2009 will be applied internationally. There will be a comparison of the knowledge and skills required of medical interpreters in different parts of the world in order to increase understanding and respect for healthcare interpreters globally and to have data for the future international standardization of field

INTERNATIONAL PATIENT SERVICES AT ISMETT: INTERPRETING AND BEYOND

Presented by Maurizio Di Fresco

Language barriers are just one among the problems that a hospital must resolve. Every nationality brings about different issues, which ISMETT's International Patient Services Dept. tries to address.

INTERPRETERS ARE THE BEST ADVOCATES: LESSONS FROM WA AND CA

Presented by Amanda Ream

Drawing from our experiences as interpreters organizing in California and Washington State this workshop will focus on the messages interpreters can develop and carry to a variety of stakeholders to explain the necessity of qualified, professional medical interpretation.

INTERPRETERS IN THE FBI: BEYOND LAW ENFORCEMENT

Presented by Lawrence Taber

Interpreters in the FBI play many roles and must be prepared to deliver quality services in a variety of disciplines. While support to law enforcement is obvious, few realize the need our linguists have for competence in medical science, for it is that knowledge that enables them to provide on-site support to victims of violent crime and survivors of terrorist acts, as well as to deliver quality translations of medical reports from our overseas allies.

INTERPRETING COMPASSION: HOW TO INTERPRET FOR SURVIVORS OF TORTURE, TRAUMA AND SEXUAL VIOLENCE

Presented by Marjory Bancroft

How to Interpret for Survivors of Torture, Trauma and Sexual Violence

IT AIN'T ONLY ABOUT RELIGION: NOURISHING INTERPRETERS' SPIRITS WITH CHAPLAINS

Presented by Jessica Goldhirsch

The work of hospital chaplains goes beyond praying with and counseling patients and their families; they support staff following major disasters, traumas, patient deaths and other incidents that test and wear at our spirits, compassion and courage. The Forum on the Coordination of Interpreter Services (FOCIS) invites you to come and nourish your spirit as you learn about the possibilities created when you make the most of this resource by teaming up with chaplains.

LABOR & DELIVERY: BIRTH DOULA SUPPORT FOR LANGUAGE SERVICES

Presented by Margaret Franzen

Medical interpreters have an underutilized ally in the labor and delivery room: the birth doula. This proposal looks at how interpreters and doulas may work collaboratively to encourage more women to utilize language services.

LANGUAGE ACCESS AS A TIPPING POINT FOR INTERCULTURAL COMPETENCE

Presented by Angela Sasso

This presentation will focus on the Language Access Continuum as a framework for the organizational shift from ad-hoc response to comprehensive systemic practice. Identifying promising practices in each of the policy, program and practice levels of institutions, the Language Access Continuum integrates intercultural competencies as core elements to systemic response.

LEARNING MEDICAL TERMINOLOGY THROUGH MEDICAL CASE STUDIES

Presented by Zarita Araujo-Lane LICSW

By using medical case studies, this interactive workshop will provide the attendees with the Samurai! Technique which explores how prefixes, roots and suffixes and abbreviations hold the keys to unlocking the meaning found in medical terminology

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LANGUAGE NEUTRAL INTERPRETING TRAINING

Presented by Cristiano Mazzei

Challenges and Rewards of Teaching Interpreting in Language Neutral Classrooms: A Community College Experience

MEDICAL INTERPRETATION TRAINING; WHAT'S NEXT? LET'S EDUCATE OUR CONSUMERS.

Presented by Maria Schwieter

Currently, most professionally trained interpreters concentrate their education on each other. This presentation will show the value of educating the medical interpretation consumer on the importance of quality and competent interpretation services.

MENTAL HEALTH IN DISASTER PREPAREDNESS AND RESPONSE

Presented by Rose Long

Multiple natural calamities and man-made emergency situations occur around the world. Many medical interpreters are called to volunteer in and respond to relief efforts. This workshop will focus on the medical interpreter's crucial role in disaster response and preparedness.

MENTAL HEALTH INTERPRETING; A WORKING APPROACH TO BEST PRACTICES

Presented by Anita Coelho Diabate

This workshop will give interpreters and providers alike an overview of the distinct dynamics of Mental Health interpreting from an interpreter perspective. This workshop will illustrate the unique approaches used to interpreting within a Mental Health setting.

MISSION CRITICAL: CORE COMPETENCIES FOR MEDICAL INTERPRETERS DURING EMERGENCIES

Presented by Lena Toolsie

From the perspective of the administrators behind the scenes and interpreters on the front line, the audience will find out how to learn, teach, train and practice key skills in breaking bad news, with a focus on the medical interpreter's critical role when the patient faces serious illness or emotional trauma.

NETWORKING TIME WITH IMIA LEADERSHIP

Presented by IMIA Leadership

NURSE, I WANT MY FU*** PILLS NOW!: INTERPRETING PROFANITY**

Presented by Alvaro Vergara-Mery, PHD, CMI

By understanding the meaning, context, intonation and cultural differences of profane language, interpreters will be empowered to render more accurate equivalents

PITCH PERCEPTION AND THE INTERPRETER'S BRAIN

Presented by Alexandra Baer

Pitch perception often affects interpreter's understanding. What is happening in our brain while interpreting? And opportunity to learn how the link between music and language can affect our bilingual brain.

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PLAN-DO- STUDY- ACT: METHODOLOGY TO IMPROVE PATIENT -FAMILY CENTERED CARE

Presented by Connie Camelo

This presentation will demonstrate how quality improvement methodology can enhance language services delivery through clearly defining problems, assessing root causes and implementing countermeasures

PREPARING A CAMPAIGN TO EDUCATE YOUR LOCAL COMMUNITY

Presented by Grisel Hart

This presentation will assist healthcare interpreters to educate their community through media outreach, giving samples of best practices.

PROVIDING INTERPRETER SERVICES FOR LEP INDIVIDUALS DURING A RESEARCH STUDY

Presented by Olga Kozlova

This course will provide an overview of best practices for medical interpreters to be applied to research activities at academic medical centers. It will also highlight the issues of appropriateness of sight translation and ethical dilemmas which are challenges commonly faced in interpreting for research studies.

RESEARCH AND ACTION AIMED AT DEVELOPING "SMART USERS": GENEVA, SWITZERLAND

Presented by Patricia Hudelson

We will discuss our activities, challenges and experiences related to client education, currently under development as part of a federally-funded "Migrant Friendly Hospitals" project.

ROLE OF CULTURAL INTERPRETERS IN MENTAL HEALTH SETTINGS

Presented by Stella Rahman

My presentation will focus on the role of interpreters in mental health settings where talking is the primary tool for proper diagnosis. It will also provide a comparison of the various models in Toronto.

STOP PREACHING TO THE CHOIR: PROMOTING PROFESSIONAL INTERPRETERS BEYOND THE INDUSTRY

Presented by Vera Kevic

Too often, workshops about professional interpretation are geared to audiences of interpreters and organizations already using professional interpreters. Get ideas and build your own strategies for reaching broader, non-traditional audiences through the use of webinars, social media and interactive workshops.

TO BE CERTIFIED OR NOT CERTIFIED – THAT'S THE QUESTION (OF SURVIVAL) FOR LSPs AND ISPs - APPLYING FOR AND MAINTAINING AILA-NSGCIS AND LICS CERTIFICATION FOR (ISPs) - PART 1

Presented by Lola Bendana, Paul Penzo, Juana Horton and Gabriele Sauberer

Are you thinking about becoming a certified ISP? How does it contribute to the quality of interpreting? What are the costs, auditing processes, timelines, business benefits, and documents required related to the certification? Which Standards were used to develop the certification scheme?

THE DEONTOLOGICAL DIMENSION OF PSI: DEFINING IMPARTIALITY AND ACCURACY

Presented by Lluís Baixauli Olmos

This paper explores the deontological dimension of public service interpreting by analysing various documents designed to guide the professional practice of PSIs (codes of ethics, standards of practice...), so as to shed new light on PSI deontology and professional ethics.

THE NEUROSCIENCE OF CROSS CULTURAL COMMUNICATION

Presented by Juan Gutierrez

New scientific discoveries on the social brain can provide invaluable knowledge in understanding communication across cultures.



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

2011 International Medical Interpreters Conference
September 30 - October 2, 2011
Harvard Medical School Conference Center - Boston, MA

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VIDEO MEDICAL INTERPRETATION SERVICES VIA CELL PHONE TRANSMISSION

Presented by Craig Locatis

Describes a pilot feasibility study to provide video medical interpretation services in a pharmacy setting over 3G cellular networks.

WORKING TOGETHER TO DONATE LIFE

Presented by Darlene Fiotto

This workshop will give general information about organ and tissue donation that will be useful for medical interpreters participating in end-of-life discussions with families. In addition, the common cultural and religious concerns raised in these discussions as well as common myths and misperceptions about donation will be addressed.