



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters



Client Education - Everyone's Responsibility



Celebrating 25 Years Of Service

**2011 IMIA INTERNATIONAL CONFERENCE
ON MEDICAL INTERPRETING**

**September 30 – October 2, 2011
The Joseph B. Martin Conference Center
At Harvard Medical School
Boston, Massachusetts USA**



*Celebrating 25 Years of Service to
Interpreters Worldwide.*

Join us.

Become an active member.

Together we can do much more in the next 25 years...

**Together we will reap the benefits, and our
patients will get equitable language access
at all points of service, in all hospitals, for
all languages, and at all times.**

THAT IS OUR DREAM.

DREAMS DO COME TRUE.

WELCOME MESSAGE



Dear conference participants,

It is an honor and a privilege for me to welcome you to the conference that celebrates the 25th anniversary of IMIA, it is more than just an anniversary, it is a magnificent opportunity to look back and celebrate our accomplishments as well as to continue to work towards our unification of efforts for what remains to be done. The field of medical interpreting has drastically changed in the last few years thanks to the diligent efforts of volunteers within IMIA and the many other organizations that like us, have been working towards the professionalization and recognition of medical interpreters through the creation and dissemination of Standards of Practice and policies, the development of training programs, the creation of two national certification programs for medical interpreters, active advocacy for language access and accreditation as well as the continuous commitment to reduce disparities for linguistic minorities.

2011 has been a year of outstanding growth for IMIA, our Chapter initiative is now active at the City, State, Regional and International level, this growth made possible for the IMIA to project its Mission beyond our local borders, IMIA has become the international leader on medical interpreting providing guidance to interpreters through sharing of information, mentoring and inclusive participation.

This year's theme is "Client Education - Everyone's Responsibility", research has demonstrated the substantial impact of client education on interpreting quality and on the recognition of interpreters as professionals; communication and proper understanding of the interpreting profession by clients is essential to the advancement of the profession. The conference has the participation of outstanding speakers; the panels, workshops and plenary sessions have been carefully selected to make this conference a platform for brainstorming, learning and decision making on the medical interpreting field.

I would like to remember our Japan members, colleagues and all those that suffered as a consequence to the natural disaster earlier this year; our IMIA Japan Chapter Representative, Ms. Kazumi Takesako, volunteered as an interpreter as well as to organize assistance through JAMI and the IMIA Disaster Relief effort. IMIA continues to be a leader in relief efforts through our Disaster Relief Database.

I would like to thank all our speakers, sponsors and volunteers for making this event possible. I invite you to take the opportunity to visit our booth and register in one of our committees, with your participation, you will make a difference.

I wish all attendees a successful conference.

Sincerely,

Lola Bendana. IMIA President

2011 CONFERENCE THEME

CLIENT EDUCATION *Everyone's Responsibility*

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 process information through dialogue, reflection, and application.

2011 THEMATIC QUESTIONS

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?

Who's responsibility is it to educate consumers of the technical nature of medical interpreting?

What are some of the best practices in client education?

IMIA CONFERENCE MISSION

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.

YOU ARE AN INTEGRAL PART OF THIS EFFORT.
STAY CONNECTED.



SPONSORS AT THE 2011 CONFERENCE

FLAGSHIP PLUS SPONSORS	Medical Interpreters of The North Shore (info@medinterpreters.net)
FLAGSHIP SPONSORS	Language Line Services (http://www.language-line.com/)
PLATINUM SPONSORS	Pacific Interpreters (http://www.pacificinterpreters.com/)
SILVER SPONSORS	CCCS, Inc. Embracing Culture. (http://cccsorg.com/) Culture InSight at HPHC Foundation (https://www.harvardpilgrim.org/) VRI Direct (https://vridirect.com/)
BRONZE SPONSORS	Boston University Center for Professional Education (http://www.bu.edu/professional/N031)
BLUE SPONSORS	Ad Astra, Inc. (http://ad-astrainc.com/) Catholic Charities Community Interpreter Services (http://www.ccab.org/) ESL Rules, LLC (http://www.eslrules.com) Horton Interpreting Services, Inc. (http://www.language-link.com/) International Language Services, Inc. (http://www.ilschicago.com/) InTrans Book Service, Inc. (http://intransbooks.com/) Language Testing International, Inc. (http://www.languagetesting.com/) National Board for Certification of Medical Interpreters (NBCMI) (http://www.certifiedmedicalinterpreters.org/) Partners Interpreting (http://www.partnersinterpreting.com/)
GREEN SPONSORS	National Center for Interpretation, University of Arizona (http://nci.arizona.edu/)



HOSPITAL SPONSORS FOR THE 2011 CONFERENCE

IMIA would like to thank the following hospitals that we know of that paid for their interpreters' registration fees so that they could attend the conference. Their support is at the heart of promoting the profession, and their leadership has made a huge difference.

Beth Israel Deaconess Medical Center	Boston, MA
Boston Medical Center	Boston, MA
Brigham & Women's Hospital	Boston, MA
Cape Cod Healthcare	Hyannis, MA
Carney Hospital	Dorchester, MA
Children's Medical Center	Dallas, TX
Dartmouth Hitchcock Medical Center	Lebanon, NH
Duke University Medical Center	Durham, NC
Fallon Clinic	Worcester, MA
Faulkner Hospital	Jamaica Plain, MA
Good Samaritan Medical Center	Brockton, MA
Harvard Vanguard Medical Association	Quincy, MA
Lawrence General Hospital	Lawrence, MA
Mayo Clinic	Rochester, MN
Mass General Hospital	Boston, MA
Milford Regional Medical Center	Milford, MA
Nemours/A.I. duPont Hospital for Children	Wilmington, DE
North Shore Medical Center	Lynn, MA
Norwood Hospital	Norwood, MA
The Ohio State University Medical Center	Columbus, OH
Robert Wood Johnson Medical School	Piscataway, NJ
Sister of Providence Health System	Springfield, MA
SSTAR Family Health Care Center	Fall River, MA
Saint Anne's Hospital	Fall River, MA
St. Elizabeth's Medical Center	Brighton, MA
St. Jude Children's Research Hospital	Memphis, TN
St. Luke's-Roosevelt Hospital	New York, NY
St. Mary's Health System	Lewiston, ME
St. Vincent Hospital	Indianapolis, IN
St. Vincent Hospital	Worcester, MA
Steward Health Care	Dedham, MA
Tufts Medical Center	Boston, MA
University of Maryland Medical Center	Baltimore, MD
Wheaton Franciscan Healthcare	Glendale, WI



2011 CONFERENCE SCHEDULE-AT-A-GLANCE

Friday, Sept. 30	Friday Meetings	Saturday, Oct. 1	Sunday, Oct. 2
<p>8am - 9am Registration (Breakfast not included - Cafeteria open)</p> <p>8am - 12pm Medical Terminology Boot Camp (Section 1) Presented by Marlene V. Obermeyer, MA, RN <i>in the Rotunda</i></p> <p>9am - 12pm Morning Pre-Conference Session <i>in the Pechet Room</i> --- Language Access and the Law Presented by David Hunt</p> <p>12:15pm - 2:15pm Afternoon Pre-Conference Session <i>in the Pechet Room</i> --- Sight Translation - Practicing the Basic Skills Presented by Rosanna Balistreri</p> <p>1pm - 5pm Medical Terminology Boot Camp (Section 2) Presented by Marlene V. Obermeyer, MA, RN <i>in the Rotunda</i></p> <p>2:30pm - 4:30pm Afternoon Pre-Conference Session <i>in the Pechet Room</i> --- Simultaneous Interpreting Presented by Andrew Clifford</p> <p>4:30pm - 6pm Welcome Social <i>in the Lobby</i></p> <p>5pm Bus Pick up for Cruise</p>	<p>Friday's meetings will be held in Rooms 214 & 217 as noted below, and will run concurrently with the Pre-Conference Workshops</p> <p>Room 214 Committee Orientation Meetings (Open to all attendees)</p> <p>9am-10am Public Relations 10am-11am Membership 11am-12pm eNews 12pm-1pm lunch break 1pm-2pm Education 2pm-3pm Ethics 3pm-4pm Advocacy Forum</p> <p>Room 217 Stakeholder Annual Meetings</p> <p>9am-10am COIA 10am-11am Trainers Division 11am-12pm Portuguese Division 12pm-1pm State Reps Division 1pm-2pm IMIA Advisory Board 2pm-3pm Spanish Division 3pm-4pm ISP Division</p>	<p>7:30am - 9am Registration & Breakfast <i>in Lobby</i></p> <p>8am - 9am Poster Presentations</p> <p>9am - 10:15am Expert Plenary Panel - Client Education <i>In the Amphitheater</i></p> <p>10:15am - 10:30am Exhibitors/BREAK</p> <p>10:30am - 11:00am Welcome Speaker Marion Boers, FIT President</p> <p>11am- 12pm Keynote Speaker Yvonne Oswald Every Word Has Power <i>In the Amphitheater</i></p> <p>12pm -1pm Boxed Lunch/Networking Exhibitors</p> <p>1pm - 1:40pm Workshops A (6 sessions)</p> <p>1:45pm - 2:30pm Workshops B (6 sessions)</p> <p>2:30pm - 3:00pm Exhibitors/Coffee break</p> <p>3pm - 3:30pm Poster Presentations</p> <p>3pm - 3:40pm Workshops C (6 sessions)</p> <p>3:45pm - 4:30pm Workshops D (6 sessions)</p> <p>5:30pm - 7:30pm IMIA ISP Division Reception at The Inn at Longwood Medical</p>	<p>8am - 9am Registration & Breakfast <i>in Lobby</i></p> <p>8am - 9am Poster Presentations</p> <p>8:45am - 9am Certification Implementation Keynote Speaker Louis F. Provenzano, Jr., LLS CEO <i>In the Amphitheater</i></p> <p>9am - 10:15am Expert Plenary Panel – Certification Implementation <i>In the Amphitheater</i></p> <p>10:15am - 10:30am Exhibitors/BREAK</p> <p>10:30am - 12pm Status of the Profession, Raffle and Awards <i>In the Amphitheater</i></p> <p>12pm - 1pm Boxed Lunch/Networking Exhibitors</p> <p>1pm - 1:40pm Workshops E (6 sessions)</p> <p>1:45pm - 2:30pm Workshops F (6 sessions)</p> <p>2:30pm - 3pm Exhibitors/Coffee break</p> <p>3pm - 3:30pm Poster Presentations</p> <p>3pm - 3:40pm Workshops G (6 sessions)</p> <p>3:45pm - 4:30pm Workshops H (6 sessions)</p>





2011 IMIA INTERNATIONAL CONFERENCE HOSPITAL TOURS



DANA-FARBER
CANCER INSTITUTE



Friday, Sept. 30th, 2011 • 10am

DANA-FARBER CANCER INSTITUTE

Interpreter Services Department – Overview

Dana-Farber Cancer Institute serves patients from our local area as well national and international. The Interpreter Services department is set up to meet the needs of these diverse populations by closely working with the International Office to prepare for the arrival and ongoing support of international patients, assist them with translation of medical records, critical documents, and all their linguistic needs. We also have a strong presence in the community through our various vans that take screening tests and early detection to where these vulnerable populations are. We also collaborate with Brigham and Women's Hospital (DF/BWCC) and Children's Hospital Boston (DF/CHCC) to allow us to serve our patients throughout their continuum of care. Dana-Farber has recently opened various satellites that extend its geographic reach: Milford Regional Medical Center; South Shore Hospital; Faulkner Hospital; New Hampshire Hematology Oncology Clinic; with more to come.

The Interpreter Services department offers:

- Professional medical interpreters via face-to-face, telephone, and videoconference (for our deaf and hard-of-hearing patients) to all DFCI sites.
- Professional written translation services for forms, signage, and patient materials done in house and through our outside vendors.
- Cultural and linguistic education for clinical and non-clinical staff.
- Training services in communicating effectively through an interpreter.

From October 2009-September 2010, Interpreter Services received 16,500 requests for interpreter services. The bulk of these requests were covered by our team of 52 interpreters, including regular staff and per diems, working in over 45 different languages. We are continuously growing and trying to respond to the requests of our emergent language populations. Due to the specific oncological nature of our care, our sessions are longer in duration and require many frequent visits over a long period of time.

LOCATION:

450 Brookline Ave. in Boston, MA

CONTACT FOR TOUR RESERVATIONS:

Laura R. Nakazawa
Interpreter Services Department
Laura_Nakazawa@dfci.harvard.edu
Phone: 617-632-6961 or 617-632-3673



Cambridge Health Alliance



Friday, Sept. 30th, 2011 • 2pm

CAMBRIDGE HEALTH ALLIANCE

Multicultural Affairs and Patients Services Department – Overview

Cambridge Health Alliance serves one of the most linguistically and culturally diverse patient populations in the United States. Over half of our patients speak a language other than English at home, and require the services of a professional medical interpreter. To help bridge the linguistic and cultural gap, Multicultural Affairs and Patient Services provides the following services:

- Professional medical interpreters via face-to-face, telephone, and videoconference (for our deaf and hard-of-hearing patients) to all CHA sites.
- Professional written translation services for forms, signage, and patient materials.
- Cultural and linguistic education for clinical and non-clinical staff.
- Training services in communicating effectively through an interpreter.

From October 2008-September 2009, Multilingual Services received 162,423 requests for interpreter services. The bulk of these requests were covered by our team of nearly 150 interpreters, including regular staff and per diems, working in over 30 different languages. The size and scope of our operations are vast, leading many to wonder how we are organized and what goes on behind the scenes.

LOCATION:

125 Lowell St., 2nd Floor, #209 in Somerville, MA

CONTACT FOR TOUR RESERVATIONS:

Avlot Quessa, Network Service Manager
Multicultural Affairs and Patient Services
AQuessa@challiance.org
Phone: 617-591-6801

Please Note: IMIA will not be providing transportation to or from the hospital tours—please be sure to make your own arrangements. Tour reservations are to be made directly with the hospital contacts listed above.



DIVERSE EXPERIENCES

IMIA Poster Exhibits

The IMIA Poster Presentations will provide information about a particular project or research by an individual or representatives of a professional focus. The work is usually peer reviewed. Poster sessions are particularly prominent in technical conferences such as medical congresses. Presentations usually consist of affixing the poster to a portable wall with the researcher in attendance answering questions posed by passing colleagues. Please stop by our Poster Exhibit and support your peers. (Saturday and Sunday from 8-9am and 3-3:30pm)

Interpreter Department Tours

On Friday, Sept. 30th, some well established hospital interpreting service departments open their doors to medical interpreters, hospital administrators & healthcare providers registered to participate at the conference. Each hospital participating will offer 1 hour sessions to participants. Dana-Farber Cancer Institute Tour at 10am - contact Laura R. Nakazawa at Laura.Nakazawa@dfci.harvard.edu or 617-632-6961. Cambridge Health Alliance at 2pm - contact Avlot Quessa, AQuessa@challiance.org or 617-591-6801.

Silent Auction

This year the IMIA will be holding a Silent Auction during the conference. All proceeds will go towards our IMIA efforts to forward professional recognition of the field of medical interpreting. Please come visit our table and bid on wonderful gifts donated by our members!

8 Hour Medical Terminology Boot Camp Course

This is an excellent opportunity for you to brush up and refresh your medical terminology, which is so important for accurate interpretation and patient safety.

Annual Plenary Session on National Certification

This is where you will learn of all the most recent developments on national certification and what is coming up. It will include *What every interpreter needs to know*, if you haven't seen this presentation, do not miss it. It is a must for all in the field.

Annual Meeting of the Association

This is the time where you will learn of the activities of the past twelve months, the results of the annual salary survey report and other research studies IMIA has been involved in.

48 Professional Development Workshops

The excellent cadre of workshops this year is due to a strict selection process. The conference committee ensured that the workshops provided the highest quality presentations in the field. We also made a concerted effort to distribute within each time slot presentations that represented all three tracks: professional development, language access management issues, and health care topics.

Job Connection

This is an exciting opportunity for all conference attendees. Employers may add job postings to our Job Connection Notebook, and copies of those postings are available for conference attendees to take so they may contact the employers directly.

Join the National Advocacy Forum Meeting

The National Interpreter Advocacy Forum was formed May 1, 2007, in Boston, 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. It promotes language rights, via access to credentialed interpreters and translators and the reimbursement of language services in health care. It provides a forum for language access advocates to organize and affect change in policies and laws related to language rights. Come learn about the activities of the different task forces and consider joining the movement!

Interpreter Trainers' Annual Meeting

Are you a trainer, instructor of interpreters or a language coach? If so please come to our Trainers Meeting. This will be a great opportunity for us to meet each other and network for further collaboration within the interpreter educator community. This meeting is open to all conference participants who are interpreter trainers or instructors. No need to RSVP, simply come to the meeting Sept 30, 10am Rm 217.

Interpreting Service Providers ISP Division Members Annual Meeting

Are you a corporate member? This is the opportunity for you to meet the other ISP members. This meeting will enable ISP members to network and to discuss what their specific needs are within the field. Our hope is that ISP members can unite and collaborate to advance medical interpreting! No need to RSVP, simply come to the meeting Sept 30, 11am Rm 217.

Consortium of Interpreter Associations (COIA) Fourth Annual Meeting

This meeting is important as it is the only formal forum in the country for different interpreter association leaders to meet and network for increased collaboration. This meeting is by invitation only. If you feel you should be invited as a representative of your state association, please email iarocho@imiaweb.org Sept 30, 9am Rm 217

Sponsors Enrich any Conference Environment!

This year we have an outstanding group of sponsors who have demonstrated their steadfast commitment to excellence in the field of medical interpreting. They represent the cutting edge technologies in this fast paced industry. Take the time to stop by and see what they have to offer. Whether you are looking for a new dictionary, or would like to learn more about the variety of related services offered to provide language access, there is much information to be shared.



Networking Opportunities

This year we have spread out the program so that you have more time to network with each other. One of the most satisfying experiences at a conference is making new connections with others of your language pair, or that share your values & professional experience. Don't miss these opportunities. Whether it's at the reception or breaks between workshops, take the time to meet as many colleagues, employers, trainers, vendors, or other contacts as you can. Make sure to bring business cards.

Interpreter of the Year Award

The IMIA Interpreter of the Year Award is the oldest and most prestigious national award program for medical interpreters. This yearly award recognizes an outstanding interpreter and role model across the country. Medical interpreters can distinguish themselves in various ways which make them appropriate nominees for this award: quality of interpreting skills, interpersonal skills and team spirit, commitment to continual improvement of skills and professional development, appropriate patient advocacy skills, role model and leadership in the field.

Distinction in Medical Interpreter Education Awards

This award was established in 2010 and recognizes two individuals, one representing the international training and academic environment, and the other representing interpreter training and education in the US. This award recognizes the need for outstanding interpreter educators as role models across the country and abroad, for improved medical interpreter education. The recipient will be an educator, instructor, or language coach, and the selection will be based on concrete examples of what they have achieved and for the promise of what they will accomplish. The IMIA Distinction in Education Awards have the goal of being inspirational, helping all explore the role standardization of education in the field of medical interpreting. It also promises to recognize latent talent and increase the sharing of innovative strategies that make a powerful impact on students.

Provider of the Year Award

This award was established in 2011 and recognizes a healthcare professional who has made a lasting impact in the field of medical interpreting. This award recognizes the need for outstanding healthcare provider champions who take our mission as their mission for the patient safety of those patients who have a language barrier to healthcare. This is a community leader who has joined the interpreter community to fight for universal language rights.

Raquel Cashman Award

The Raquel Cashman Award is the oldest and most prestigious national award program for language access advocates. This annual award perpetuates the enduring contributions of this health care and community leader by recognizing the achievements of individuals who have made significant and lasting contributions to improving patient

safety and language access in health care, and individuals who, through a specific initiative or project, have made an important contribution to our field at a national or international level.

IMIA Lighthouse Leadership Award

This Award of Merit was established in 2010 by the IMIA International Board of Directors and is the highest award granted to an individual member or an ISP member of the IMIA for distinguished leadership, service and outstanding participation in IMIA activities during the previous year. The IMIA leadership includes the standing and former IMIA National and International representatives, as well as the IMIA Committee and Division Chairperson. Recipients receive a complimentary registration to the IMIA International Conference in Medical Interpreting and a complimentary one year membership to the organization. This award recognizes the achievements of individuals who have made significant and lasting contributions to improving patient safety and language access in health care, and individuals who, through specific initiatives or projects of the IMIA, have made an important contribution to our field at a national and/or international level.

Portuguese Interpreters Division Annual Meeting

The Portuguese Interpreters Division is a forum for medical interpreters to discuss issues inherent to their cultural and linguistic group. Come to this year's session to meet the newly selected chair and discuss the division's benefits, structure, and resources. We will talk about members' needs and involvement as well as communication options (conference calls, list-serve, web-based, social networking sites, etc.). For more information, visit our new webpage: <http://www.imiaweb.org/members/PortugueseDivision.asp>

Spanish Interpreters Division Annual Meeting

The Spanish Interpreters Division is a forum for medical interpreters to discuss issues inherent to their cultural and linguistic group. Come to this year's session to meet the newly selected chair and discuss the division's benefits, structure, and resources. We will talk about members' needs and involvement as well as communication options (conference calls, list-serve, web-based, social networking sites, etc.).



FRIDAY COMMITTEE MEETINGS (ROOM 214)

Are you interested in joining or hearing more about the work of any of these IMIA committees? Join us at a meeting and become an active member of the IMIA!

Public Relations (9am-10am)

The goals of the Public Relations Committee are:

- Media outreach with a view to increase coverage of the profession and our organization
- Promotion of our work with other organizations
- Attendance at conferences of other organizations as IMIA representatives

Membership (10am-11am)

The goals of the Membership Committee are:

- Creation of corporate membership marketing materials for distribution to hospitals
- Hospital liaison work (includes visits to interpreter departments)
- General recruitment of individual members

eNews (11am-12pm)

The goals of the eNews Committee are:

- Development of eNews copy
- Dissemination of eNews to outside organizations
- Online publication posting and membership distribution
- Request and management of eNews submissions

Education (1pm-2pm)

- Development of compendium of medical interpreter educational programs
- Promotion of continuing education for medical interpreters
- Organization of CEU system for IMIA members
- Development of IMIA Accreditation Guidelines for educational institutions
- Development of client education materials

Ethics (2pm-3pm)

- Development of IMIA Ethics Pledge for all members to sign
- Organization of ethics-based discussion groups
- Structuring of ethical violations complaint process

National Advocacy Forum (3pm-4pm)

The National Interpreter Advocacy Forum was formed May 1, 2007, in Boston, 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. It promotes language rights, via access to credentialed interpreters and translators and the reimbursement of language services in health care. It provides a forum for language access advocates to organize and affect change in policies and laws related to language rights. Come learn about the activities of the different task forces and consider joining the movement!

FRIDAY STAKEHOLDER MEETINGS (ROOM 217)

Consortium of Interpreter Associations (COIA) Fifth Annual Meeting (9am-10am)

This meeting is important as it is the only formal forum in the country for different interpreter association leaders to meet and network for increased collaboration. This meeting is by invitation only. If you feel you should be invited as a representative of your state association, please email i.arocho@challiance.org

Interpreter Trainers' Annual Meeting (10am-11am)

Are you a trainer, instructor of interpreters or a language coach? If so please come to our Trainers Meeting. This will be a great opportunity for us to meet each other and network for further collaboration within the interpreter educator community. This meeting is open to all conference participants who are interpreter trainers or instructors. No need to RSVP, simply come to the meeting.

Portuguese Division (11am - 12pm)

The Portuguese Interpreters Division is a forum for medical interpreters to discuss issues inherent to their cultural and linguistic group. Come to this year's session to meet the chair and discuss the division's benefits, structure, and resources. We will talk about members' needs and involvement as well as communication options (conference calls, list-serve, web-based, social networking sites, etc.). For more information, you can visit our webpage: <http://www.imiaweb.org/members/PortugueseDivision.asp>

State Chapters Reps Division (12pm-1pm)

The IMIA is nationally structured with State Representatives who coordinate IMIA activities in their respective states and chair local chapters of the organization. Please go to <http://www.imiaweb.org/states/default.asp> to see which states have representatives and which do not, as well as current activities and opportunities in those states that have representatives with respect to language access and professional medical interpreting. This meeting will focus on prioritizing, directing, and supporting the work state reps are doing. The IMIA does not yet have a state representative in every state, but we are growing rapidly with your involvement! The IMIA is accepting applications for state representative and assistants to current state representatives. If you are interested in finding out more about the responsibilities of an IMIA State Representative, meeting your state representative, or getting involved in some other way, please come to the meeting and watch our annual face to face meeting. The last 20 minutes will be devoted to Q&A. All are welcome.



IMIA Advisory Board (1pm-2pm)

The IMIA Advisory Board is an international network of experts who have agreed to give the IMIA meaningful help on a regular basis in many different areas, including organizational development, technology, policy, and outreach. Their abilities, experience, and knowledge were selected for how they complement the organization as a whole. The Advisory Board advises the IMIA Executive Board in its strategic decision-making process. This meeting will mark the annual face to face meeting devoted to looking at how to take the IMIA to the next level as an organization. For more information about the Advisory Board: <http://www.imiaweb.org/about/AdvisoryBoard.asp>.

Spanish Division

(2pm-3pm)

The Spanish Interpreters Division is a forum for medical interpreters to discuss issues inherent to their cultural and linguistic group. Come to this year's session to meet the newly selected chair and discuss the division's benefits, structure, and resources. We will talk about members' needs and involvement as well as communication options (conference calls, list-serve, web-based, social networking sites, etc.). For more information, you can visit our webpage:

<http://www.imiaweb.org/members/SpanishDivision.asp>

ISP Division Annual Meeting

(3pm-4pm)

Are you an ISP member? This is the opportunity for you to meet the other ISP members. This meeting will enable corporate members to network and to discuss what their specific needs are within the field. Our hope is that ISP members can unite and collaborate to advance medical interpreting! No need to RSVP, simply come to the meeting.

FRIDAY MORNING PRE-CONFERENCE WORKSHOP

9am – 12pm in the Rotunda

LANGUAGE ACCESS AND THE LAW: CARING FOR THE LEP PATIENT

This session will provide answers to your toughest legal questions about the law of language access in healthcare. Specifically, you will learn:

- How federal and state law, the CLAS standards and the new Joint Commission cultural competence standards relate to the provision of language access services for LEP patients.
- How the law of language access applies to physicians and clinics, hospitals, emergency rooms, health plans and outpatient and pharmacy settings;
- View a demonstration of a new e-learning tool that addresses complex medical, cultural and legal

issues in a comprehensive patient case study involving a Hmong patient;

- Take a quiz to see how much you know about the evolving law of language access



David Hunt, President and CEO of Critical Measures, LLC

David Hunt is the President and CEO of Critical Measures, LLC, a nationally known management consulting and training firm specializing in cross-cultural healthcare. An attorney, consultant and diversity trainer, Hunt has specialized expertise in the law of language access. In 2007, Hunt authored a chapter on "Providers' Legal Obligations to Provide Language Assistance Services" in a medical textbook entitled "Immigrant Medicine". More recently, Hunt created an e-learning program entitled "Language Access and the Law: Caring for the LEP Patient." The program has received favorable reviews from the AHA and the AMA's Commission to End Disparities in Healthcare.

FRIDAY AFTERNOON PRE-CONFERENCE WORKSHOP

12:15pm – 2:15pm in the Rotunda

SIGHT TRANSLATION - PRACTICING THE BASIC SKILLS

The Sight Translation Workshop focuses on the general skills of reading, textual analysis and vocabulary to practice verbal text conversion from the source language to the target language. The training will present different tiers of exercises that will allow participants to practice with speed reading, reading comprehension and meaning extraction from text, in order to facilitate the process of Sight Translation. The ultimate goal of the activities presented during this workshop aim at enabling participants to produce correct, coherent and fluent translations.



Rosanna Balistreri

Rosanna Balistreri is a trilingual speaker for Spanish, Italian & English. She obtained a B.A. in Applied Linguistics, a Certificate of TESL & a M.A. in Spanish Linguistics from SDSU. Rosanna is a trained instructor of the SFCC HCI and she currently teaches at CSU Fullerton. Rosanna's strengths are in start-up language access programs as well as language testing and evaluations, training and management support for C & L Programs. She is the President of California Healthcare Interpreting Association. In 2008 Rosanna started REACH-reaching diversity to provide an array of C&L services to healthcare agencies nationwide.



FRIDAY AFTERNOON PRE-CONFERENCE WORKSHOP
2:30pm – 4:30pm in the Rotunda

SIMULTANEOUS INTERPRETING

In the world of conference interpreting, it has been the norm for some time that professionals are trained in the classroom. At schools around the world, conference interpreters learn the fundamentals of their trade. They hone their skills at sight translation, consecutive interpreting, and -- above all -- at simultaneous interpreting. Compared to this, the world of community interpreting, stands out in sharp contrast. Training opportunities have traditionally been in short supply for community interpreters, which means that professionals are largely left to their own devices. Given that simultaneous is a challenging and arguably unnatural ability to acquire, how can community interpreters be expected to develop simultaneous technique on their own? How can they successfully integrate it into their practice in the community?

This presentation examines the issue of simultaneous interpreting and community interpreters in several ways. First, it will briefly present some of the established research on simultaneous interpretation, so that participants can better understand the processes involved in this complex cognitive task. Second, it will outline two of the principle approaches that guide the teaching of simultaneous interpreting to conference interpreters, in an attempt to identify any relevant "lessons" for community interpreting. Finally, it will attempt to bridge the current training gap by offering some basic exercises and techniques that working and student community interpreters can use to begin to develop their simultaneous skills.

Learning Objectives

1. Describe three models that give an account of the interpreting process;
2. Outline two methods for teaching simultaneous interpreting; and
3. Reflect on their experience of practical exercises to plan a strategy for self-guided training.



Andrew Clifford, Ph.D. *Chair, School of Translation, at York University, Toronto*

Dr. Clifford's first contact with the professional translation world came when he began working as a community interpreter in the early 1990s.

He interpreted for the Government of Canada's Immigration and Refugee Board, what was then the Ontario Worker's Compensation Board, and a number of healthcare institutions. He later went on to work as a translator, a technical writer, and finally a conference interpreter. He holds an MA in conference interpretation, is an accredited conference interpreter with the Government of

Canada, and is an Active Member of the International Association of Conference Interpreters (AIIC). To pursue his research interests, Dr. Clifford completed a PhD in Translation Studies at the University of Ottawa in 2003. His dissertation was a psychometric analysis of interpreter certification exams. Since that time, he has gone on to publish a number of peer-reviewed articles using theoretical frameworks from evaluation and measurement, ethics, and pragmatics to examine conference interpreting, community interpreting, scientific translation, and other topics.

FRIDAY / MEDICAL TERMINOLOGY BOOT CAMP
8am – 5pm in the Pechet Room

This session offers an introduction to the fundamental aspects of biomedicine, with focus on key concepts and common problems encountered in medical practice. The students will acquire the essential knowledge of the basic components of medical terminology. The individual organ systems and their diseases are considered in a systematic manner, with emphasis on the more common and important diseases. Basic anatomy (structure), physiology (function), pathology (diseases), and principles of diagnosis and treatment are discussed. Newer diagnostic procedures and methods of treatment are emphasized. In this way, 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 discuss observations.

Learning Objectives:

- Identify basic anatomy and function related to the major body systems.
- Define common medical terminology associated with the major body systems.
- Recognize prefixes root words, and suffixes used to form medical terms.
- Identify the meaning of medical terminology used in context.
- Explain terminology of common diagnosis, symptoms, diagnostic procedures and treatment of selected medical conditions.



Marlene V. Obermeyer, MA, RN

A registered nurse with over thirty years of hands-on bedside nursing, Marlene originally came from the Philippines, completed her nursing education in the U.S., and has obtained additional certificates in cross-cultural training and transcultural nursing. Marlene is an experienced cross-cultural trainer and continuing education provider for nurses with emphasis on Cultural Competency. She has designed



and authored over 100 contact hours of continuing education courses for nurses. She is a cross-cultural trainer who prepares expatriates and their families for international assignments and has worked with Cargill and Sprint international executives. Marlene is a certified eCollege instructor and has taught anatomy and medical terminology online at Virginia College. In 2009, she started Culture Advantage, an online continuing education provider offering three programs in Professional Medical Interpreter Training (English-Spanish, Language-Neutral, and Fast Track for Healthcare Professionals). The programs are based on the IMIA Standards in addition to 70 percent medical terminology content. She has trained interpreters for the Rockford Health Systems, Ohio Health Partners, and for indigenous speakers of five Maya languages as part of a U.S. Catholic Conference of Bishops project. Member: Kansas Association of Nursing Continuing Education Providers. Member: Texas Association of Healthcare Interpreters and Translators. Member and former KS-State Representative: International Medical Interpreters Association.

FRIDAY WELCOMING SOCIAL

4:30pm – 6pm in the Lobby

Please join us in the Lobby of The Joseph B. Martin Conference Center for some time to network with fellow conference attendees and visit the Sponsor/Exhibitor tables. Light refreshments will be served and you may enjoy this beautiful venue while it is still light out. Plenty of time will follow the social to enjoy the beautiful city of Boston!

ASSOCIATION'S 25TH ANNIVERSARY CRUISE HIGHLIGHT

5:00pm – Bus Leaves

Spirit of Boston: Fun - Festive!

This vessel is casual, with an interactive DJ and dinner buffet and a one hour open bar! Come celebrate the IMIA's 25th Anniversary with style! Bus leaves at 5:00pm on September 30th from Conference Center - the fee includes bus rides from and to the Conference Center, the cruise, open bar for 1 hour. <http://spiritofboston.com/>



“Never doubt that a small group of thoughtful and committed citizens can change the world; indeed, it’s the only thing that ever does.”

– Margaret Mead

SATURDAY - CLIENT EDUCATION PANEL

9am-10:15am in the Amphitheater

Discussion Questions:

1. Who is ultimately responsible for client education on language access?
2. How will client education further our cause?
3. How do we reach your designated stakeholder group?

Moderator:

Lola Bendana, President, International Medical Interpreters Association

Panelists:

Marjory Bancroft

Director, Cross-Cultural Communications

Alexander R. Green, MD, MPH, Associate Director, The Disparities Solutions Center

David B. Hunt, President and CEO, Critical Measures, LLC

Nataly Kelly, Senior Analyst, Common Sense Advisory

Renato Benitatto, President of ELIA –European Language Industry Association

Maria Schwieter, President, Northern Indiana Medical Interpreters Association (NIMIA)



Lola Bendana

President

International Medical Interpreters Assoc.

Lola has a degree in international relations with a specialization in Latin American Studies and English-Spanish interpreting and translation. She worked in Costa Rica as a cultural/foreign affairs facilitator with the Ministry of Foreign Affairs and as head of international relations with the Nicaraguan Committee for Refugees. After immigrating to Canada, she worked as a freelancer for the Department of Foreign Affairs and International Trade Canada offering pre-departure and intercultural effectiveness courses on Nicaragua and Costa Rica. Lola has been involved in the translation and interpreting field for over 20 years; since 1997, she has been the Director of Multi-Languages Corporation.



In the past, she served as a member of the Board of Directors of the Healthcare Interpretation Network, she chaired the Terminology Committee and the Policy Committee where she led the project to create the national standards of Canada for Community Interpreting; she participated in the Critical Link Canada Standards of Practice and Training Committee; she was selected as a voting member of the technical Committee of the Canadian General Standards Board that created the Canadian national translation service standards CAN CGSB 131.10-2008; she was voted as Canada's representative of the International Medical Interpreters Association (IMIA).

Presently, she serves on the Board of Directors of the Language Industry Association of Canada - AILIA, is the Chair of the AILIA Communications Committee, Vice-Chair of the Association and member of the Translation and Interpreting Committee. Lola is a member of the Canadian Advisory Committee to ISO TC37 where she participates as an expert delegate to create international standards for translation and interpreting. Lola has served on the IMIA Executive Board and is currently the President of IMIA. Contact: lbendana@imiaweb.org



Marjory Bancroft
Director
Cross-Cultural Communications

Marjory Bancroft is a bilingual Canadian and a national leader in the development of training programs for community interpreting. She holds a BA and MA in

French linguistics from Université Laval in Québec and advanced language certificates from universities in Spain, Germany and Jordan. Ms. Bancroft has taught languages and translation for universities in Canada and Jordan, continuing education, immigrant schools in Montreal and the Canadian Embassy in Washington. After years of interpreting for health and human services and managing a nonprofit interpreter service, today she directs Cross-Cultural Communications, a national interpreter training agency, and has authored many publications in the field.



Alexander R. Green, MD, MPH
*Associate Director, The Disparities
Solutions Center*
*Senior Scientist, MGH Institute for Health
Policy*
*Faculty, Department of Medicine, Harvard
Medical School*

Dr. Green's work centers on culturally and linguistically competent approaches to quality improvement, clinician biases as root causes of racial and ethnic disparities in health care, and education for health professionals on effective cross-cultural care. He has served on numerous expert

panels and advisory boards including the Joint Commission's *Hospitals, Language, and Culture* project, and he chairs the Cross Cultural Care Committee at Harvard Medical School.



David B. Hunt
President and CEO
Critical Measures, LLC

David Hunt is the President and CEO of Critical Measures, LLC, a nationally known management consulting and training firm specializing in cross-cultural healthcare. An attorney, consultant and diversity trainer, Hunt has specialized expertise in the law of language access. In 2007, Hunt authored a chapter on "Providers' Legal Obligations to Provide Language Assistance Services" in a medical textbook entitled "Immigrant Medicine". More recently, Hunt created an e-learning program entitled "Language Access and the Law: Caring for the LEP Patient." The program has received favorable reviews from the AHA and the AMA's Commission to End Disparities in Healthcare.



Nataly Kelly
Senior Analyst
Common Sense Advisory

Nataly Kelly is a Senior Analyst with Common Sense Advisory, a market research firm dedicated to language services and technology. A former Fulbright Scholar in sociolinguistics, Ms. Kelly is the author of *Telephone Interpreting: A Comprehensive Guide to the Profession*, the first-ever book on the topic. A court-certified interpreter for Spanish, Nataly leads Common Sense Advisory's research in the interpreting sector. She advises diverse organizations on the delivery and business sides of interpreting services, ranging from language services suppliers to Fortune 500 companies and from local hospitals to government officials. Her research and viewpoints on interpreting and translation are frequently cited in mainstream media, including the New York Times, International Herald Tribune, Wall Street Journal, and Business Week. She has also published in peer-reviewed journals on topics of linguistics and language access, including *Health Affairs* and the *Journal of Health Care Law and Policy*.



Renato Beninatto
President
European Language Industry Association

Renato Beninatto is a corporate strategist and analyst with nearly 30 years of executive-level leadership in the



localization industry. Renato has forged a reputation for visionary leadership as the co-founder of Common Sense Advisory, the industry's foremost market research firm. He served as the Vice President of Sales at both ALPNET and Berlitz, where he drove global growth and profitability. Renato brings the strengths in predictive analysis, motivational management, and customer-centric sales that continue to inspire his peers in the industry. His signature straight-talking approach has made him a sought-after speaker on industry trends. A native of Brazil, he serves on the Advisory Board of Localization World and remains an active member of several industry groups worldwide. Most recently he was the CEO of Milengo, a global company with offices in 19 countries. He is the President of ELIA - European Language Industry Association.



Maria Schwieter
President
Northern Indiana Medical Interpreters Association (NIMIA)

Maria Schwieter is currently the staff medical interpreter and trainer at IU La Porte Hospital. Her background in nursing includes critical care, emergency room/ trauma nurse specialist, diabetes educator, CPR & ACLS instructor, nursing clinical educator, mental health counselor. She was also the director of a not-for-profit organization called El Puente. She holds Bachelors degrees in Nursing and Psychology and a Masters of Science in Mental Health Counseling. In 2002, she became the first formally trained medical interpreter and was the first person to design and implement a medical interpreter's course in northern Indiana. She is the founder and president of the Northern Indiana Medical Interpreters Association (NIMIA) and is also a member of IMIA. For many years, Maria has been actively educating health care consumers on the importance of using trained medical interpreters using her various contacts in the community and health care facilities. Maria is originally from La Paz Bolivia and came to this country when she was 20 years old.

SATURDAY - WELCOME SPEAKER, MARION BOERS, FIT PRESIDENT

10:30am-11am in the Amphitheater

Fit for work: Where does FIT fit in?



Marion Boers was elected president of the International Federation of Translators in 2008, after serving on the Council since August 2005, and is also Executive Director of the South African Translators' Institute. She is an accredited translator and editor who holds a BA in languages from the

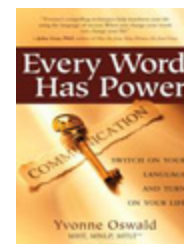
University of the Witwatersrand in Johannesburg and a Postgraduate Diploma in Translation from the University of South Africa (UNISA). She began her career in the South African government language office, and four years later started a freelance practice. She has been on the executive of the South African Translators' Institute since June 1989 and became executive director in 2009.

SATURDAY - KEYNOTE SPEAKER, YVONNE OSWALD **11:00am-12pm in the Amphitheater**

Yvonne Oswald



Yvonne Oswald is a National U.S. award winning pioneer in the field of personal growth. Voted a 2010 Woman of Influence and Inspiration by the Ministry of Government Services, Ontario, and Chair of the Board of Toronto Youth Day, she is a renowned and respected Communications Trainer and Keynote Speaker, a Certified Trainer of Hypnosis and a Master Practitioner of NLP. Nominated for the COVR Visionary award for her unique CD "Mind Magic"; her way to release negative emotions and limiting beliefs in less than a minute, she has an outstanding reputation for her exciting, innovative and interactive seminars. A British born, qualified teacher with 20+ years' experience, Yvonne helps every audience (live, radio/television) clear issues and quantum leap their personal growth and life choices. Her best selling book, "Every Word has Power" was published by Atria/Beyond Words, who brought you The Secret.



Media: A regular on local radio and TV in Toronto, Yvonne has also appeared on AM Northwest USA, Channel 11, Eye on Toronto, City TV, The Steven and Chris Show, Canadian Business News Network, Women's Television Network, Global News, MTV and CFRB, AM640 and CBC Radio, as well as weekly US Radio shows. Print articles include Martha Stewart's Body and Soul, (LA), New Way Wellness magazine, Great Health magazine, Bodhi Tree's "Evolve" Magazine, T & D and the Globe and Mail.

Corporate: Corporate clients include IBM, Boeing, ITSME, Rogers TV, Toronto School Board, Toronto Science Centre, Ontario Dentists' Association, Women's College Hospital, Remax Real Estate, Spelling Bee of Canada, Toronto Police Services and California State University.



**SUNDAY - EXPERT PANEL ON CERTIFICATION
IMPLEMENTATION**

8:45am – 10:15am in the Amphitheater

Now that national certification is available for spoken language medical interpreters, how do we implement this new standard in hospitals, language companies, and agencies? How do we make it stick? How are interpreter associations promoting national certification? Are training organizations going to start training to this new standard of minimum qualifications? Will they adopt the minimum language proficiency standards established by the certifying bodies? Are hospitals going to start requiring certification of spoken language interpreters as they do with ASL interpreters? What happens to staff interpreters who do not pass national certification?

Discussion Questions:

1. *Who is ultimately responsible for certification implementation?*
2. *How will embracing national certification further our cause?*
3. *How do we become effective change agents for implementation?*

Keynote Speaker:

Louis F. Provenzano, Jr.

President and Chief Operating Officer, Language Line Services

Panelists:

Tim Moriarty

Manager, Interpreter Services, Bay State Medical Center

David Cardona

Coordinator-Health Care Interpreters Certification Program, Oregon Health Authority's Office of Multicultural Health and Services

Elena Langdon Fortier, MA, CT

Chair of National Board of Certification

Moderator:

Jessica Goldhirsch



Louis F. Provenzano, Jr.

President and CEO, Language Line Services

Louis F. Provenzano, Jr. has been instrumental in bolstering the company's leadership position as a global language services provider and heightening the profile of the overall interpreting and translation industry among key stakeholders. He spearheaded the launch of Your World. Your Language. SM providing limited-English speakers with access to vital services and the implementation of the domestic violence phone program in San Francisco and

New York City giving police in the field direct access to interpreters. He has also been a leading advocate for the advancement of the quality and availability of language services in healthcare. Under his leadership, in June 2006 Language Line Services was honored with the "Friend of CHIA" award from the California Healthcare Interpreting Association (CHIA) in recognition of the company's ongoing support and commitment to quality and innovative solutions to improve healthcare for limited-English speakers. Mr. Provenzano was also recognized by NATI with an Achievement Award. Since 2007 Mr. Provenzano has been a global advocate for medical interpreter certification and an avid advocate for reimbursement in Washington DC.

Implementation of Certification for Managers



Tim Moriarty

*Manager, Interpreter Services
Bay State Medical Center*

Tim Moriarty is manager of the Interpreter & Translation Services Department at Baystate Health in Western, MA, which includes a 640-bed trauma hospital, two smaller community hospitals, several clinics, outpatient offices, regional oncology center, and a visiting nurse and hospice organization. The department is composed of 45 staff, providing 24/7 coverage in languages as distinct as Spanish and Somali. Tim received a BA in Hispanic Studies and a Masters in Public Administration from Columbia University. He is a member of the IMIA and NCIHC, and is current President of FOCIS, Forum on the Coordination of Interpreter Services.

Implementation of Certification for State Health Departments



David Cardona, MD, MPH, CMI

*Coordinator-Health Care Interpreters Certification Program
Oregon Health Authority's Office of Multicultural Health and Services*

David Cardona holds a medical degree from the Autonomous University of Santa Ana, El Salvador, a Masters of Public Health from Portland State University, and has executive education in managing health programs in developing countries from the Harvard School of Public Health. He is an adjunct instructor in the Department of Public Health and Preventive Medicine at Oregon Health and Science University (OHSU) where he teaches the Scholars in Medical Spanish Classes. He also served at Portland Community College Institute for Health Professionals as an adjunct instructor of human anatomy and physiology. He was a Spanish interpreter and a faculty consultant for Language Line Services, was part of their Advanced Medical Training Design Team and he was also a



Subject Matter Expert for the national certification of medical interpreters that is now in use by the National Board of Certification for Medical Interpreters. Dr. Cardona works as the Program Coordinator of the Health Care Interpreters Certification Program at the State of Oregon, Oregon Health Authority's Office of Multicultural Health and Services where he oversees the implementation of the health care interpreter's law.



Elena Langdon Fortier, MA, CT
Chair of National Board of Certification

Elena Langdon Fortier is Supervisor of Interpreter & Translation Services at Baystate Medical Center in Springfield, MA, where she oversees a staff of 45. Prior to working at Baystate, Elena worked as a freelance interpreter and translator (Portuguese<>English) for several years. She is certified by the American Translators Association (ATA) as a translator (Portuguese to English) and holds an MA in Translation Studies from the University of Massachusetts Amherst (UMass). She has been teaching interpreting and translation since 2005 at several educational institutions, including UMass and Boston University. As part of her work at Baystate, and as an instructor, Elena has experience analyzing, evaluating and articulating the skills, techniques, standards and ethical framework needed to be an effective and professional interpreter. She also screens and trains new hires at Baystate and coordinates in-house training for the staff. In addition to her work on the Board, she is the administrator of the Portuguese Language Division of the ATA. Born in the United States, Elena grew up in Florianópolis, Brazil, where her mother and brother still live.



Moderator:
Jessica Goldhirsch

Jessica Goldhirsch, MPH, Training Coordinator for Interpreter Services Department at Boston Medical Center, designs and delivers advanced training courses to and coordinates continuing education for 75 staff and per diem interpreters. Ms. Goldhirsch also provides outreach education and training on linguistic access to health care as well as working effectively with face-to-face, telephone and video interpreters to clinicians and students at this large urban academic medical center. Ms Goldhirsch's 25 years of experience include those as child life therapist, adolescent human sexuality health educator and trainer and patient advocate. She also developed an interpreter services department at a small community hospital and trained staff in cultural competency and partnering with interpreters. She is a member of IMIA and NCIHC, and serves on the board of FOCIS, Forum on the Coordination of Interpreter Services.

SUNDAY – STATUS OF THE PROFESSION, RAFFLE & AWARDS

10:30am – 12pm in the Amphitheater

“Nothing is as contagious as enthusiasm”

Do you know what the IMIA is doing for you? Join us in this important annual meeting.

PRESENTATIONS

1. **Strategic Plan**
2. **Yearly Summary of Activities**
3. **Financial Report**
4. **Representative Updates**
5. **Committee Updates**
6. **Division Updates**
7. **Call For Volunteers & Leaders In the Field**

The IMIA takes this opportunity to thank the Executive Board for the great work it does for the organization.

IMIA EXECUTIVE BOARD 2011

Lola Bendana, President

Anita Coelho Diabate, Vice President

Rose Long, Treasurer

Juana Horton, Secretary

Eric Candle, Director / State Rep Liaison Assistant

Maria Gatej, Director / Ethics Chairperson

Linda Joyce, Director / State Rep Liaison

Cynthia Schenck, Director / Fundraising Chairperson

Ira SenGupta, Director / Advisory Board Liaison

Fanny Tchorz, Director / Committee Liaison

Iliana Rivera, Director / Membership Chairperson

Maurizio Di Fresco, Director / Intl Rep Liaison

Lluís Baixauli-Olmos, Director / Spain Rep

Izabel S. Arocha, Executive Director



IMIA TESTIMONIALS

Congratulations to the International Medical Interpreters Association on its 25th Anniversary! Twenty five years of growth and leadership in the medical interpreting field is truly outstanding. Many of us have continuously looked upon the organization as the pioneer, the catalyst and the unwavering motivator and leader in the professionalization and advancement of medical interpreting.

Thank you IMIA for continuously bringing our profession to the next level despite all odds!

*Rose Long
IMIA Treasurer, Executive Committee Member*



At the insistence of a very wise supervisor I joined the MMIA in 1994. The President was the wonderful and multilingual John Nickrosz. Meetings were held in a tiny board room four flights up in an annex of the then New England Medical Center. Many controversial issues were hotly debated at that table. Although the players have changed the organization continues to grow and flourish at a rapid rate. I credit Izabel Arocha for her fearless catalytic converter effect and sense of direction. Lola Bendana is the perfect successor with the ultra sincere velvet glove ambassador skill and so much more to guide the IMIA to the next level.

If I have done anything to give back to the IMIA it has been to have the pleasure and the privilege of raising funds when needed and to propose that the name be changed from MMIA to IMIA. It was not unanimously welcomed and it was a necessary change to reflect who we really are and where we are going. Vive la difference!

The IMIA has supported my growth from a fledgling medical interpreter to a company owner and I will always be grateful.

*Sincerely,
Cynthia Schenck
IMIA Board Director
CEO Medical Interpreters of the North Shore and Greater Boston*



I feel such a great pride and sincere humbleness in celebrating IMIA's pioneering existence and activities for a quarter of a century! From the nostalgic times of the mid-90's, when I joined the former MMIA, as a member and then as a Board Director, I had the honor and pleasure to see and participate in the extraordinary evolution and transformation of our initially regional organization into the largest, internationally recognized professional association and leader in the medical interpreter field. Whether engaged in the successive revisions done by our dedicated By Laws Committee, or in the current activities of the Ethics Committee in creating our first IMIA Ethical Complaint Standards and Procedures, I always noticed with pride and joy the profound impact that IMIA continues to

have through its genuine commitment to an equitable language access to health care for linguistically diverse and underserved population of patients. It is our mission and our legacy!

Happy 25th Anniversary IMIA!

*Maria D. Gatej, JD
IMIA Board Director
IMIA Ethics Committee Chairperson*



Congratulations to all interpreters on this 25th anniversary. It has been amazing to see the transformation and the growth of the IMIA from a small group of people in a Boston hospital to being recognized as the representative body and voice of medical interpreters worldwide!

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



Rarely do we have the opportunity in life to really be a "pioneer" breaking new ground in an endeavor that truly has a significant impact on a large scale. That is how I see what we are doing in the IMIA. The Medical Interpreting Profession has life-and-death implications, and the accuracy and integrity of our interpreting can have a direct impact on the quality of the life of a person who is in need of medical attention and cannot communicate to their health care professionals because of a language barrier. It is we who bridge that critical gap. Therefore, creating the means to raise the bar of accuracy and integrity of medical interpreting can have global impact. Being on the forefront of that international movement is both a privilege and a responsibility which I take very seriously, and that is a feeling which is shared by all my colleagues on the IMIA Board.

*Juana Horton
Secretary of IMIA Executive Board
National Board of Certification for Medical Interpreters
Board Member*



It was through the Conference that I learned about the existence of IMIA and the wonderful work it does to advance the medical interpreting profession. Since the very first time I attended the conference several years ago, I fell in love with the organization. I realized the conference was THE event for medical interpreters and for all those interested to learn about new developments in the sector, collaborate and network with colleagues. I would like to congratulate all those that have worked diligently with IMIA during the last 25 years to move the profession to a new level; the IMIA work has certainly made a difference for all those involved in the provision of language services, especially, those we ultimately serve, the LEP population.

*Lola Bendana
IMIA President*



The IMIA has helped shape and advance the profession of medical interpreting not only in the U.S. but around the world. I remember noticing international participants at our conferences over the years and always appreciated their contributions. I was so happy when we became the INTERNATIONAL medical interpreters organization, for that meant even more global collaboration. The IMIA is always on the cutting edge and is an organization of action, and that is what makes it such an attractive organization that has always greatly benefited its members.

*Linda Joyce, M.S., CMI
Language Access Specialist
IMIA Board Director
Global Advisory Council, LLU*



I am extremely proud to see what this organization, its members, its leadership and supporters of professional interpreters have accomplished in 25 years. I joined as an interpreter in the beginning, and I am fortunate to see so many accomplishments come true, and even surpass my expectations. The IMIA has been guiding, teaching, advocating, and leading efforts that have elevated the status of professional medical interpreters in many organizations. I want to congratulate the tremendous work that continues to be done, and always remember those that started it all and planted the seed for us to water it, like Raquel Cashman and many friends and colleagues.

*Oscar Arocha, M.M.
Senior Executive, Global Strategic Initiatives
Language Line Services*



Since joining the IMIA, I am blessed to share a deep love for both languages and human services with an esteemed group of marvelous healthcare professionals throughout the world. Being a medical interpreter has been my most fulfilling challenge to date. Through my work with the IMIA, I am able to see how special it is for so many like me, to be the bridge between the unknown and a sense of inclusiveness and understanding for culturally and linguistically diverse patients in the face of life's most difficult and wonderful moments. I am also very proud of the exciting and groundbreaking work that all of us, as members of the IMIA, continue to do together in attaining the professional recognition that we each so richly deserve through our specialized training, accreditation and National certification.

*Anita Coelho Diabate
IMIA Vice President, Executive Board*



Hearty congratulations to IMIA on 25 years of spectacular progress, innovation and single-minded dedication to language access and medical interpreters everywhere. The legacy of Raquel Cashman lives on and the flame of her resolve and that of the founders glows brightly in all of IMIA's programs and projects. Thank you to our members, our supporters, our incredible volunteers from state to state, country to country and to the visionaries within the organization who continue to make it all happen. You are the very best. Thank you.

*Ira SenGupta
IMIA Board member
Executive Director
Cross Cultural Health Care Program (CCHCP)*



I was fortunate to enter the medical interpreting field in January of 1992 and be part of the early days of the IMIA pioneering work, development of a code of ethics and standards of practice of the profession, and training of the first cohorts of interpreters. I've seen 25 years of tremendous growth in the education of interpreters through countless workshops, lectures, classes, courses, and trainings offered by the IMIA, in addition to the annual national conference until now held in Boston. Deep in my heart I feel great gratitude for the association and for the first directors of interpreter services and educators not only in Massachusetts, but in the country and Canada as well, who tirelessly worked to build solid roots in the medical interpreting profession.

*Estela McDonough
Coordinator of Education and Training
Interpreter Services
UMass Memorial Medical Center*



When I was asked by the IMIA to help with international affairs, no request could have been more welcome. The Association's commitment to establish professional standards of practice for medical interpretation around the globe, and promote the establishment of professional interpretation and translation services by medical institutions, are goals whose importance nobody can deny.

Does this sound too ambitious? I'd rather say that it's one of the best ways to promote equality in the healthcare setting for those people who have fewer chances and risk more, due to language barriers. In other words, one among democracy's manifold aspects.

*Maurizio Di Fresco
IMIA Board Director
IMIA Italy Chapter Representative
ISMETT International Patient Services*





INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

IMIA INTERPRETER SERVICE PROVIDERS ISP DIVISION RECEPTION

AT THE

2011 IMIA INTERNATIONAL CONFERENCE



*You Are Invited Free of Charge
to the IMIA ISP Division Reception at*

The Inn at Longwood Medical
342 Longwood Avenue
Boston, Massachusetts 02115

Saturday, October 1st
5:30 - 7:30pm
Compliments of the IMIA!



Join IMIA ISP Division Chair Paul Penzo

Paul Penzo is the Vice President and Chief Operating Officer of All Languages Ltd. (<http://www.AllLanguages.com>) Founded in 1971, this translation and interpretation company holds multiple certifications and provides superlative service routinely recognized as award-winning. Paul began managing the interpreting department in 1994 and currently oversees a variety of functions in operations, IT, sales, and marketing. Paul is known for his drive and visionary abilities, and is also actively involved in establishing standards for Canada's Language Services Providers.

He was the founder of ACCTI – Association of Canadian Corporations in Translation and Interpretation, and was a member of the Committee that created the National Standard Guide for Community Interpreting Services – NSGCIS and the technical committee that created the National Standards for Translation Services – CAN-CGSB 131.10, he is a current member of the AILIA Board – Canada's Language Industry Association, Chair of the AILIA Translation and Interpreting Committee, and is also an expert member of the ISO Committee TC 37 WG6.



**Learn more
about the
2011 IMIA
Conference at
imiaweb.org**

*This is a great opportunity to network and learn
more about how you and your organization can
become more involved in the mission of the IMIA!*

► **RSVP Required to** info@imiaweb.org ◀

Please note your organization in your RSVP

Information about the IMIA ISP Division:

<http://www.imiaweb.org/divisions/corporatedivision.asp>



CONFERENCE MENU

FRIDAY

Cafeteria will be open for lunch and snacks

FRIDAY WELCOMING SOCIAL

Starbucks Tea Service

- Starbucks Tazo Iced Tea
- Assorted Tea Sandwiches
- Freshly Baked Scones with Jam & Whipped Cream



SATURDAY

Continental Breakfast

- Mini Muffins
- Bagels & Danish
- Cream Cheese, Preserves, Butter
- Orange Juice
- Starbucks Coffee
- Selection of Teas

AM Break

Starbucks Coffee • Selection of Teas • Whole Fresh Fruit

Tote Lunch

- Specialty Sandwiches or Salad
 - Chicken Salad with Poblano Peppers on Bulkie Roll
 - Roast Beef, Herb & White Bean Spread, Provolone, Arugula, Tomato Basil Wrap
 - Smoked Turkey, Sharp Cheddar, Green Apple, Cranberry Mayonnaise on 7 Grain Baguette
 - Citrus Albacore Tuna Salad, Raisins Carrot on 7 Grain Bread
- OR
- Classic Caesar Salad: Grilled Chicken, Parmesan Cheese & Herb Croutons, Caesar Dressing
- Roasted Portobello Mushrooms, Oven Roasted Peppers, Mixed Greens, Balsamic Dressing
- Chips
- Freshly Baked Cookie
- Assorted Soda or Bottled Water

PM Break

Starbucks Coffee • Selection of Teas • Freshly Baked Cookies

SUNDAY

Continental Breakfast

- Mini Muffins
- Bagels & Danish
- Cream Cheese, Preserves, Butter
- Orange Juice
- Starbucks Coffee
- Selection of Teas

AM Break

Starbucks Coffee • Selection of Teas • Whole Fresh Fruit

Tote Lunch

- Specialty Sandwiches or Salad
 - Chicken Caesar Salad, Spinach Wrap
 - Salami, Soppressata, Prosciutto, Banana Peppers, Herb Vinaigrette, Rosemary Pocket
 - Roasted Turkey, Chipotle Slaw, Pepper Jack on Bulkie Roll
 - Grilled Local Farm Vegetables, Hummus, Feta, Spinach Wrap
- OR
- Mixed Greens, Tomato, Cucumber, Grilled Chicken, Ranch Dressing
- Tuna Niçoise Salad: Albacore Tuna, Olives, Hard Boiled Egg, Potato, Green Beans and Balsamic Dressing
- Chips
- Freshly Baked Cookie
- Assorted Soda or Bottled Water



PM Break

Starbucks Coffee • Selection of Teas • Freshly Baked Cookies

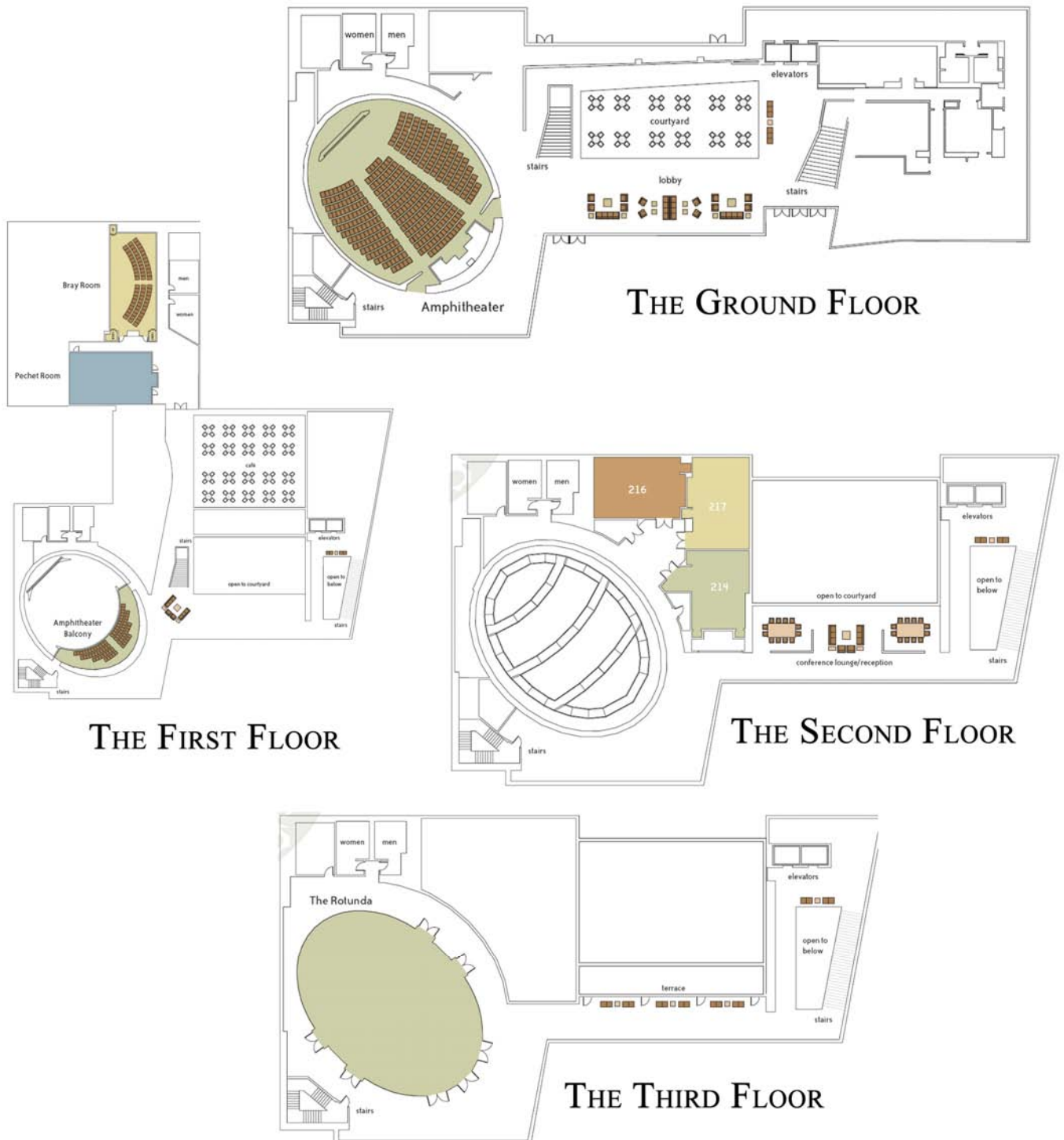
**Please note that vegetarian options will be available during lunch breaks*





VENUE MAPS

The Joseph B. Martin Conference Center at Harvard Medical School



POSTER EXHIBITS

POSTERS DISPLAYED ON FRIDAY, SATURDAY, AND SUNDAY

Poster presenters will stand by their posters on Saturday and Sunday from 8-9am and from 3-3:30pm.

A day I could never forget - How a Gamma Knife can save lives?

Presented by Viki Ogden

It was back to May 2010. I got a rush call from my interpreting agency for my Cantonese medical interpreting service in Cedar-Sinai Medical Center's Gamma Cancer Center. I had the opportunity to sit through the whole process of a brain tumor removal surgery by using a cobalt-60 based radiation therapy machine (Gamma Knife). The whole process last more than 9 hours which included MRI, doctor's planning, and actual surgery time. This poster will exhibit how the Gamma Knife, a Radiation Therapy works.

A small step towards a big dream

Presented by Lorraine Sakka, Fukui Prefectural University

Healthcare interpreting as a career opportunity in Japan is still in its infancy. This poster will present information about a small start at a local hospital and some small new steps towards developing an organization to help foreigners living in the prefecture.

©The Sosa Fluidity Model of Reflective Interpreting

Presented by Tamesia Sosa

©The Sosa Fluidity Model of Reflective Interpreting attempts to bridge the divide between the diametrically-opposed ideologies of the invisible, neutral interpreter and the visible, active co-participant. It acknowledges the research findings of sociolinguistics yet provides a revitalized standards-based approach for the practice of healthcare interpreting in the twenty-first century. This paradigm redefines the roles of the interpreter and presents new ones to explore. It introduces a theoretical framework based upon ©Wave Theory of Dialogue Interpreting and offers strategies on how to perform the roles within the triadic encounter. ©Unpublished Work, Tamesia Sosa 2011

Building Bridges for the linguistically isolated though the Yale-New Haven Hospital LEP Community

Presented by Maria Spodick, Yale-New Haven Hospital

Understanding that clear and accurate communication between patients and medical providers is paramount for developing a trusting relationship and delivering quality medical care, Yale-New Haven Hospital has developed the constantly evolving LEP Community Line. The LEP Community Line is staffed by culturally and linguistically competent medical interpreters who assist all LEP callers overcome the language barrier and greatly improve both access to hospital providers and resources, and patient satisfaction.

EthnoMed: Integrating Cultural Information Into Clinical Practice

Presented by Eliana Lobo, Harborview Medical Center

EthnoMed is a division within Interpreter Svcs here at Harborview. The EthnoMed site offers culturally specific information on different world regions, providing background on: dietary customs, health beliefs and traditional practice, in order to assist HMC providers in caring for immigrant and refugee populations. We have expanded the patient education portion over the last few years and now offer translated patient education information as

well as video clips in our top demand languages. The poster shows a snapshot of the kinds of information typically offered on EthnoMed.

IMIA Accreditation Program

Presented by Claudia Falla, IMIA Accreditation Taskforce

Goal: To increase awareness about the establishment of the IMIA Accreditation Program for interpreter training programs and courses. Objectives: 1. To describe the IMIA Accreditation Program and its purpose; 2. To explain the process and timeline for the development and implementation of the IMIA Accreditation Program; 3. To define the components which will be evaluated during the accreditation review process 4. To identify resources from which to obtain additional information about the Accreditation Program

International Job Analysis for Medical Interpreters

Presented by Linda Joyce, IMIA Board Director and Member, Global Advisory Council for LLU

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. This poster will give an overview of the objectives of the project, methodology and discussion on the different international perspectives and expectations of the tasks and competencies of professional medical interpreters.

Interpreting In The Digital Age: Integrating Technology

Presented by Carla Fogaren RN

Technological advances have created numerous opportunities for the delivery of integrated medical interpreter services. Economy of scale and diversified approaches are essential components of the Steward Health Care System model for language access. This is an example of where science meets humanity; our invaluable team of interpreters adding new skill sets with the help of technology to serve their patients better and more efficiently.

Interpreting Services Client Education

Presented by Felipe Villegas, MCIS Non-profit Language Services

From needs analysis to revision plan, the MCIS's poster proposes a series of steps to take during the creation of solutions for client education. In order to formulate a credible and realistic framework for others to follow, MCIS draws from its vast experience with synchronous and asynchronous training methods. The poster suggests a range of training and evaluation tools from which trainers can choose depending on their budget, level of expertise and other factors. The process is further illustrated step by step through a case scenario.

Medical Interpreting in Hong Kong and its latest development

Presented by Ester Leung, HK Baptist University

A new initiative has been developed by the Hospital Authority in Hong Kong to provide interpreting services to the patients with different ethnic minorities origins.. The researcher has received a



government grant to develop a medical interpreting training course to meet the needs of the service providers as well as the users. The poster presentation will include a brief orientation of the course and the details introduction of this first medical interpreting course in Hong Kong.

National Certification Prep Class

Presented by Ana Maria Brandao, Interpreters Associates, Inc.

Interpreters Associates, Inc. gives full support to National Certification being established. National Certification will provide the standardization we need in our industry. Interpreters Associates is dedicated not only to helping interpreters fill in the gaps of knowledge but is working wholeheartedly to continue providing continuing education classes so interpreters can maintain their certification.

Oral Language Proficiency Testing of Medical Interpretation Skills

Presented by Debra O'Connell, Ad Astra, Inc.

With the development of national standards for professional medical interpreters, there is a growing need for language assessment tools geared specifically towards the needs of healthcare institutions. Learn more about Ad Astra's oral language proficiency testing for bilingual healthcare workers - designed to accurately measure the oral communicative ability of an interpreter in a professional medical setting. Results are based on the Common European Framework, one of the most widely used language proficiency scales in the world - complies with Interagency Language Roundtable testing standards - and easily interpreted to determine applicant language qualification.

Peer Outreach Model: Language Solutions for Organizations

Presented by Vera Kevic, Access Alliance Multicultural Health and Community

The Peer Outreach Program provides language appropriate and culturally sensitive support to newcomer families with children 0 to 6 years, including interpretation. The program links immigrant and refugee women in need and supports them to access resources in the community, form social support networks, improve their wellbeing and reduce social isolation. This model increases levels of support and comfort to newcomers to navigate health and other social services systems. The peer outreach workers are themselves recruited and hired from newcomer communities and participate in a comprehensive training and skills building program, which includes the Community Interpretation Training Program.

Preventing Chronic Disease in the Latino Community with a Local Level Approach

Presented by Lissette Santana, St. Joseph County Health Department

Many of our Hispanic families are suffering from diabetes, high blood pressure, high cholesterol and obesity due to unhealthy eating habits and a lack of physical activity. The St. Joseph County Health Department has started a series of nutrition and physical activity classes that are held in our local WIC office. This series bridges educational classes for parents with the same skills being taught to their children. Research has shown teaching children the importance of nutrition and physical activity, at a young age, helps them make better choices as they grow and can break the vicious cycle of chronic disease.

Medical Interpreter Volunteers Covering Kitakanto Area

Kiyomi Takizawa, Kazumi Takesako, Syouchi Ota

Currently, there are 43,000 registered foreign residents from more than 100 different countries in Gunma which accounts for 2.3 % of the prefecture's entire population. The immigrant communities face problems due to the lack of communication caused by language barriers. This issue of language barriers is critical especially in medical fields. The Gunma Prefectural Government has been dispatching trained volunteer medical interpreters to hospitals and governmental facilities upon request. However, due to the lack of public transportation in Gunma, the volunteer medical interpreters who do not own a car might not be able to get to the clients on time. Therefore, in order to alleviate the burden that the volunteers carry, we started installing a remote interpreting system by using a video-phone and examined the usefulness of it in medical field. Concurrently, we built a call center where the dispatchers serve as a liaison between the clients and the interpreters. By using this system, we can provide speedy and efficient services which will reduce the time from hospitals' requests till the interpreters arrive on site.

Effectiveness of telemedicine interpretation services seen from the perspective of health care workers

Presented by Nagamine Megumi, Ota Yoshikazu, Kiyomi Takizawa, Yoshie Mor, Kazumi Takesako

When there are non-Japanese patients who are unable to communicate clearly in Japanese, the use of medical interpreting service is a viable solution. Introduction of remote medical interpreting service to clinical practices will enable less work for medical professionals and better quality of the services to these non-Japanese patients. The purpose of our research is to identify the usefulness and problems with clinical use of remote medical interpreting service from the medical professionals' points of view by a trial run and to obtain ideas on the possibility of its full-fledged introduction to clinical practices.

Calling Center Medical Interpreters e-Learning in Japan

Presented by Yoshikazu Ota, Kazumi Takesako, Kiyomi Takizawa

There is a growing need for having medical interpreters in many areas, but we find it difficult training the personnel to become capable of doing the job. When the training takes place in a small area, it is not efficient and the number of the languages offered can be limited. Therefore, this e-learning system was created by the researchers not only for the volunteer interpreters to improve their skills but also to have standardized self-learning materials for all to study at the same level which will eventually help them perform at the same level. We are also trying to improve the networks among prefectures for sharing their resources (volunteer medical interpreters/language assistants).

34 Language Multilingual Questionnaire: An efficient and inexpensive communication tool developed in Japan

Presented by Kiyomi Takizawa, Kazumi Takesako

The team composed of a provider, IT engineer, and medical interpreter developed a Multi-language Medical Questionnaires (MMQ) in 34 languages with 179 questions commonly asked primarily for the first interviews in medical institutions. The team upgraded in several ways:

- 1) by using state-of-the-art IT device such as i-Pad
- 2) by enabling immediate translation from one main language into other targeted languages in the first time visit to providers
- 3) by applying MMQ system for user's self health control



**WORKSHOPS
SATURDAY
1:00PM - 1:40PM**

A Workshops		Speaker/Moderator	Room
A1	IMIA Orientation – What Every Member Should Know	Eric Candle	Amphitheater
A2	To be certified or not certified – that’s the question (of survival) for LSPs and ISPs - Applying for and Maintaining AILIA-NSGCIS and LICS Certification for (ISPs) - PART 1	Lola Bendana, Paul Penzo, and Gabriele Sauberer	Rotunda
A3	Interpreting Compassion - How to Interpret for Survivors of Torture, Trauma and Sexual Violence	Marjory Bancroft	The Pechet Room
A4	Helping LEP Populations With Low Health Literacy	Serene Su, Charley Chan	Bray Room
A5	The Neuroscience of Cross Cultural Communication	Juan Gutierrez	Room 214
A6	Pitch Perception and the Interpreter's Brain	Alexandra Baer	Room 217

**WORKSHOPS
SATURDAY
1:45PM – 2:30PM**

B Workshops		Speaker/Moderator	Room
B1	Cultural Brokering: Explorations in Curriculum Design & Practice	Jessica Goldhirsch, Malvina Gregory	Amphitheater
B2	To be certified or not certified – that’s the question (of survival) for LSPs and ISPs - Applying for and Maintaining AILIA-NSGCIS and LICS Certification for (ISPs) - PART 2	Lola Bendana, Paul Penzo, and Gabriele Sauberer	Rotunda
B3	Mental Health Interpreting: A Working Approach to Best Practices	Anita Coelho Diabate	The Pechet Room
B4	Exploring Interpreter's Ethics through Standards of Practice	Lluís Baixauli Olmos	Bray Room
B5	Interpreters in the FBI: Beyond Law Enforcement	Lawrence Taber	Room 214
B6	Working Together to Donate Life	Darlene Fiotto, Samantha Endicott, MPH, CPTC	Room 217



**WORKSHOPS
SATURDAY
3:00PM - 3:40PM**

C Workshops		Speaker/Moderator	Room
C1	STOP Preaching to the Choir: Promoting Professional Interpreters Beyond the Industry	Vera Kevic	Amphitheater
C2	How Medical Interpreters Can Partner with Providers in the ED	Adela Staines	Rotunda
C3	Mission Critical: Core Competencies for Medical Interpreters During Emergencies	Lena Toolsie, Dr. Dale Lupu	The Pechet Room
C4	Plan-Do-Study-Act: Methodology to improve patient -family centered care	Connie Camelo, Lori Odell RN, Damon Timm	Bray Room
C5	Culturally Competent & Effective Educational Outreach: The Latino Health Compass	Jennifer M. Flamboe, M.A., CHI	Room 214
C6	Labor & Delivery: Birth Doula Support for Language Services	Margaret Franzen	Room 217

**WORKSHOPS
SATURDAY
3:45PM – 4:30PM**

D Workshops		Speaker/Moderator	Room
D1	Advancing the Medical Interpreting Profession through Provider Education	Claudia Falla	Amphitheater
D2	It Ain't Only About Religion: Nourishing Interpreters' Spirits with Chaplains	Jessica Goldhirsch, Jennie Gould, Sister Maryanne Ruzzo, Laura Nakazawa	Rotunda
D3	Applying Principles of Quality in Language Services Operations	Timothy Clark, David Melendez, Connie Camelo	The Pechet Room
D4	In Sickness and in Health–Medical Interpreters Interpret for Life	Ira SenGupta	Bray Room
D5	IMIA International Representatives Meeting	Maurizio Di Fresco	Room 214
D6	Research and action aimed at developing "smart users": Geneva, Switzerland	Patricia Hudelson	Room 217



WORKSHOPS
SUNDAY
1:00PM - 1:40PM

E Workshops		Speaker/Moderator	Room
E1	Everything You Need to Know about National Certification	Elena Langdon	Amphitheater
E2	IMIA Continuing Education Units (CEU) Program	Hank Dallmann	Rotunda
E3	Historic Victory in Signing of Nation's first contract for Freelance Medical Interpreters	Barry Fatland	The Pechet Room
E4	International Job Analysis for Medical Interpreters	Winnie Heh	Bray Room
E5	High-Acuity Interpreting: The Relationship Between Interpreter Fatigue and Encounter Complexity	Andrea H. Sims	Room 214
E6	Nurse, I want my fu***** pills now!: Interpreting Profanity	Alvaro Vergara-Mery, PhD, CMI	Room 217

WORKSHOPS
SUNDAY
1:45PM – 2:30PM

F Workshops		Speaker/Moderator	Room
F1	Video Medical Interpretation Services via Cell Phone Transmission	Craig Locatis, Isabel Detzler	Amphitheater
F2	Improving Your English Skills for Translation and Interpreting (or simply communicating!)	Arlene M. Kelly	Rotunda
F3	Do I need to know this? Why Educating Providers Matters	Sahra Noor	The Pechet Room
F4	Interpreters are the Best Advocates: Lessons from WA and CA	Amanda Ream	Bray Room
F5	Providing Interpreter Services in a Research Study	Olga Kozlova	Room 214
F6	Exploring Skill Acquisition and Expertise in (Medical) Interpreting	Rachel Herring	Room 217



**WORKSHOPS
SUNDAY
3:00PM - 3:40PM**

G Workshops		Speaker/Moderator	Room
G1	Preparing a Campaign to Educate your Local Community	Grisel Hart	Amphitheater
G2	Medical interpretation training; what's next? Let's educate our consumers.	Maria Schwieter	Rotunda
G3	Collecting and Using Data for Quality Improvement in language services	Susan Choi, Mursal Khaliif	The Pechet Room
G4	Learning Medical Terminology Through Medical Case Studies	Zarita Araujo-Lane LICSW, Richard S. Lane MD	Bray Room
G5	Awareness of the Risks of not Working with professional Interpreters	Lolie Makhubu	Room 214
G6	Language Neutral Interpreting Training	Cristiano Mazzei	Room 217

**WORKSHOPS
SUNDAY
3:45PM – 4:30PM**

H Workshops		Speaker/Moderator	Room
H1	Advancing Effective Communication: Joint Commission Standards and Resources	Brette Tschurtz, Christina Cordero, PhD, MPH	Amphitheater
H2	From Code of Ethics and Standards of Practice to the National Certification - leaving the semi-professional status behind	Eric Candle	Rotunda
H3	IMIA National Accreditation for Medical Interpreter Training Programs	Izabel S. Arocha	The Pechet Room
H4	Networking Time with IMIA Leadership	IMIA Leadership	Bray Room
H5	International Patient Services at ISMETT: Interpreting & Beyond	Maurizio Di Fresco	Room 214
H6	From Medically Fragile Infant to Early Childhood Special Education	Tessa Donato	Room 217



WORKSHOP ABSTRACT DESCRIPTIONS

A1 Workshop

IMIA Orientation – What Every Member Should Know

Presented by Eric Candle

The IMIA is an organization that works on many initiatives and projects. When you become a member, it is important that you take the time to learn about the organization and all it has to offer so you can make the best of it. Some say you only get out of life what you give it and it's the same for our association. Get involved and participate and doors will be opened. This workshop is important for all who have become members in the past two years or for those who are considering joining and want to know what the benefits really are and what the association does to advance the profession. We will explain the structure of the organization, and how to take advantage of the opportunities for employment and leadership development, as well as continuing education. There will be plenty of time for Q&A and open dialogue.

A2 Workshop

To be certified or not certified – that's the question (of survival) for LSPs and ISPs - Applying for and Maintaining AILIA-NSGCIS and LICS Certification for (ISPs) - PART 1

Presented by Lola Bendana, Paul Penzo, 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? This panel is organized by the IMIA Corporate Division, presented by experts in the field of standard development and certification schemes. If you are an Interpreting Service Provider, this is a session you don't want to miss.

A3 Workshop

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

Presented by Marjory Bancroft

THE VOICE OF LOVE Project (VOL) launched in January 2010 to develop training and resources about how to interpret for survivors of torture, trauma and sexual violence. Now incorporated as a national nonprofit, VOL has conducted a national needs assessment that included two online surveys, a literature review and 15 focus groups held across the U.S. for interpreters, providers and survivors.

This presentation distills the lessons learned. Come and find out what you need to know about interpreting for those who have suffered deeply. Topics include:

- What to expect
- What is torture?
- Who survivors are

- Should you interpret in this field?
- Preventing secondary trauma
- Common challenges
- Managing unexpected events
- Interpreting for refugee resettlement
- Terminology

This presentation targets interpreting for survivors of torture and war trauma. The information will also benefit anyone who works with domestic violence, rape cases, detention and prison, mental health, or crisis intervention.

A4 Workshop

Helping LEP Populations With Low Health Literacy

Presented by Serene Su, Charley Chan

Some studies showed that there are about 30% of total English-speaking patients have low health literacy currently in the US. Then what about LEP population? How well do they understand medical terms even in their own languages? Medical interpreters are supposed to convey the exact information, at many times formal medical procedures with difficult terms bursting out from busy providers. On the other end of the communication, there are pairs of anxious and confusing eyes. What can medical interpreters do to ensure the quality of the care these patients receive? 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.

A5 Workshop

The Neuroscience of Cross Cultural Communication

Presented by Juan Gutierrez

How to get the message across? This is a fundamental question not only during the interpreted session but also from an educator's perspective. How does the listener come to "get it"? There are several approaches to answering this question but a new and very compelling one zeroes on these basic tenets: Culture is a social construct, all emotions are social and the single most important thing for humans to do is to interact with others. Based on Daniel Goleman's Social Intelligence model, as well as social marketing and other well known public health education models, this presentation shows and approach to client education that acknowledges the emotional dimension, in order to build durable and constructive client-provider relations.

A6 Workshop

Pitch Perception and the Interpreter's Brain

Presented by Alexandra Baer

This session will be a brief analysis of pitch as related to interpreting. The presenter will provide an overview of scientific studies such as MRI and PET scan studies to



demonstrate the brain processes when managing familiar words with unrecognized pitch. Interactive activities targeting current theories about pitch perception and code-switching in the brain will also be included.

B1 Workshop

Cultural Brokering: Explorations in Curriculum Design & Practice

Presented by Jessica Goldhirsch, Malvina Gregory

Medical interpreters are expected to be able to recognize cultural barriers between patient and provider and to bridge these barriers as they arise. How can one be sure when a patient's culture is impacting his or her behavior? What does it mean to broker between cultures and how can the necessary knowledge and skills be taught to interpreters? Is it realistic to expect interpreters to be experts in both parties' cultures? Where is the balance between patient empowerment and cultural brokering? The presenters will share their experiences with a pilot cultural brokering curriculum. Participants will be invited to join in role-plays and to brainstorm key principles in teaching cultural brokering.

B2 Workshop

To be certified or not certified – that's the question (of survival) for LSPs and ISPs - Applying for and Maintaining AILIA-NSGCIS and LICS Certification for (ISPs) - PART 2

Presented by Lola Bendana, Paul Penzo, 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? This panel is organized by the IMIA ISP Division, presented by experts in the field of standard development and certification schemes. If you are an Interpreting Service Provider, this is a session you don't want to miss.

B3 Workshop

Mental Health Interpreting: A Working Approach to Best Practices

Presented by Anita Coelho Diabate

Mental Health Interpreting is a highly specialized profession requiring an advanced knowledge of medical interpreting in addition to specific interpreting skills that are critical in the delivery of optimum mental health treatment and care for culturally and linguistically diverse patients. In this workshop we will focus on commonly used techniques, terminology and most effective best practices for interpretation in the Mental Health setting. Case scenarios will illustrate the challenges faced and the rewards gained by interpreting in Mental Health.

B4 Workshop

Exploring Interpreter's Ethics through Standards of Practice

Presented by Lluís Baixauli Olmos

This paper explores the deontological dimension of public service interpreting by analyzing seven documents designed to guide the professional practice of PSIs (codes of ethics, standards of practice...), with the aim of shedding light on PSI deontology and professional ethics. Ethics has been ubiquitous in PSI since the beginning of the discipline. However, it is often the case that ethical concepts we refer to still need elucidating. In order to carry out this piece of research I analyzed the documents gathered using a qualitative research method called 'cluster analysis'. During the analysis process the structure of professional norms in the PSI field became apparent. The focus of the analysis is on the ethical principles of impartiality and accuracy, although a general description is also included. Although it is observed that they influence each other on different levels, especially content, the studied documents are different in form. They may be understood from two angles: an internal philosophical view and an external sociological perspective. From both points of view, deontological documents are useful tools for practitioners, but the guidelines they provide must be critically applied using professional judgment.

B5 Workshop

Interpreters in the FBI: Beyond Law Enforcement

Presented by Lawrence Taber

The FBI. Most people think of storied G-Men when they hear those three letters. But there's much more to the FBI's workforce. Today's Bureau professionals include a large cadre of interpreters working in nearly 100 languages. Beyond their traditional support to the FBI's law enforcement and intelligence missions, these interpreters routinely work with victims of violent crime where, without their talents, foreign language would impede an investigation. Few Americans know that when a criminal act causes harm to an American overseas, it is the FBI that works with foreign governments to participate in resulting investigations, inquiries, or review of forensic evidence. FBI interpreters are often called upon to assist in the interview of suspects, translate medical reports, and they serve as the conduit by which legal and medical knowledge may be shared in pursuit of justice.

B6 Workshop

Working Together to Donate Life

Presented by Darlene Fiotto, Samantha Endicott, MPH, CPTC

Appropriate language services for families of limited English-speaking proficiency greatly enhances the discussion of organ and tissue donation. Additionally, cultural or religious barriers to donation can best be addressed through collaboration with an interpreter. However, given the rarity of donation opportunities, many interpreters have never participated in a donation discussion.



Interpreters are sometimes uncomfortable with this role due to the difficulty of making such a request of a bereaved family, or even the interpreter's own beliefs surrounding donation. It is the goal of this workshop to provide information and to gain insight from medical interpreters in order to enhance the donation discussion so that every family can receive accurate and culturally-sensitive information about their opportunity to donate life.

C1 Workshop

STOP Preaching to the Choir: Promoting Professional Interpreters Beyond the Industry

Presented by Vera Kevic

Working effectively with interpreters will increase a service provider's appreciation for just what a professional interpreter can do to reduce the hidden costs of language barriers. Disseminating knowledge beyond those already "in the know" is a powerful way to advocate for the use of professionally trained interpreters. Too often, workshops about professional interpretation are geared to audiences of interpreters and organizations already using professional interpreters. It is time to go beyond that scope and raise the stakes.

Get ideas and build your own strategies for reaching broader, non-traditional audiences through the use of webinars, social media and interactive workshops. Promote the importance of professional interpreters from the perspective of risk and efficiency as a way to improve client satisfaction. Reach future service providers by educating at the level of students and residents through partnerships with local colleges and universities.

C2 Workshop

How Medical Interpreters Can Partner with Providers in the ED

Presented by Adela Staines

In acute care areas, such as Emergency rooms, the contextual difference in medical discourse alters the role of the Interpreter and requires the Interpreter to adapt their linguistic style unfortunately by making additions, omissions, and conversational offerings on a regular basis amending the fundamental responsibility of the Medical Interpreter and in turn determines the linguistic actions that the Interpreter takes to communicate effectively throughout the discourse. Interpreting for the present day hospital practitioners mandates accuracy as a national standard. But Providers in acute care settings often prefer the Interpreter adjusting to the constraints of time.

Providers and Interpreters need to explore how the Interpreter can be a conduit of communication between patient and Providers without becoming an obstacle or barrier to the fluidity of the conversational process in acute care areas while maintaining the integrity of the Medical Interpreting Standards of Practice.

C3 Workshop

Mission Critical: Core Competencies for Medical Interpreters During Emergencies

Presented by Lena Toolsie, Dr. Dale Lupu

Medical interpreters are often called to the scene to help when a doctor has to convey emotional devastating news to an Limited English Proficient patient and family. But simply mandating the presence of an interpreter does not address the cross-cultural issues. In fact, a recent qualitative study among professional medical interpreters identified the many serious challenges they faced rendering bad news during emotionally loaded situations. From the perspective of the administrators behind the scenes and interpreters on the front line, the audience will learn and practice key skills in breaking bad news, with a focus on the medical interpreter's critical role when the patient faces serious illness.

C4 Workshop

Plan-Do-Study-Act: Methodology to improve patient - family centered care

Presented by Connie Camelo, Lori Odell RN, Damon Timm

UMass Memorial Interpreter services department is the largest and most comprehensive hospital base program in central and western Massachusetts. Several sophisticated quality improvement systems and interventions for language services delivery have been showcased by the Agency for Healthcare Research and Quality's Health Care Innovations Exchange and by the Robert Wood Johnson Foundation, Speaking Together Program.

During This presentation, we will emphasize the importance of keeping the focus on patient and family centered care while applying lean principals to improve the delivery of interpreter services. We will demonstrate changes that have been implemented on inpatient units to improve the patient's experience and overall LS operations and we will describe how Plan-Do- Study- Act (PDSA - A3) methodology can be used to collaboratively improve service delivery through clearly defining problems, assessing root causes and implementing countermeasures.

C5 Workshop

Culturally Competent & Effective Educational Outreach: The Latino Health Compass

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

The Latino Health Compass was designed as a community project as part of the Latino Non-Profit Leadership Program to educate Latinos in the Greater Milwaukee Area about the health care system in the U.S., the resources available to them, and patient rights and responsibilities. This program will instill a greater understanding of the U.S. culture with regard to health care, as well as offer useful suggestions on how to better navigate this complex system to ensure a more positive experience when receiving medical attention by increasing awareness and, consequently, improving health outcomes and reducing health care costs. This presentation



will provide conference attendees with a sample model for culturally competent and effective educational outreach within the Latino community, in addition to strategies for implementing a similar project in their own communities.

C6 Workshop

Labor & Delivery: Birth Doula Support for Language Services

Presented by Margaret Franzen

Birth doulas provide continuous physical, emotional and informational support to women in labor. Doulas may uniquely empower women to take advantage of the on-call nature of hospital interpreters since they are with women when neither interpreters nor nurses are in the room. Limited English Proficient women receive nursing attention less often since a nurse may do as much as possible at any given time while an interpreter is present. Instead of reserving interpreted encounters in Labor and Delivery for intakes, interventions and informed consents, doulas may empower women to initiate interpreted care for comfort measures and social concerns. With education in interpreter services, doulas may assure women of their right to birth in their “mother tongue”, reducing the likelihood of labor dystocia. Collaborative “labor” ties between the interpreter and birth doula professions “deliver” on the nature and legalities of interpreted-mediated care for birth women.

D1 Workshop

Advancing the Medical Interpreting Profession through Provider Education

Presented by Claudia Falla

In 2008 the Yale School of Public Health concluded medical schools don’t provide adequate instruction on linguistic and cultural issues impacting clinical care and hospitals don’t sufficiently instruct staff in utilizing trained interpreters. As a result, professional interpreters continue to be underutilized. To advance the medical interpreting profession, stakeholders must raise awareness of the benefits of trained interpreters by educating clinicians regarding the importance of providing linguistically and culturally appropriate care. After 14 years as an industry leader in conducting training programs for healthcare organizations nationwide, NVAHEC recognizes the greatest challenge is often convincing providers such education is necessary. Please join us in discussing the strategies we’ve found most effective, including approaching provider education from the standpoint of legal liability, accreditation compliance, and tangible incentives. We’ll also share our insights regarding best practices in provider education, including distance learning, training retreats, and coaching through needs assessments and provider feedback.

D2 Workshop

It Ain't Only About Religion: Nourishing Interpreters' Spirits with Chaplains

Presented by Jessica Goldhirsch, Jennie Gould, Sister Maryanne Ruzzo

Medical interpreters face painful and sometimes traumatic encounters in the course of their work, which can also touch upon or trigger their own painful pasts. Compassion and temperance can be challenged and worn thin by the vital services provided by interpreters, necessitating spiritual or emotional renewal to prevent the buildup of stress and burnout. Hospital chaplains have the training and experience to support staff during emotionally or spiritually trying times. Come and join us for a spiritually renewing and relaxing experience and gather ideas for how you might team up with your chaplains to better care for yourself and your staff.

D3 Workshop

Applying Principles of Quality in Language Services Operations

Presented by Timothy Clark, David Melendez, Connie Camelo

UMass Memorial Medical Center's Language Services program has implemented sophisticated quality improvement processes and systems to ensure that patients who prefer to receive health care in a Language other than English have 24/7 timely access to quality interpreter services

During this presentation, we will review the operational and systematic changes we have implement using root causes analysis, rapid-cycle pilot projects and strategy development to enhance the delivery and operations of language services departments.

D4 Workshop

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. Fraught with complex information and emotion, health care encounters are demanding of all the professionals involved in the transfer of information and understanding. Medical interpreters display a high degree of professionalism based on excellent training and ongoing education. The session will further your skills in three knowledge areas: pre-natal care; cancer care and end of life care.

D5 Workshop

IMIA International Representatives Meeting

Moderated by Maurizio Di Fresco



D6 Workshop

Research and action aimed at developing "smart users": Geneva, Switzerland

Presented by Patricia Hudelson

The Swiss Federal Public Health Office has funded 5 hospitals with the aim of developing « centers of excellence » in culturally and linguistically appropriate care; what are often referred to in Europe as “Migrant Friendly Hospitals”. This presentation will focus on cross-cutting and integrated client education activities being developed at the Geneva University Hospitals, with a focus on local contextual factors that both limit and facilitate our efforts.

E1 Workshop

Everything You Need to Know about National Certification

Presented by Elena Langdon

Offers a step-by-step guideline on how to prepare for the National Board's oral exam. Focus is on the specifics of taking the oral exam, including a description of what to expect when you get to the testing center, the software program, screen shots of the test setup, and more.

E2 Workshop

IMIA Continuing Education Units (CEU) Program

Presented by Hank Dallmann

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 members are therefore given five years to accumulate 30 hours of documented credit. This workshop will explain how to apply to provide CEUs, how to find the programs that offer CEUs, and tips for acquiring CEUs and using them to differentiate yourself from other interpreters.

E3 Workshop

Historic Victory in Signing of Nation's first contract for Freelance Medical Interpreters

Presented by Barry Fatland

Background to the successful, two-year effort to win better working conditions and pay for freelance medical interpreters in Washington State. Strengthening bonds between formerly isolated individuals throughout the state. The role of the Washington affiliate of the American Federation of State, County and Municipal Employees Union (AFSCME), now Interpreters United/WFSE Local 1679. Highlights of the new contract in effect since July 1, 2011. Is this possible in other states?

E4 Workshop

International Job Analysis for Medical Interpreters

Presented by Winnie Heh

A U.S. job analysis survey of medical interpreters completed in 2009 will now be applied globally. The purpose is to compare the tasks undertaken by medical interpreters worldwide and further advance the profession at an international level. By participating in an international survey within the medical interpreter community, survey respondents will play an important role in standardizing the profession worldwide. The International Medical Interpreter Association is coordinating efforts with the Global Advisory Council to work with trade associations in several countries to further this research project.

E5 Workshop

High-Acuity Interpreting: The Relationship Between Interpreter Fatigue and Encounter Complexity

Presented by Andrea H. Sims

Healthcare interpreters' work can be very taxing. However, interpreters themselves are often uncertain and/or unaware of the particular factors that contribute to their fatigue. This presentation aims to provide information on the various factors at play in an encounter that potentially affect the interpreter's concentration and thus contribute to fatigue. It also looks to shed light on precedents in other industries that make the case for use of a measurement tool to address such factors and fatigue in a more analytical manner. Ultimately, the presenter will share information about current research being carried out at Children's Healthcare of Atlanta on use of a tool that quantitatively measures the relationship between interpreter fatigue and encounter complexity.

E6 Workshop

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 and nuances, as well as other implications of insulting, embarrassing and profane language, interpreters will be empowered to render more accurate equivalents without distorting, embellishing or changing the original meaning. This session will invite audience to actively participate in various scenarios (Spanish to English, English to Spanish), crafted from real life encounters in the medical setting and collected from years of experience. Participant discretion is advised. Presentation will be in English and Spanish.



F1 Workshop

Video Medical Interpretation Services via Cell Phone Transmission

Presented by Craig Locatis, Isabel Detzler

The authors reported a formal study of video medical interpretation services in a hospital setting last year, using wireless and wired technology in a university medical center where the interpretation office was located. This follow on effort involved testing the feasibility of providing the service via cell phone technology to a pharmacy in a distant community clinic. Formal data collection was limited, but the technology implemented is described and perceptions of the technology's performance are presented based on interviews with the participating pharmacists and interpreters and comments from twenty five patients. Providing video interpretation service was possible and the video quality was acceptable, although not as good as in the previous study. Factors affecting the use of video with cell phone technology are identified as well as events precluding a more formal assessment.

F2 Workshop

Improving Your English Skills for Translation and Interpreting (or simply communicating!)

Presented by Arlene M. Kelly

Independent of what your native language is, as a professional translator or interpreter, improving skills in one of your working languages brings lasting benefits. As professionals in the field, we do not often take the time (or have the "free" time) in which to indulge our lexicographical desires. Meeting up with a new word or discovering one with which we are already acquainted that has a different meaning brings most of us small moments of delight. This workshop will allow us to indulge those longed-for desires, and perhaps gain CEU's as well!

In this workshop, English will be the language targeted for improvement. Several different strategies for widening our range of knowledge and skills; a couple of them appear below.

Texts taken from newspaper articles will be manipulated to provide the raw material with which we can stretch our minds and expand our horizons. For example, single words or phrases will be highlighted, and the goal will be to find exact replacements for the highlighted words without changing the message of the writing. Another exercise will spotlight total reformulation of a text, from beginning to end. All of the exercises will be done in small groups. This provides a comfortable environment for learning and an extra chance for networking with colleagues.

These are not ground-breaking techniques; I am not introducing anything new. But when techniques produce positive results, they deserve to be used and divulged. These techniques help to strengthen and prepare us for all phases of translation and interpreting work (except perhaps the business aspects).

F3 Workshop

Do I need to know this? Why Educating Providers Matters

Presented by Sahra Noor

Education and communication across the health system is the cornerstone of our language service program at Fairview Health Services, a network of seven hospitals, almost 100 clinics and numerous rehabilitation centers and retail pharmacies throughout Minnesota. In the last few couple of year, as part of 2 year strategic plan, we have been purposeful in the way in which we train and educate our internal clients about our services and the value we bring to the hospital. We would like to share our current education and communication initiatives to wide variety of internal clients and stakeholder including nurses, physicians and residents, senior management and hospital board.

F4 Workshop

Interpreters are the Best Advocates: Lessons from WA and CA

Presented by Amanda Ream

Interpreters are the strongest advocates for their own profession, and can enlist the help of the state in educating providers and healthcare consumers on the need for medical interpretation.

This workshop will be highly interactive. Interpreters will analyze the existing delivery system for language services in California and propose solutions for how interpreters, providers and clients interact with it.

California has the largest LEP population in the country, and a great need for interpreters. There are some longstanding programs, but overall indications that use of interpreters is lower than would be expected. Why? How can language services be structured to encourage their use? How can the profession be structured to keep interpreters in the field?

F5 Workshop

Providing Interpreter Services in a Research Study

Presented by Olga Kozlova

Research studies, conducted under the supervision of the Institutional Review Board, are subject to strict regulations. Provision of interpreter services to LEP participants in studies is no exception. Collaboration between providers and interpreters presents an excellent opportunity for education and cultural exploration. Historically, ethnic minorities have been underrepresented in medical research because of fear for mistreatment secondary to the language barrier and cultural misalignment. Removing these obstacles may lead to a positive change.

Interpreter services are mandated from the moment of recruitment. Special skills are required for the interpretation of informed consent forms and for educating providers on the correct approach to medical interpreting. 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.

F6 Workshop

Exploring Skill Acquisition and Expertise in (Medical) Interpreting

Presented by Rachel Herring

Research has provided many insights into the process through which people learn a new skill and eventually acquire expertise in a field. 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. The presenter will review theoretical concepts related to skill acquisition and expertise, the stages of skill acquisition, and the hallmarks of adaptive expertise. The presentation will end with some reflections on the utility and applicability of these concepts for medical interpreters and medical interpreter trainers.

G1 Workshop

Preparing a Campaign to Educate your Local Community

Presented by Grisel Hart

This presentation is aimed to assist interpreters and/or agencies to better educate their community on healthcare interpreting by reaching the right audience with the right tools. It's up to the interpreters to tell the story, so that the community joins efforts to advance the common good. It takes everyone in the community working together to create the adequate access for all.

G2 Workshop

Medical interpretation training; what's next? Let's educate our consumers.

Presented by Maria Schwieter

Formal training for medical interpreters has gained momentum in this country. There are many trained and certified interpreters in this field. Yet, there is still underutilization by our medical system of these trained and highly qualified individuals. In this workshop, we will determine who the potential clients are and how they can be reached. We will also explore the many venues that can be used to educate and engage our potential clients. The workshop concludes with an interactive brainstorming session on what's being done, what else can be done, and who should be doing it.

G3 Workshop

Collecting and Using Data for Quality Improvement in language services

Presented by Susan Choi, Mursal Khaliif

At the Cambridge Health Alliance (CHA), a system for clinician documentation in the EMR of how LEP patient language needs were met was instituted organization-wide. With the "Quick Questions," clinicians in ambulatory care are required to complete documentation for every encounter

with an LEP patient. Because clinicians are able to select from both appropriate (e.g., professional interpreter) and less ideal options (e.g., family or friend), the Quick Questions data provide guidance on areas for improvement. Use of a tool like the Quick Questions allows a healthcare system to ensure compliance with Joint Commission standards and optimize interpreter services. Further, reports from such documentation may prompt quality improvement initiatives to improve language access and ensure the safety of patient-clinician communication. For example, in response to data showing that clinicians regularly provide language assistance to their LEP patients, CHA has explored clinician language proficiency testing.

G4 Workshop

Learning Medical Terminology Through Medical Case Studies

Presented by Zarita Araujo-Lane LICSW, Richard S. Lane MD

Medical terminology was created as a way to merge new medical concepts as the Romans conquered the Greeks as a way to document and describe treatment, physiology, anatomy, diagnosis, procedures and instruments. Although its purpose was to facilitate communication and documentation, any language that only can be understood by a few, runs the risk of creating a divide. As communication in this field evolved, providers, scientists and others started to not only speak "medicalese" but to write it through medical abbreviations. Understanding and speaking "medicalese" provides interpreters with greater professional opportunities and with an advantage regarding memory retention.

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

G5 Workshop

Awareness of the Risks of not Working with professional Interpreters

Presented by Lolie Makhubu

Durban is a city in the province of KwaZulu-Natal in South Africa. The language policy in South Africa caters for eleven official languages, with Sign Language and other languages being recognized. However, in Durban there are four official languages which are isiZulu, English, isiXhosa and Afrikaans. Sign Language is also recognized. Most of the time the communication is in is mostly in English.

It is against the above background that the students, who are registered for the National Diploma in Translation and Interpreting, were to investigate the current practices or and the need for interpreting services. Recently another research which is similar is being conducted by a BTech student.

The presentation shows how the officials and the patients in some hospitals view and use services of an "interpreter".



G6 Workshop

Language Neutral Interpreting Training

Presented by Cristiano Mazzei

Training translators and interpreters in language neutral courses at the community college level offers a variety of challenges and rewards, including different levels of language proficiency, disparate levels of bilingualisms, a diversity of languages—many of them spoken by minority cultures—, adult learners versus undergraduate students, distinct degrees of technology literacy, and many more. This paper explores the experience of a T/I program in a large community college recently created to train and improve the quality of translation and interpreting services provided in the local community, and focuses on the issues raised by such diversity and some solutions for situations that are specific to community college learners and students from very diverse cultural backgrounds.

H1 Workshop

Advancing Effective Communication: Joint Commission Standards and Resources

Presented by Brette Tschurtz, Christina Cordero, PhD, MPH

This presentation will detail the revisions or additions addressed by each of the patient-centered communication standards, such as qualifications for language interpreters and translators; identifying and addressing patient communication needs; collecting patient race and ethnicity data; and patient access to a support individual. In additions, best practices and resources identified in The Roadmap will be discussed.

H2 Workshop

From Code of Ethics and Standards of Practice to the National Certification - leaving the semi-professional status behind

Presented by Eric Candle

This session will focus on the International Medical Interpreters Association (IMIA) Code of Ethics & Standards of Practice and their role in laying the groundwork for the National Certification for Medical Interpreters, launched in 2009. These documents have set international standards for the field of medical interpreting and provided the basis for streamlining medical interpreter education. The National Certification is presented as a key factor in establishing a new medical interpreting profession and ensuring patient safety for the Limited-English-Proficiency population.

H3 Workshop

IMIA National Accreditation for Medical Interpreter Training Programs

Presented by Izabel S. Arocha

The IMIA has been on different initiatives to standardize medical interpreter education. In the area of continuing education, the IMIA developed in 2009 the first and only national CEU program which accredits continuing education workshops specifically for medical interpreters. Its National Training Directory (see <http://www.imiaweb.org/education/trainingnotices.asp>)

allows the public to search for training programs by language, category, state, country or type of program. The IMIA had to develop categories and basic criteria for inclusion which are already in place. National Accreditation is an evolution of this work. While state and other educational accreditation programs already exist, there is none specific to medical interpreting education, which is a highly specialized field. Now, with national certification in place, there is growing need for a program to ensure to the public whether or not a training program meets minimum standards or exceeds standards set by the field. This workshop will describe the work that has been done to date and the timeline for the work that is pending.

H4 Workshop

Networking Time with IMIA Leadership

Presented by IMIA Leadership

Do you know who your IMIA leaders are? Have you ever wanted to connect with them? Do you want to contribute your ideas to those that can make them a reality? This is your opportunity to do so. This is a great time to meet them personally and also to discuss with them your opinions about how we can best advance our profession. Your feedback is very valuable and there is nothing like meeting face to face. At the beginning of the session the IMIA leaders will introduce themselves and let participants know what role they play in the organization, so that participants can target their discussions to those they believe would be most suited to their needs. This is also a great forum for those who want to learn about professional development opportunities within the organization and/or about the responsibilities of the different IMIA leadership positions.

H5 Workshop

International Patient Services at ISMETT: Interpreting & 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.

H6 Workshop

From Medically Fragile Infant to Early Childhood Special Education

Presented by Tessa Donato

The field of Early Childhood Special Education (ECSE) is growing exponentially due to IDEA, Child Find and No Child Left Behind. This type of education promotes early intervention in many forms such as physical, occupational, and speech therapy. Working with Individual Education Plans, Evaluation Reports are complicated and require not only medical and legal terminology and understanding the ECSE program, and working with parents who, sometimes unexpectedly, are overwhelmed by their new arrival and having to deal with multiple professionals in their lives. This session will focus on how to effectively interpret in sensitive and delicate situations and still abide by the code of ethics and the standard code of conduct.



BIOS

Zarita Araujo-Lane LICSW

Zarita Araujo-Lane LICSW is the president of Cross Cultural Communication Systems, Inc. (CCCS, Inc.) She has authored multiple articles for the ATA on Medical Interpretation. She taught for several years Portuguese Medical Interpretation at Bentley College and she taught a course on Cultural Competency for Medical Interpreters at Cambridge College. Zarita has organized a team and is one of the main writers for several manuals on medical interpretation and other educational materials such as videos and role-plays for her company. Zarita has a long history of designing, implementing, supervising and training Interpreter Programs nationwide.

Izabel S. Arocha

Izabel S. Arocha, M.Ed., CMI, is the Executive Director of the International Medical Interpreters Association. Prior to this position she served two terms as President of the IMIA, transforming the organization into an international membership organization. She is a professor at the Boston University and Cambridge College Interpreting Programs. Izabel has worked as a Medical, Conference, and Court and Federal interpreter for over two decades. Her Multidisciplinary Competency Model has been utilized as a foundation to multidisciplinary interpreter educational programs. Arocha is a strong national advocate for certification and the reimbursement of medical interpreters in Capitol Hill, and for language rights as an international human rights issue. She was born in Australia and raised in several countries: Belgium, Spain, Japan, Mexico, Serbia, and Brazil. Izabel was the first recipient of the IMIA Lighthouse Leadership Award in 2010. She holds a Bachelor in Management from Lesley University, a Translation Certificate from University of Cambridge, England, and a Masters in Education from Boston University and is now a PhD candidate at Osaka University, Osaka, Japan. Her most recent research surrounds multicultural identity and its impact in the cultural interface role. She is fluent in Spanish and Portuguese and speaks French well.

Alexandra Baer

This presenter has been a Spanish and Portuguese interpreter for over ten years. She has interpreted for local agencies as well as for private entities in a variety of settings. Currently, she is working throughout New Hampshire, and is the quality control and the trainer for the interpreters of a local agency. Alexandra, former president of NETIA (New England Trained Interpreter's Association), completed a master's degree in music from the University of Kansas in 1993, and is a board-certified music therapist. As a provider of continuing education courses, Alexandra has done presentations at national and state conferences.

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 university level. He has contributed to several conferences with papers and posters. His research interests are professional ethics of the interpreter and professionalization processes.

Marjory Bancroft

With over 30 years in the language field, Marjory Bancroft is a national leader in community interpreting. She holds a BA and MA in French linguistics from Quebec and advanced language certificates from Spain, Germany, and Jordan. Since 2001 she directs Cross-Cultural Communications, an interpreter training agency that licenses trainers across the U.S. A prolific author, she speaks widely at conferences and sits on the ISO subcommittee for international community interpreting standards and ASTM International's interpreting subcommittee. She directs THE VOICE OF LOVE, a national nonprofit that supports interpreting for survivors of torture, trauma and sexual violence.

Lola Bendana

Lola Bendana has been involved in the translation and interpreting field for over 18 years; since 1997, she has been the Director of Multi-Languages Corporation. In the past, she served as a member of the Board of Directors of the Healthcare Interpretation Network where she chaired the Policy and Terminology Committees; she was a member of the technical Committee of the Canadian General Standards Board that created translation service standards CAN 131.10-2008 and Chaired the committee that created the National Standard Guide for Community Interpreting Services, she was Canada's representative of the International Medical Interpreters Association (IMIA). Presently, she serves on the board of AILIA, is the Chair of the AILIA Communications Committee, Vice-Chair of the Association and member of the Translation Committee, member to the CAC to ISO TC37 (Canadian Advisory Committee), since January 2011, Lola is the President of IMIA.

Connie Camelo

Lori Odell RN, holds a nursing and community health degree. She has extensive experience in a range of health and social service settings. She has had patient and family centered care at her core and worked with diverse populations. Currently she works as a Clinical Quality Project Manager in the Quality and Patient Safety Division at UMass Memorial Medical Center in Worcester, Mass. She interfaces with multidisciplinary groups to assess and enhance quality and patient safety. She helped implement the Patient and Family Advisory Council in 2010. The council together identify patient care improvements and initiatives within the medical center

Eric Candle

Eric Candle is a licensed Community Interpreter trainer and an adjunct professor of medical interpreting at the State University of New York. He holds a Master's degree in computer translation and computer science. Eric has been a medical interpreter at the largest NY State hospitals for over 15 years. He has studied, taught and worked as an interpreter and translator in Germany, Austria and Russia. Eric is the IMIA Member of the Board and New York State Representative. He has given numerous presentations on the National Certification for Medical Interpreters and the meaningful access to health care for LEP population.

Charley Chan

Charley Chan has over 20 years of translating and interpreting experience. She started focusing on medical



interpretation field when she joined APICHA in 2007 and became very motivated in helping Chinese LEP community in New York since then. Currently she works part-time as a medical interpreter at New York Downtown Hospital. She received her M.A. in Dance and Dance Education from Columbia University.

Susan Choi

At CHA, Susan is responsible for managing language service quality improvement initiatives focused on enhancing patient language need documentation and ensuring that those needs are met safely. She also manages the Zero Disparities Committee, a cross-departmental working group that seeks to reduce disparities in service utilization and health outcomes among populations served by CHA. In this capacity, she has spearheaded efforts in improving processes for collecting and using race/ethnicity/language patient data. Susan received her BA and MA degrees in Psychology from Harvard University, where she is currently working towards a PhD in Social Psychology.

Timothy Clark

Timothy Clark, BA in Business Administration. In his role as a scheduling coordinator at the UMass Memorial Medical Center Interpreter Services department, he is responsible for the 24/7 scheduling operations for the largest and most comprehensive hospital-based interpreter services department in central and western Massachusetts. Tim has implemented various QI systems to enhance the efficiencies of the Interpreter Services scheduling division

Anita Coelho Diabate

Anita Coelho Diabate is a Portuguese Medical and Mental Health interpreter with Cambridge Health Alliance. Anita holds post-secondary certificates in Medical and Mental Health interpreting. At the Cambridge Health Alliance, she works within their internal Call Center and on the hospital units fielding Medical and Mental Health interpreter assisted requests. As IMIA Vice President, her responsibilities include developing innovative ways to promote Medical Interpretation internationally, incorporating member feedback into new programs for furthering professional interpreter development. As an IMIA Board Director, she is committed to sharing vital information on National Certification for the advancement of Professional Medical Interpreters.

Christina Cordero, PhD, MPH

Christina Cordero is an Associate Project Director in the Division of Healthcare Quality Evaluation at The Joint Commission. Dr. Cordero works on standards development projects for the hospital and laboratory accreditation programs. She previously developed patient-centered communication standards and The Joint Commission monograph Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care: A Roadmap for Hospitals. She provided research support to the Hospitals, Language, and Culture: A Snapshot of the Nation study. Dr. Cordero earned her Doctor of Philosophy in Immunology and Microbial Pathogenesis and her Master of Public Health degrees from Northwestern University.

Hank Dallmann

Hank Dallmann has a M.A in Spanish Translation and Interpreting from Rutgers University, where he has been an instructor since 2005. He teaches medical and community

interpreting, medical translation and the required internship component of the T/I program. He was responsible for developing curricula for those courses as well. Currently Hank is the Director of the New Brunswick Community Interpreter Project, part of the Office of Community Health at the Robert Wood Johnson Medical School, where he is an interpreter, translator, interpreter trainer, and a language access consultant. He is also a preceptor for Rutgers' practica in medical interpreting and translation. He has given many workshops and presentations to healthcare providers and stakeholders of all levels about issues related to language access and culture. He has consistently worked to establish and expand professional interpreting and translation services at the RWJ Medical School, in the local community and throughout the state of New Jersey. Hank is the chair of a local language access workgroup and his current work focuses on laying the foundation for certification of medical interpreters in this state. In 2008 he was selected as the first New Jersey state representative for the IMIA. Hank also works freelance as a licensed trainer in Community Interpreting and Medical Terminology. He has lived and worked in Ecuador and has studied in Merida, Mexico.

Isabel Detzler

Isabel Detzler was born and raised in Venezuela, attended La Sorbonne in Paris, and later received a BA in English Literature & Creative Writing from Emerson College in Boston. She studied Teaching English as a Second Language at Simmons College and worked as a journalist and English teacher in Caracas. Isabel has been a medical interpreter and translator for over 15 years. She started interpreting and translating at the Medical University of South Carolina in 2005 and was coordinator of MUSC Interpreter and Cultural Competency Services from 2008 to 2010. She is a member of IMIA, ATA, and NCIHC.

Maurizio Di Fresco

Maurizio Di Fresco attended the Higher Institute of Interpreters and Translators, where he graduated in 1992. While working as a freelance interpreter, he studied Political Sciences. From 1999 to 2008, he worked as an in-house interpreter at the Mediterranean Institute for Transplants and Advanced Therapies. In 2006 he obtained a second University Degree in Language Mediation. In 2008 he started working with the International Patient Services, managing administrative and logistic activities concerning foreign patients, including recruiting and directing interpreters for many languages. In addition to being an International Patient Services Coordinator, Maurizio works as a freelance conference interpreter.

Tessa Donato

Tessa Donato is President and Owner of her own professional and interpreting agency in Mankato, Minnesota. She is a Spanish interpreter of 10 years with expertise in Early Childhood Special Education and medical interpreting. Six years ago, she was blessed with a baby boy with Down syndrome. His entrance into this world inspired her to return to college and acquire a Master's in Education and Licensure in Early Childhood Special Education

Samantha Endicott, MPH, CPTC

Samantha Endicott is a Donation Coordinator and the leader of the Boston Team with the New England Organ Bank. Samantha began her work in organ and tissue donation with the Alabama Organ Center, first as a tissue procurement



coordinator. She later transitioned into the role of organ donation coordinator, joining the staff of the New England Organ Bank in 2007. She received her B.S. in biology and master's degree in public health from the University of Alabama at Birmingham, and is a certified procurement transplant coordinator.

Claudia Falla

Claudia Falla is an adult educator and medical interpreter with 9 years of experience conducting linguistic, cultural and professional training programs for adults. For the past two years Claudia has acted as the Testing and Training Specialist for NVAHEC, a community based not-for-profit organization, where she is responsible for developing curricula and conducting training programs for bilingual individuals in professional interpreting, as well as for healthcare clinicians in the provision of linguistically and culturally appropriate care. For many years Claudia worked in Lima, Peru as an ESL instructor. She also serves as a volunteer interpreter for the American Red Cross.

Barry Fatland

Barry Fatland has worked in defense of immigrants since 1968, and has been interpreting since 1973. He has a BA in Spanish from the University of Washington, and taught in the public schools in Seattle, WA, and Houston, TX. He was the executive secretary of the USLA Justice Committee in New York City from 1978 to 1981 and edited the organization's quarterly magazine, the USLA Reporter. He is the Washington State representative of the International Medical Interpreters Association (IMIA) and has been involved for more than a year and a half in the unionization efforts of medical interpreters in Washington State, Interpreters United/Washington Federation of State Employees, serving as Chair of the union's Elections Committee. He is currently Interpreter Training Program Coordinator and Trainer for the Bridging the Gap course offered nationally by the Cross Cultural Health Care Program. He has travelled extensively throughout the Americas, is a Washington State DSHS-certified medical interpreter Spanish<>English and is fluent in Spanish and Portuguese.

Darlene Fiotto

Darlene Fiotto is a Licensed Clinical Social Worker who has over twenty-five years of experience working with families in crisis in a variety of settings. She has worked at New England Organ Bank for eleven years, supporting families and offering the opportunity for donation. In addition to her work with families, she provides education to hospital staff as well community outreach, raising awareness about organ and tissue donation.

Jennifer Flamboe

Jennifer M. Flamboe, M.A., CHI, is an Assistant Professor of Spanish & Healthcare Interpretation at Alverno College. Located in Milwaukee, Wisconsin, and is Owner & Linguist at Equalingua LLC, which specializes in Spanish interpreting, translation, language instruction and consulting services. She has over 7 years experience as a Spanish interpreter and translator and is an active member of the local Latino community.

Margaret Franzen

Margie Franzen has worked with language and birth for ten years. After graduate research in the intersection of medical history and literary technique, she went to work with stories

woven in the real world. As a Spanish-English medical interpreter, she services particularly busy prenatal and labor needs in clinics and hospitals. For the past three years she has volunteered with the Small Miracles Volunteer Doula Association in Madison, Wisconsin for women clients from the Ivory Coast, the Czech Republic, Italy, Argentina, Mexico, and the Phillipines. She is an active member of the American Translator's Association and Doulas of North America.

Jessica Goldhirsch

Jessica Goldhirsch, MPH, Training Coordinator for Interpreter Services Department at Boston Medical Center, designs and delivers advanced training courses to and coordinates continuing education for 75 staff interpreters. Ms. Goldhirsch also provides outreach education and training on linguistic access to health care as well as working effectively with face-to-face, telephone and video interpreters to clinicians and students at this large urban academic medical center. Ms Goldhirsch's 25 years of experience include those as child life therapist, health educator and trainer, patient advocate and manager of interpreter services at a community hospital.

Jennie Gould

Jennie Gould is an Episcopal priest and has worked at BMC as one of the Chaplains in the Menino Pavilion since 2002. She holds a Ph.D. in Pastoral Psychology from Boston University. Her interests include Motivational Interviewing, facilitating discussions on how spiritual practices enhance or impede coping with stress, how people encounter the Holy and how people experience meaning-making in life. On the lighter side, she enjoys playing a variety of sports and practices Taiji.

Malvina Gregory

Malvina Gregory, Manager of Catholic Charities Language Partners, a sister program to their Refugee and Immigrant Services Program. Language Partners provides community and medical interpreter services in over 40 languages, serving and drawing interpreters from recent refugee communities (including Cambodia, Vietnam, Serbo-Croatia, Somali, Sudan, Iraq, and Burma). Language Partners addresses the role of culture in every training—from basic to advanced levels, and interpreters regularly have active debates about cultural conflicts and confusions. Malvina herself is a graduate of the Boston University medical interpreting program, and has worked for many years in the field as a Spanish interpreter.

Juan Gutierrez

Juan F. Gutiérrez has a medical degree from the Pontificia Universidad Javeriana in Bogotá; (Colombia) a master's degree in occupational safety and health, and a master's in public health. Juan coordinates the TJ Samson Hospital's Language Access Service. He developed Western Kentucky University's Certificate Program in Cross Cultural Communication in Health Care. He is a Bridging the Gap trainer through the South Central Kentucky AHEC. Juan is IMIA's state representative for Kentucky. He also sits on the Kentucky Hospital Association Committee for Effective Communication in Hospitals, and the board of the South Eastern Medical Interpreters Association (SEMIA).

Grisel Hart

Grisel Hart is a language consultant with a Bachelors Degree in Modern Languages from Universidad



Metropolitana in Venezuela. She is a certified Public Speaker and Proposal Writer. Grisel was the Corporate Relations Coordinator for the Child Care Resource Network and the Director of Marketing for the United Way of Volusia and Flagler Counties where she was in charge of the Marketing campaigns. She was also the Language Services Supervisor for a major organization in Lake Mary, Florida where, among her other duties, she offered webinars on Diversity and Cultural Competency for several insurance companies.

Winnie Heh

Winnie Heh, Vice President, Global Operations, LLS Winnie has an extensive background in call center management, new market development, and sales management. During the last 20 years, she has served in various capacities at Language Line Services—such as interpreter recruiting, testing, training, product and market development, and sales management. As VP of International Sales and Business Development, she led our entry into the UK market, culminating in securing the market leadership position for Language Line Services in the UK through the acquisition of Language Line, Limited in 2006. Prior to joining Language Line Services, she was a conference interpreter and an Adjunct Professor at the Monterey Institute of International Studies. She has an A.A. degree in Accounting and Statistics, a B.A. degree in English Literature and Language, and an M.A. degree in Translation and Interpretation.

Rachel Herring

Rachel Herring is a Spanish Medical Interpreter at the Franciscan Hospital for Children in Brighton, MA. She studied Translation and Interpretation at the Monterey Institute of International Studies and is currently finishing a Master of Advanced Studies for Interpreter Trainers at the University of Geneva. She has worked as an interpreter for hospitals and agencies in the Boston area, has trained interpreters, and has presented on issues related to interpreting and interpreter training.

Juana Horton

Juana Horton is the CEO of Horton Interpreting Services Inc., the largest interpreting and translation company in Rhode Island, working in over 85 languages with over 200 professional translators and interpreters. Ms. Horton, who is Venezuelan-American, has over 15 years of practical application experience in translating and interpreting. In the course of her career, her achievements have been recognized routinely with awards such as "Small Business Leader of the Year", "Minority Small Business Advocate of the Year", and "Healthcare Business Leader of the Year". Ms. Horton currently serves and has served on numerous Boards including: Blue Cross and Blue Shield of RI, U S Hispanic Chamber of Commerce, Region V, Leadership Council, RI Hispanic Chamber of Commerce, New England Association of Schools and Colleges, RI Hospital Board of Governors, Providence Foundation, Disciplinary Board of the Supreme Court of RI, Greater Providence Chamber of Commerce, IMIA and National Board of Certification for Medical Interpreters.

Patricia Hudelson

Patricia Hudelson, PhD, is a medical anthropologist. She is co-founder of a Cultural Consultation service at the Geneva University Hospitals, and focal person for interpreting-related issues at the hospital. Her research and teaching activities are focused on understanding and addressing linguistic and cultural barriers to health care.

Linda Joyce

Linda Joyce, M.S., CMI is a Language Access Specialist, interpreter trainer and remote interpreter Linda presents workshops nationally and internationally on various aspects of best practices for providing competent language access. She is a Board Director of the International Medical Interpreters Association, a member of the American Translators Association and serves on Language Line University's Global Advisory Council. For several years she has worked towards the professionalization of the medical interpreting field and serves as a subject matter expert for the National Board of Certification for Medical Interpreters.

Arlene M. Kelly

Arlene M. Kelly practices translation and interpreting mainly between English and Portuguese. Her activities include teaching translation and interpreting as an adjunct professor at Bristol Community College in Fall River, Massachusetts. As a Staff Interpreter II, she also interprets full-time with the Massachusetts Trial Court, where she is one of five Portuguese interpreters, and one of 12 certified court interpreters statewide.

Vera Kevic

Vera Kevic has been active in the Interpreting Industry in her role at Access Alliance Language Services. She is currently the Supervisor of the Interpretation and Translation Services department, a Canadian leader in the sector. Ms. Kevic has facilitated numerous workshops on Working Effectively with Interpreters. She has also delivered the Core Community Interpreter training to new interpreters and is equally responsible for on-going professional development opportunities for experienced interpreters. She has completed her BA with Honours from the University of Toronto and holds a Certificate in Teaching Adults program from George Brown College.

Mursal Khaliif

Mursal Khaliif is the senior director of Multicultural Affairs and Patient Services at Cambridge Health Alliance, an innovative, Harvard Medical School teaching affiliate and award-winning health system that provides high quality care in Cambridge, Somerville, and Boston's metro-north communities. In this role, Mr. Khaliif provides senior leadership to the operations, human resources, customer service, and financial performance of Multilingual Services, Cross Cultural Education, Patient Relations and Guest Support Services. In addition, Mr. Khaliif provides system-wide guidance for compliance with legal and regulatory requirements, and develops best-practice and service benchmarks in the areas of linguistic and cultural appropriate services to patients/families. Mursal Khaliif holds a Bachelors of Science degree in Nursing/Public Health, and a Graduate Certificate in Health Care Management. In 2007, Mr. Khaliif completed a Cultural Competency Fellows with the American Hospital Association's Health Research & Educational Trust. Currently, Mr. Khaliif is enrolled in a Fellowship with the Massachusetts Institute on Community Health Leadership.

Olga Kozlova

Interpreter services are mandated from the moment of recruitment. Special skills are required for the interpretation of informed consent forms and for educating providers on the correct approach to medical interpreting. 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.



Richard S. Lane

Dr. Richard S. Lane, an Internist in the Extended Care Facility Program at Harvard Vanguard Medical Associates of Boston, Massachusetts. He is a bilingual educator, fluent in Spanish. Dr. Lane's interest are the doctor/patient relationship, teaching interview skills to medical students and residents, cross-cultural communication in medicine, care of elderly patients in rehabilitation and sub-acute units and palliative medicine and hospice care at end of life. Dr. Lane became board certified in Palliative Care and Hospice Medicine in 2004.

Elena Langdon Fortier, MA, CT

Chair of National Board of Certification

Elena Langdon Fortier is Supervisor of Interpreter & Translation Services at Baystate Medical Center in Springfield, MA, where she oversees a staff of 45. Prior to working at Baystate, Elena worked as a freelance interpreter and translator (Portuguese<->English) for several years. She is certified by the American Translators Association (ATA) as a translator (Portuguese to English) and holds an MA in Translation Studies from the University of Massachusetts Amherst (UMass). She has been teaching interpreting and translation since 2005 at several educational institutions, including UMass and Boston University. As part of her work at Baystate, and as an instructor, Elena has experience analyzing, evaluating and articulating the skills, techniques, standards and ethical framework needed to be an effective and professional interpreter. She also screens and trains new hires at Baystate and coordinates in-house training for the staff. In addition to her work on the Board, she is the administrator of the Portuguese Language Division of the ATA. Born in the United States, Elena grew up in Florianópolis, Brazil, where her mother and brother still live.

Craig Locatis

Craig Locatis is a project officer and educational research specialist at the Office of High Performance Computing and Communications (OHPCC), National Library of Medicine, National Institutes of Health where he manages externally funded projects and conducts internal research on computer and communications applications for telemedicine and distance learning. He is the principle investigator working with Internet based digital video technologies at OHPCC and has authored or co-authored over sixty publications. He received his Ph.D. from Syracuse University and his Master's and BA degrees from Arizona State University.

Dr. Dale Lupu

As CEO of American Board of Hospice and Palliative Medicine, Dr. Lupu helped hospice and palliative medicine to obtain its official recognition as a physician subspecialty, and was lead policy analyst for hospice at the Department of Health and Human Services during the early 80's when the Medicare hospice benefit was being formulated. She holds a BA from Harvard-Radcliffe College and MA as well as PhD from Johns Hopkins University School of Public Health. Currently, Dr. Lupu is Professorial Lecturer in Health Policy at the George Washington University School of Public Health and Associate Faculty at the Bloomberg School of Public Health, Johns Hopkins University.

Lolie Makhubu

Lolie Makhubu is currently the head of the Department of Media, Language & Communication at the Durban University of Technology in South Africa. She is also the

Programme Co-ordinator for the Translation & Interpreting Practice programme at the university and lectures mainly in interpreting at various academic levels. She is an accredited freelance interpreter and translator in isiZulu and English. Her other field of interest are South African Sign Language (SASL) and terminology development.

Cristiano Mazzei

Cristiano Mazzei has a BA in Translation and Interpretation from São Paulo, Brazil, a Master's degree in Translation from the University of Massachusetts Amherst, and is currently enrolled in the PhD in Comparative Literature at the same institution. He has worked as a translator and interpreter for many years and as a medical and community interpreter and trainer in the United States for the past five years. Cristiano has also taught Portuguese at Smith College, Massachusetts, and is currently the director and instructor of the Translating & Interpreting (TRIN) program at Century College in Minnesota.

David Melendez

David Melendez, Senior Spanish interpreter and After-Hours Supervisor at the UMass memorial Medical Center, David has extensive experience in the management of the after-hours operations for the largest and most comprehensive hospital-based program in central Massachusetts. He has assisted in the implementation of several quality improvement initiatives to improve the delivery and efficiencies of interpreter services after-hours. He has served as a senior interpreter mentor for new interpreters and students enrolled in the medical interpreter training program.

Laura Nakazawa, B.S., M.A., CMI

Laura Rocha Nakazawa is a certified medical interpreter who has been working as Manager of Interpreter Services at Dana-Farber Cancer Institute for the past five years. She leads a large pool of interpreters covering over 40 languages and is actively involved in developing a state-of-the-art interpreter services department. She is also a federally and state certified legal interpreter, as well as conference interpreter. Laura specializes in the medical and technology fields. She worked in software localization for Wang Labs, as well as many other local software companies in the New England region. She has been involved with medical translations for the last thirty years. Laura is a native of Montevideo, Uruguay and has been living in the Boston area for the past twenty years.

Sahra Noor

Sahra Noor is the director of language services and community health at University of Minnesota Medical Center, Fairview. In this capacity, Noor leads the medical center's community health program and oversees language services operations for several Fairview hospitals and clinics. Noor holds a bachelor's degree in nursing from St. Catherine University and a master's degree in nursing and health systems administration from the University of Minnesota.

Lori Odell

Lori Odell RN, holds a nursing and community health degree. She has extensive experience in a range of health and social service settings. She has had patient and family centered care at her core and worked with diverse populations. Currently she works as a Clinical Quality Project Manager in the Quality and Patient Safety Division



at UMass Memorial Medical Center in Worcester, Mass. She interfaces with multidisciplinary groups to assess and enhance quality and patient safety. She helped implement the Patient and Family Advisory Council in 2010. The council together identify patient care improvements and initiatives within the medical center

Paul Penzo

Paul Penzo is the vice-president of All Languages Ltd. and has over 15 years of work experience with this private full-service translation and interpreting company. All Languages has been in operation since 1971 and serves the largest customer base in Canada with award-winning service in over 120 languages. Paul has been involved with interpreting, translation, operations, and IT in a variety of management functions. Paul is also the current Translation Committee Chair of Canada's Language industry association, AILIA. Additionally, he has been actively involved in establishing language service provider standards both nationally in Canada through ACCTI, AILIA, and CGSB, and internationally with ICLC.

Amanda Ream

Judy Stevens. Strategic Policy Coordinator for Interpreting for America/AFSCME, Interpreting for America is a nationwide effort of interpreters, communities, patients and providers speaking up for real language access in healthcare. AFSCME is the American Federation of State, County and Municipal Employees. We are the country's largest union of public service providers with 1.6 million members. We lead innovative campaigns to secure public funding for vital services like language access, and to establish a voice for working families.

Sister Maryanne Ruzzo

Maryanne Ruzzo is a Sister of Charity and has been a Catholic Chaplain at BMC since 2004. She holds an MA in Pastoral Ministry and is a Board Certified Chaplain, integrating her training both in Theology and Counseling. Previously, she was the day supervisor at the Women's Inn at Pine Street Inn. She brings a compassionate presence to those who are struggling with illness and end of life issues, helping people in their spiritual quest, and ministering with families of trauma patients. She enjoys the beach, movies with friends and gathering volunteers to help re-build New Orleans

Gabriele Sauberer

Gabriele Sauberer is the Director of TermNet, the International Network for Terminology. She holds a PhD in Russian Linguistics and finished post graduate studies on European and International Management. Gabriele designed and performed many projects at European, regional and international level and developed trainings and seminars with focus on European and International topics in the field of quality management and linguistic and cultural diversity. Gabriele is a certified quality auditor in the language industry. For the Austrian Standards Institute she is active in several committees as expert in terminology, translation and diversity management. Since 2007, she is teaching cross-cultural communication and diversity management at the Centre for Translation Studies of the University of Vienna.

Maria Schwieter

Maria Schwieter is currently the staff medical interpreter and trainer at IU La Porte Hospital. She has worked as a trauma nurse specialist, diabetes educator, nursing clinical

educator, and mental health counselor. She holds Bachelors degrees in Nursing and psychology and a Masters of Science in Mental Health Counseling. She is the founder and president of NIMIA. Maria's extensive involvement in the medical field, interpreting and interpreter training has prepared her with a unique opportunity to experience firsthand the issues of patient safety and language barriers.

Ira SenGupta

Ira SenGupta, Cross Cultural Health Care Program's Executive Director has developed and conducted numerous hours of cultural competency trainings nationally for hospital administrators, physicians, nurses, social workers and medical research staff. Her trainings focus on the systemic integration of the CLAS standards, the forthcoming Joint Commission requirements related to language and culture in patient safety and the role of culture and language in communication. She brings to her workshops a genuine enthusiasm for the subject, a wealth of stories and strategies, and an energetic style. Ira serves on the national advisory board for the Diversity RX conference series and on the Board of the International Medical Interpreters Association (IMIA). She has lead several community-based research projects and was the principal investigator on developing a compendium of best practices for the CLAS (Culturally and Linguistically Appropriate Services) standards for the Department of Health and Human Services (HHS) Office of Minority Health. A leader in her own community, Ira has extensive experience working with ethnically diverse communities. As a medical interpreter qualified in three languages, she has gained a deep understanding of community perspectives on health care. She is a contributing author to CCHCP's Bridging the Gap Medical Interpreter Training and was the co-founder of the Society of Medical Interpreters in Washington State.

Andrea H. Sims, CMI

Andrea has been in the interpreting field for 15 years. She began her career in Oregon as a contractor for Pacific Interpreters, and later as a fulltime telephonic interpreter at their company headquarters in Portland. She earned her B.A. from the University of Oregon in Spanish/International Studies with a minor in Ethnic Studies. Andrea worked for six years developing and managing interpretation departments in two healthcare systems, eventually transitioning back into a fulltime interpreter position at Children's Healthcare of Atlanta. Andrea received her CMI credentials this year and is also carrying out research on interpreter fatigue related to encounter complexity.

Adela Staines

Mrs. Staines was born in Madrid, Spain and obtained her Bachelor of Arts degree in General Education and a minor in Communications from the "Universidad Complutense de Madrid". She also holds a Masters degree in the Sciences of Education from "La Universidad Panamericana de Mexico". As one time owner of her own company, she represented publishing companies from Latin America in the United States. Mrs. Staines presented as professional expert at numerous teacher conferences and worked as a consultant for the Texas Education Agency for bilingual programs. Later on she accepted a position as Public Relations Director in Spanish speaking radio and television, where she worked also as a Media Anchor in Houston, Texas and in Hartford, CT. She is a member of the American Women in Radio and Television Association, where she co-chaired for diversity affairs and that position made her aware of the



need of communication improvement in media and in the American diverse population. As an interpreter and translator has worked for Saint Raphael's Hospital in the Children Psychiatric Inpatient Unit, Language Line Company, Hines Publishing Company, International Interpreters and Translators and currently, as an interpreter at Yale New Haven Hospital. She was a co-founder of the Medical Interpreting Association of Connecticut MIAC and member of New England Translator Association NETA and the International Medical Interpreters Association IMIA.

Serene Su

Serene Su is an IT consultant with iBridge Learning. A veteran international business executive and English/French/Chinese interpreter, she is passionate in developing mobile applications for medical interpreters.

Lawrence Taber

Lawrence Taber started his career with the U.S. Air Force in 1980 as a Russian interpreter. In addition to supporting the USAF's airborne reconnaissance mission, Mr. Taber served with the Defense Threat Reduction Agency in furtherance of bilateral arms treaties with the Russian Federation. Mr. Taber joined the FBI in 1995 as a linguist at the Washington Field Office. His experiences there included multiple overseas assignments working with allied partners. As the Assistant Section Chief for Operations in the FBI's Foreign Language Program, Mr. Taber oversees foreign language operations across the country and around the world.

Damon Timm

Damon Timm, B.S. ASL Interpreting, RID certified. at UMass Medical center. He has assisted in the implementation of numerous quality improvement projects, including nationally recognized educational and research ventures focusing on improving quality of care for patients with diverse linguistic and cultural backgrounds. These projects include: data collection systems to measure and report the effectiveness of language services; systems to prioritize the delivery of interpreter services; development of best practices guidelines for interpreters and staff; hospital-wide implementation of OPI.

Lena Toolsie

Linguist Lena Toolsie got her start interpreting in the political arena and for global media organizations such as Washington Times, Insight Magazine, the Guardian, and Boston Globe and instructed at leading European language centers. After settling in the US she spent more than a decade with the nation's top linguistics agencies before starting her own company, Ad Astra, Inc., to focus on medical and government language support solutions. Lena received her MA Applied Linguistics from St. Petersburg State University Russian Federation and is currently working on her MBA from George Washington School of Business.

Brette Tschurtz

Brette Tschurtz is an Associate Project Director in the Joint Commission's Division of Healthcare Quality Evaluation. She is currently the project manager of a research study, Advancing Equitable and Patient-Centered Care, to promote the integration of equitable care into national patient safety and quality efforts. Ms. Tschurtz served as the project manager for Cultural and Linguistic Care in Area Hospitals, a study examining what tools, resources, and services are available to meet the culture and language needs in South Florida hospitals. Ms. Tschurtz holds a BA degree in Communications from the University of Iowa.

Alvaro Vergara-Mery, PHD, CMI

Alvaro Vergara-Mery, PhD, CMI is the vice-president of NITA (Nevada Interpreters and Translators Association). He is also a Certified Medical Interpreter, trainer and researcher at University Medical Center of Southern Nevada in Las Vegas. Dr. Vergara-Mery is a faculty member at MITIO (The Medical Interpreting and Translating Institute Online) as well as director and IMIA delegate to the National Board for Certification of Medical Interpreters. He has been involved and actively participated in the interpreting profession for 10 years and has presented at various national and international conferences.



IMIA INTERNATIONAL CHAPTER REPRESENTATIVES

The IMIA is governed by an Executive Board and is organized by city, state and international chapter representatives. The IMIA chapters are the ones who 'act' locally, implementing IMIA initiatives and promoting the profession and collaborative relationships in their areas. The IMIA takes this opportunity to thank our representatives as model advocates for the profession.



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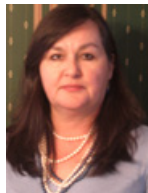


IMIA STATE CHAPTER REPRESENTATIVES

The IMIA is governed by an Executive Board and is organized by city, state and international chapter representatives. The IMIA chapters are the ones who 'act' locally, implementing IMIA initiatives and promoting the profession and collaborative relationships in their areas. The IMIA takes this opportunity to thank our representatives as model advocates for the profession.



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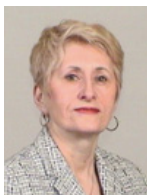
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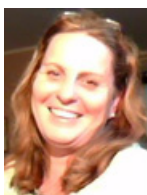
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Please go to www.imiaweb.org (States or Countries) for more information on how to become an IMIA representative.



IMIA COMMITTEES

The IMIA relies on its members to advance the profession. We have always been a grassroots organization that believes each promote the profession. The following committees need your help:

Conference Committee

Chair - Kyra Marino, info@imiaweb.org

- Call for papers, speaker selection and interface
- Selection of venue, space and catering
- Vendor selection and interface (includes audiovisual, printer, registration, handouts, etc.)
- Organization of all aspects of the conference
- This committee is very active from May to November

Membership Committee

Chair - Iliana Rivera, Membership@imiaweb.org

- Creation of corporate membership marketing materials for distribution to hospitals
- Hospital liaison work (includes visits to interpreter depts)
- General recruitment of individual members

eNews Committee

Chair - Ingrid Pintucci Leeman, eNews@imiaweb.org

- Development of eNews copy
- Dissemination of eNews to outside organizations
- Online publications posting and membership distribution
- Request and management of all submissions

Public Relations Committee

Chair - Lourdes Sanchez, PublicRelations@imiaweb.org

- Media outreach with a view to increase coverage of the profession and our organization
- Promotion of our work with other organizations
- Attendance at conferences of other organizations as IMIA representatives

Education Committee

Chair - Hank Dallmann, Education@imiaweb.org

- Development of compendium of medical interpreter educational programs
- Promotion of continuing education for medical interpreters
- Organization of CEU system for IMIA members
- Development of IMIA Accreditation Guidelines for educational institutions
- Development of client education materials

Ethics Committee

Chair - Maria Gatej, Ethics@imiaweb.org

- Development of IMIA Ethics Pledge for all members to sign
- Organization of ethics-based discussion groups
- Structuring of ethical violations complaint process

Fundraising Committee

Chair - Ester Bishop, Fundraising@imiaweb.org

- Development of Fundraising Plan
- Seek Sponsors for the Conference
- Seek innovative ways for the organization to raise funds for our causes

Medical Terminology Committee

Chair - Nelida Chan, MedicalTerminology@imiaweb.org

- Promote Professional Terminology Standards
- Work with international medical terminology project
- Promote medical terminology online sources for interpreters
- Develop standards for medical terminology education for medical interpreters

To join a committee, please log into your IMIA profile at IMIAweb.org and click on the committee you wish to join.



IMIA DIVISIONS

The IMIA relies on its members to advance the profession. We have always been a grassroots organization that believes each person can make a difference. Please see the different divisions you can join below. These are new communities of interest within the association providing members an added forum for professional development.

INTERPRETING SERVICE PROVIDER (ISP) DIVISION

The Membership Committee extends a warm invitation for you to join us and become regularly involved in activities with other IMIA members around the world. As an IMIA ISP member, you have many benefits and are linked to local, state, national, and international efforts to advocate for the right of linguistically diverse patients to a competent medical interpreter. We welcome ISP members as our partners in advocating for competent medical interpreters, and as our supporters to the cause of competent language access and equality of care for all persons. ISP members enjoy bimonthly calls to discuss topics that are most relevant to their needs.

Chair - Paul Penzo, IMIAISPDivision@imiaweb.org

SPANISH AND PORTUGUESE DIVISIONS

These divisions of IMIA were created for Spanish interpreters who want to network, share, and benefit from Spanish medical interpreting related information and resources. The Division objectives would include recruiting new members, promoting this division of IMIA to Spanish interpreters and creating a supportive environment that fosters collaboration between interpreters.

Key Objectives of Spanish & Portuguese Divisions:

- Collaborate with Hispanic and Portuguese Medical Associations
- Invite interpreters to join the IMIA
- Promote collaboration and sharing of information among medical interpreters
- Promote language specific resource information sharing on Division web page

Portuguese Division Chair - Cristiano Mazzei, IMIAPortugueseDivision@imiaweb.org

IMIA is currently seeking a Spanish Division Chair -please email info@imiaweb.org if you are interested.

PROVIDERS DIVISION

We are happy to have a contingency of health care providers who have joined our mission to provide professional interpreting services to all patients who need these services. We are hoping to get more members who can give us the provider perspective, and work collaboratively with us in better serving these patients.

Key Objectives:

- Collaborate with medical associations
- Invite providers to join the IMIA
- Promote collaborative work between providers and interpreters
- Represent the IMIA at medical association conferences
- Promote working only with qualified medical interpreters

Chair - IMIAProviderDivision@imiaweb.org

TRAINERS DIVISION

Are you an interpreter trainer or instructor? Join your colleagues in other institutions in our monthly discussions. The main objective of this group is to serve as a support group for interpreter trainers, instructors, educators, and language coaches, and to promote discussions that will disseminate best practices for professional medical interpreter education. To Join the Trainer's Circle and Receive Email Notifications for Upcoming Trainer Circle Calls, please email info@imiaweb.org. You must be an IMIA member to join the calls.

Chair - IMIATrainersDivision@imiaweb.org



IMIA CODE OF ETHICS

The IMIA Code of Ethics was the first code of ethics to be adopted nationally and internationally for medical interpreters. All IMIA active members agree to abide to the IMIA Code of Ethics when they join the association. We take this opportunity to remember what these important ethical guidelines for our work as medical interpreters.

- I. Interpreters shall maintain confidentiality in all assignment-related information.
- II. Interpreters shall select the language and mode of interpretation that most accurately conveys the content and spirit of the messages of their clients.
- III. Interpreters shall refrain from accepting an assignment when professional skills, family, or close personal relationships affect impartiality.
- IV. Interpreters shall not interject personal opinions nor counsel patients.
- V. Interpreters shall not engage in interpretations that relate to issues outside the provision of health care services unless qualified to do so.
- VI. Interpreters shall explain their roles and cultural differences or practices to health care providers and patients when appropriate.
- VII. Interpreters shall use skillful unobtrusive interventions so as not to interfere with the flow of communication in a triadic setting.
- VIII. Interpreters shall keep abreast of their evolving languages and medical terminology.
- IX. Interpreters shall participate in continuing education programs as available.
- X. Interpreters shall seek to maintain ties with relevant professional organizations in order to be up-to-date with the latest professional standards and protocols.
- XI. Interpreters shall refrain from using their position to gain favors from clients.



IMIA STANDARDS OF EXCELLENCE

We are committed to our mission of promoting the profession and creating and maintaining a culture of inclusion, transparency and excellence by exceeding the expectations of our members and the industry. The following standards of excellence support this commitment.

Continuous Improvement

We strive to continually look for ways to improve and promote improvement in all our activities.

Integrity

We perform our jobs in an ethical manner, with honesty, sincerity and respect for others and we are not afraid to take a stand when we recognize an injustice.

Plurality

We foster a culture that accepts plurality and a diversity of viewpoints and products, such as codes of ethics and standards of practice. We also believe that multi-organization collaboration is one way to foster plurality of views.

Diversity

We are each responsible for creating and maintaining a culture that values the unique skills, viewpoints, characteristics, experiences, and cultural and linguistic backgrounds of our members.

Responsibility

We do what we say we are going to do and take ownership of our work and our behavior.

Transparency

We keep our membership informed of the organization's positions, direction, future plans, current activities and decision-making process. We also keep our membership informed of other organizations initiatives, not only promoting our own work.

Timeliness

We promptly respond to members because they are our highest priority, and we do our best in being expedient in all our activities.

Professionalism

We consistently demonstrate behavior that is worth emulating and reflects well on the organization.

Teamwork

We work and communicate effectively with our members and other organizations to promote the profession and to bring out the best in each other, and the organization.

Collaboration

We do outreach and promote healthy collaborative relationships with diverse organizations, including government entities, for profit or non profit organizations.

Innovation

We continually develop and promote innovations to the field of medical interpreting, which are often replicated and/or adopted by other organizations. As a national and international trade association representing medical interpreters, we believe that interpreter practitioners are the ultimate experts in their field.

Fiscal Responsibility

We use our resources wisely and efficiently to achieve our goals. We are not reliant on any outside funder. We are a fiscally independent organization.

Development

We are dedicated to enhancing our professional and personal knowledge and skills and to assisting our members in their professional development efforts.

The IMIA believes that commitment to these standards of excellence results in enhanced service to our members, improved productivity, a unified organization, and the promotion of individual growth and responsibility in the field.



SAVE THE DATES for UPCOMING IMIA EVENTS!

May 11 & 12

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.*



Presentations on:

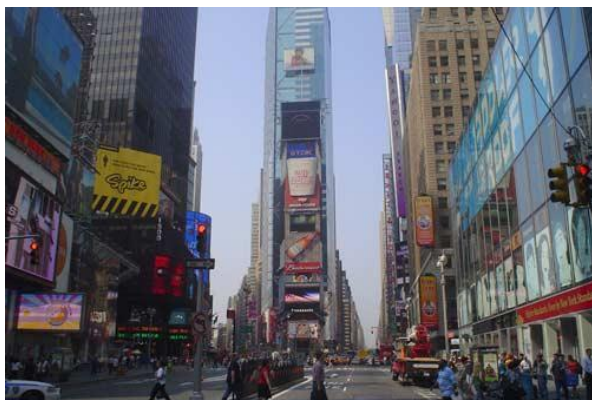
- ❖ Language Access Quality Measures
- ❖ Dispatching Software Systems
- ❖ Language Access Technologies
- ❖ Minority Language Management
- ❖ Managers Implementing National Certification

June 1 & 2

2012 IMIA Trainers Symposium

Location TBD • 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 1, 2012!





2012 IMIA 8 HOUR MEDICAL TERMINOLOGY BOOT CAMP™ SERIES



*"Medical terminology is essential
to medical interpreters.
Many members have asked and
we have responded. The IMIA is
bringing the boot camps to
several US cities in 2012!"*

-IMIA Administration

SAVE THE DATES IN 2012!

Providence, RI – March 10
Los Angeles, CA – May 12
New York, NY – June 2
Fayetteville, AR – July 14
Tulsa, OK – September 8
Boston, MA - November 10

THIS SESSION OFFERS an introduction to the fundamental aspects of biomedicine, with focus on key concepts and common problems encountered in medical practice. The students will acquire the essential knowledge of the basic components of medical terminology. The individual anatomy (structure), physiology (function), pathology (diseases), and principles of diagnosis and treatment are discussed. Newer diagnostic procedures and methods of treatment are emphasized. In this way, 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 discuss observations.

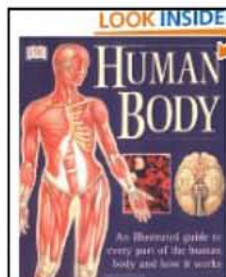
LEARNING OBJECTIVES:

- Identify basic anatomy and function related to the major body systems.
- Define common medical terminology associated with the major body systems.
- Recognize prefixes root words, and suffixes used to form medical terms.
- Identify the meaning of medical terminology used in context.
- Explain terminology of common diagnosis, symptoms, diagnostic procedures and treatment of selected medical conditions.

INSTRUCTOR:



Marlene Vicky Obermeyer, MA, RN, A registered nurse with over thirty years of hands-on bedside nursing. Marlene originally came from the Philippines, completed her nursing education in the U.S., and has obtained additional certificates in cross-cultural training and transcultural nursing. Marlene is an experienced cross-cultural trainer and continuing education provider for nurses with emphasis on Cultural Competency. She has designed and authored over 100 contact hours of continuing education courses for nurses. She is a cross-cultural trainer who prepares expatriates and their families for international assignments and has worked with Cargill and Sprint international executives. Marlene is a certified eCollege instructor and has taught anatomy and medical terminology online at Virginia College. In 2009, she started Culture Advantage, an online continuing education provider offering three programs in Professional Medical Interpreter Training (English-Spanish, Language-Neutral, and Fast Track for Healthcare Professionals). The programs are based on the IMIA Standards in addition to 70 percent medical terminology content. She has trained interpreters for the Rockford Health Systems, Ohio Health Partners, and for indigenous speakers of five Maya languages as part of a U.S. Catholic Conference of Bishops project



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)

Go to www.imiaweb.org

> Events or Join





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The IMIA would like to thank

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NOTES



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**INTERPRETERS
TRANSLATIONS**

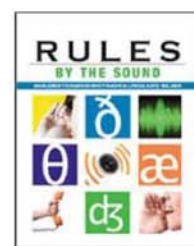
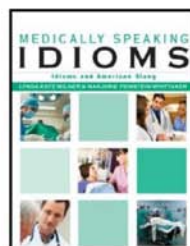
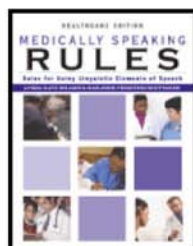
Arabic	Italian
Armenian	Japanese
Cambodian-Khmer	Korean
Chinese-5 Dialects	Laotian
Croatian	Norwegian
Czech	Polish
Dutch	Portuguese
Farsi	Portuguese Creole
Filipino-Tagalog	Russian
French	Sign Language
French Creole	Spanish
German	Swiss
Greek	Swedish
Hebrew	Thai
Hindi	Vietnamese
Hmong	& Others
Hungarian	

Horton Interpreting Services, Inc. is a member of the International Medical Interpreters Association, National Association of Judiciary Interpreters and Translators, American Translators Association and Women's Business Enterprise National Council. Juana Horton is a member of the New England Translator's Association.

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Bienvenue

Benvenuto

Seja bem-vendo(a)!

Willkommen

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Interpreters Associates, Inc., division of Intérpretes Brasil, an international linguistic services company responsible for translation and interpretation for some of the top international companies worldwide, is dedicated to the future of interpreting services, supporting both the National Board of Certification of Medical Interpreters and the Certification Commission for Healthcare Interpreters.

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Are you ready to take the national certification exams?

Are you familiar with both organizations that offer national certification, and what is required from both?

Interpreters Associates, Inc. continues to offer a 9-hour prep course taught by instructors that have passed all available national certification as well as a medical doctor to help the medical interpreter "fill in the gaps" so as to be more prepared to take the national certification exams. The course covers: a review of medical interpreter code of ethics and standards of practice according to the IMIA, NCIHC and CHIA, a practice test that will pinpoint your areas of weakness, a 7 system review of body systems along with major illnesses and treatments as well as critical thinking of the interpreter encounter and methods on passing the oral evaluation.

All classes are \$125.00 and are taught Friday 6:00PM - 9:00PM as well as Saturday 9:00AM - 3:00PM (lunch included Saturday). This course has been approved for the accrual of IMIA CEU credits.

Check website for dates and times: www.interpreterassociates.com
Click on "Continuing Education"





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PREPARE FOR YOUR NATIONAL CERTIFICATION EXAM “GETTING READY FOR YOUR WRITTEN HEALTHCARE INTERPRETER CERTIFICATION EXAM”

Currently there are two organizations that are presently offering national certification for healthcare interpreters. In order to prepare you for the written portion of the exam, CCCS, Inc. is proud to offer this certification training on site at our Woburn, MA location, and online.



*“After taking this course,
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Andres Lofrano

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Course fees:

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For more information contact:

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Take Control: Offer Video Interpreting Services To Your Customers Today

It happens every time a national video interpreting company signs up a new customer:

Local interpreting agencies lose work.

Clearly, video interpreting offers tremendous cost savings and is a great way for an organization to decrease interpreting costs while increasing quality of service. Deaf enjoy fewer non-interpreted interactions; interpreters receive more work.

For years, video interpreting was out of reach for most local interpreting agencies.

Not anymore, thanks to VRI Direct.



VRI Direct is a video remote interpreting (VRI) technology company that offers agencies and interpreters an affordable, turnkey VRI system. Through VRI Direct's patent-pending system, agencies can offer VRI services at a fraction of the cost of other VRI solutions – and with many more features.

There are no contracts and no expensive equipment required. An agency's customers pay nothing to VRI Direct to have access, and pay rates that are negotiated directly with the agency – not VRI Direct.

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THE CROSS CULTURAL HEALTH CARE PROGRAM

Training, Consulting, Assessments & Publications

The Cross Cultural Health Care Program (CCHCP) is a nonprofit with a 19 year history of supporting cross cultural health care with trainings and publications.

- * Created one of the nation's leading medical interpreter training programs, *Bridging the Gap* (BTG) – taught nationwide by CCHCP and its 55 licensed training agencies
- * Publishes bilingual medical glossaries in 24 languages
- * Gives customized Cultural Competency training, consulting and assessment programs
- * CCHCP's annual Train the Trainer programs strengthen the internal capacity of over 45 new organizations each year

Upcoming trainings:

- * *Bridging the Gap* Training of Trainers Institute, Oct 17–21, 2011

Recent publications:

- * English-Burmese-Karen Medical Glossary
- * English-Nepali Medical Glossary
- * Chinese Medical Glossary

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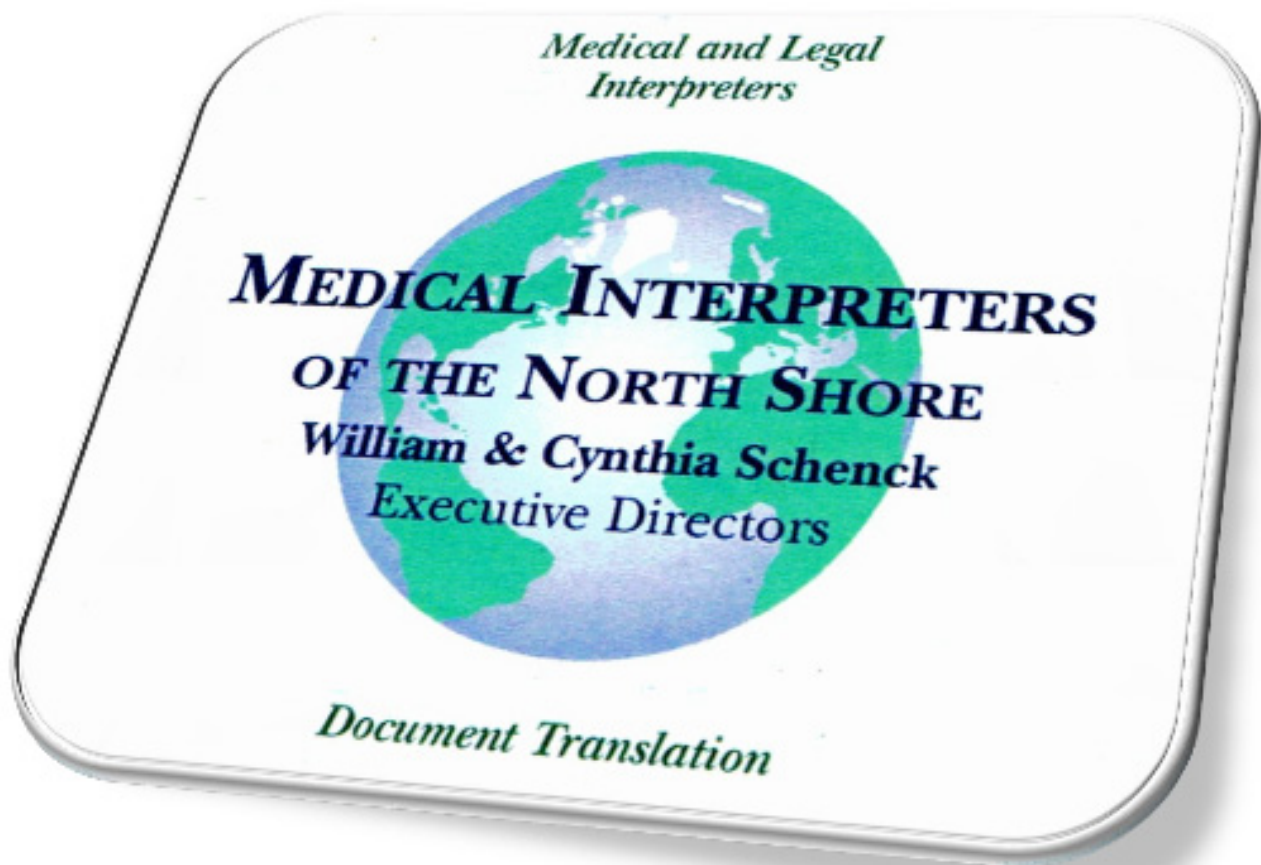


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Provide Better Care Through Visual Communication
With the push of a button, provide real-time access to language interpreters

> The Problem

Increased patient satisfaction and improved outcomes are the goals of all healthcare providers, and the ability to effectively communicate is paramount for optimum patient treatment. In emergency situations the delay of treatment or inaccurate information obtained by poorly communicated pre-conditions can result in patient harm, unnecessary complications, and in extreme cases, adverse patient outcomes.

Most patient encounters rely on visual indicators for proper comprehension of patient conditions, diagnosis and treatment. Therefore, a hospital must not only provide language interpretation, but to optimize communication the interpreter needs to be present with the patient and clinician and hence remote interpretation by audio only is often subpar or inadequate for effective patient diagnosis and treatment.



Dispatch Control Center

Resources Online

Language Pair	Interpreter Name	Rating	Today's Calls	Total Calls	Device	Location
French / English	Maria Throuer	12.57	6.23	6.23	Video / Mobile	Levee Call Center
French / English	Sylvia Anadole	6.23	6.23	6.23	Video / Mobile	Levee Call Center
French / English	Simon Dupres	6.23	6.23	6.23	Video / Mobile	Levee Call Center
French / English	Matthieu Krenn	10.27	10.27	10.27	Video / Mobile	Levee Call Center
French / English	Krista Klatz	2.56	2.56	2.56	Video / Mobile	Levee Call Center
French / English	Joseph Ahn	11.57	11.57	11.57	Video / Mobile	Levee Call Center
French / English	Maria Teu	12.57	12.57	12.57	Video / Mobile	Levee Call Center
French / English	Cameron Kim	6.23	6.23	6.23	Video / Mobile	Levee Call Center
French / English	Vijay Samuthran	6.23	6.23	6.23	Video / Mobile	Levee Call Center
French / English	Javier Gonzales	10.27	10.27	10.27	Video / Mobile	Levee Call Center
French / English	Ida Fuentes	2.56	2.56	2.56	Video / Mobile	Levee Call Center
French / English	James Iadonna	1.57	1.57	1.57	Video / Mobile	Levee Call Center

Requested Language Rank

Language	Rank
Spanish	7
Tagalog	5
Cantonese	2
German	2
French	1

Stats

Stat	Value
Login Time	05:15:27
Num of Calls	18
Avg Call Time	34:12
Avg Wrap Up	0:29
Avg Idle	2:43
Avg Time Out	0:30

Log Data View

- > Server online ...
- > 27 resources ...
- > 3 active, 3 wrapping up, 1 pending, 5 available ...

> The Solution

SBR Health's Video Remote Interpreting addresses the shortcomings of remote interpretation services through the use of low cost video technologies, any device/any network deployment, skills based routing, intelligent queuing, n-way video calling and a video-based distributed call center.

The result is a better way to connect your doctors, patients and interpreters with the benefit of

- Higher quality of communications
- Improved utilization of interpreters and clinicians
- Reduction in medical errors
- Reduction in treatment times
- Improved patient satisfaction
- Optimized clinician workflow
- Minimized equipment and IT support costs
- Disaster readiness

> Learn More

SBR Health is redefining how video is used across the Arc of Patient Communications™. Are you currently managing an in-house staff of interpreters or responsible for optimizing your hospitals processes? If you wish to learn how you might benefit from our solutions, we would love to hear from you.

SBR Health, Inc.

imia@sbrhealth.com

phone: 617-475-1658





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or a
Certified Healthcare Interpreter (CHI) ?

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THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS

National Certification – The Facts

WHO are we?

The National Board of Certification for Medical Interpreters (National Board) is incorporated as a non-profit organization formed through an open, blind and public process and comprised of an independent group of industry professionals. The Board is the certifying entity and has complete authority over all essential certification decisions. Several stakeholder groups (e.g., the public and other consumers, medical providers, trainers, employers, regulators, and certificants) are represented. A list of the Board Members is on our website.

WHAT do we offer?

The National Board offers a credible, valid and reliable national certification program for healthcare interpreters and the exams has been scientifically validated. At present, interpreters who work in any language can apply to the National Board written exam. Spanish interpreters can take the oral exam in order to qualify for the CMI credential, which stands for "Certified Medical Interpreter." Other languages are in development (see below).

WHEN can I take the exams?

The written exam is available to all interpreters as it is entirely in English. The oral exam is available in select cities for interpreters for Spanish, Russian, Vietnamese, Mandarin, Cantonese and Korean oral exams will be ready soon. Once the oral exam is up and running in key cities in the U.S., the testing center sites will be expanded to other locations.

WHERE are the exams offered?

The exams are offered nationwide, at proctored sites. Exams are scheduled according to candidates' availability. For written exam PSI sites see, www.psionline.org

For oral exam ISO testing sites, check our website at www.certifiedmedicalinterpreters.org



What are the STEPS to get certified?

1. To register and see the prerequisites go to: www.certifiedmedicalinterpreters.org/register
2. Take the written exam (in English)
3. Take the oral exam (in Spanish, other languages soon!)

How much does it COST?

Registration \$30 / Written Exam \$150 / Oral Exam \$250
The cost is spread out, as you do one step at a time.

What's NEXT?

The development of the oral exam in 5 additional languages – the National Board is recruiting Subject Matter Experts in the following languages: Arabic, French, Haitian Creole, Japanese and Portuguese. If interested, send your resume to: info@certifiedmedicalinterpreters.org

What's TESTED on these Exams?*

Written Exam

- Medical terminology knowledge in *English*
- Roles of the medical interpreter
- Code of Ethics
- Cultural competence
- Medical specialties
- Interpreter Standards of Practice (IMIA, CHIA, NCIHC)
- Legislation and regulations (HIPAA, CLAS)

Oral Exam

- Consecutive interpreting skills in context, in both working languages
- Sight translation (oral interpretation of written materials from English into target language)
- Cultural awareness in context

What's NOT in these Exams?

- Simultaneous interpreting skills
- Sight translation from target language into English
- Written translation skills

**All exam content is based on our extensive 2009 job analysis.*

Questions?

Can I retake the exams if I don't pass? YES
How soon afterward?

Three months after the date of the previous test.

What training courses are available?

Go to the IMIA National Training Directory:

www.imiaweb.org/education/trainingnotices.asp

For the complete Q&A list, a study guide, notices for our webinars and more information please see our website, below.

Join our mailing list today! Join a National Board committee as a volunteer. Sign up via our website.

GET CERTIFIED NOW!

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“Boston University is the only area school that provides an English-Chinese interpreting program. I not only mastered interpreting skills, but also accumulated knowledge on crucial procedures in community, medical, and legal interpreting settings—including the code of ethics for interpreters.”

— Yu Wu, BU doctoral student; BU certificate awarded 2010



Program in INTERPRETING CHINESE, PORTUGUESE, AND SPANISH

INFORMATION SESSION

Tuesday, October 4, 6 p.m.

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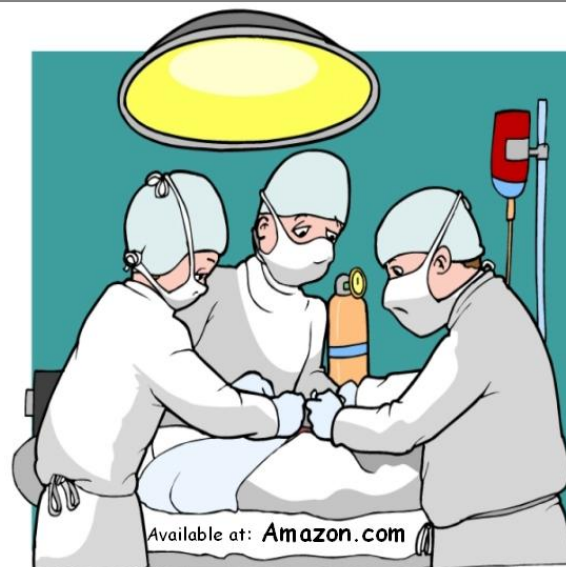


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MEDICAL SPANISH 101

by

GENE COATES, M.A.

edited by

JEANNETTE MURUETA, DDS



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.

Interested in implementing a new language service program? Need to assess your staff in their language proficiency or evaluate your current language program? Want to enhance your knowledge on how to appropriately meet Federal Regulations and Joint Commission Standards?

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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 members are therefore given five years to accumulate 30 hours of documented credit.

**To learn how your program can qualify to offer
IMIA CEUs , please visit:**

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

IMIAWEB.ORG





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Announcing Web Advanced Medical Training for Interpreters



WHAT IS WEB ADVANCED MEDICAL TRAINING?

Language Line® University's Web Advanced Medical Training is the most comprehensive, up-to-date training program, developed by a team of healthcare practitioners with interpreting experience, and experienced interpreter trainers. The quality of this course is backed by an organization with more than 25 years of interpreter training experience to ensure that your employees receive the best training in the industry.

WHAT DOES THE TRAINING COVER?

The Web Advanced Medical Training curriculum includes anatomy and physiology, medical specialties, healthcare practices, diagnostic procedures and testing, and pathology and treatment. Advanced interpreting issues related to ethics, linguistic challenges, sight translation, and cultural competence are also covered.

The self-paced web instruction, plus the shared learning environment will enhance your staff's learning experience, and self-assessment tools will enable them to focus on individualized areas for improvement.

HOW WILL THE TRAINING BENEFIT US?

- Group discounts are available for cost-effective training.
- Travel time and missed work are no longer a concern and efficiency is increased.
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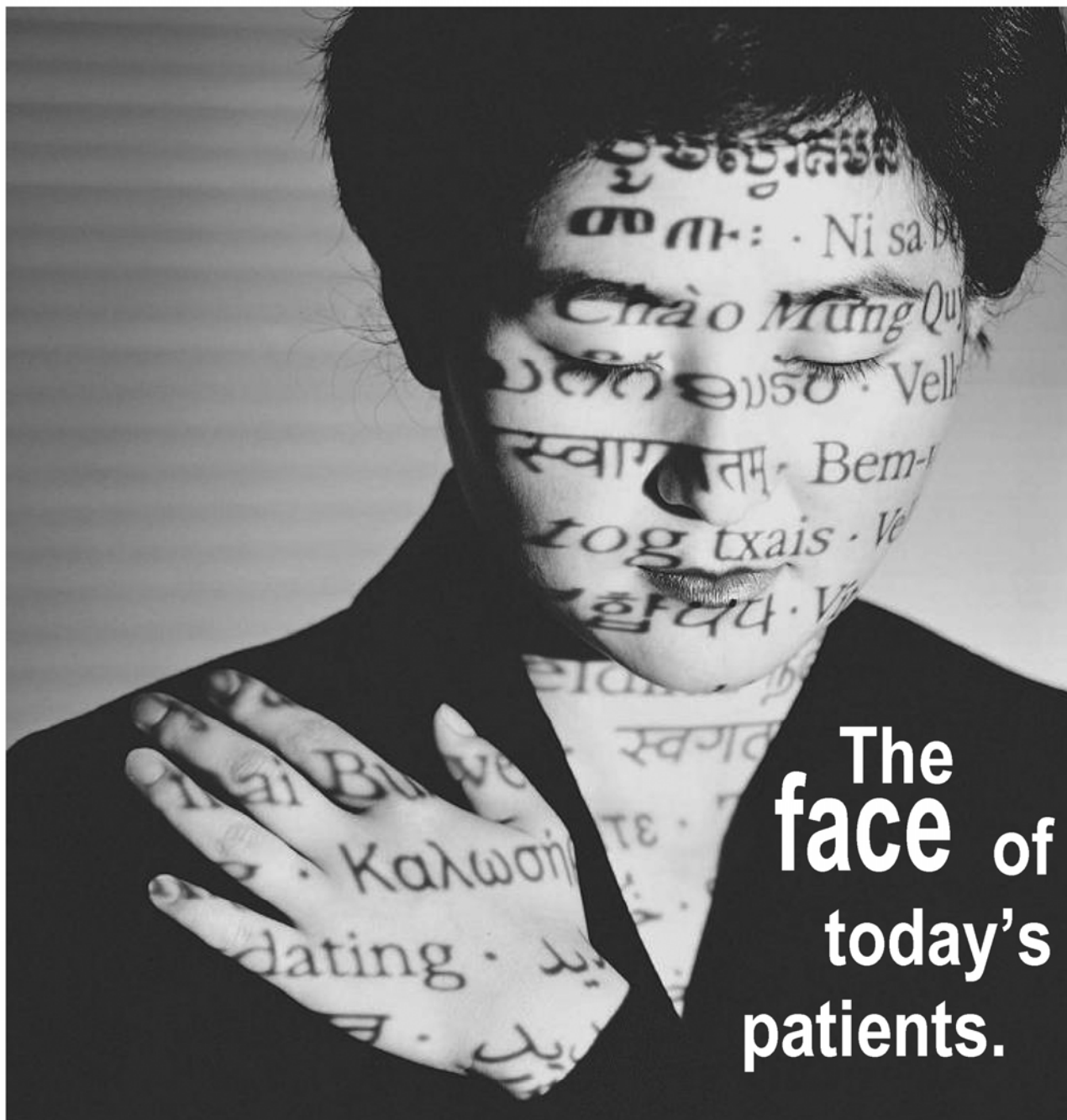


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