



INTERNATIONAL MEDICAL  
INTERPRETERS ASSOCIATION  
Leading the advancement of professional interpreters



## 2011 IMIA INTERNATIONAL CONFERENCE ON MEDICAL INTERPRETING



*Client Education - Everyone's Responsibility*

**September 30 – October 2, 2011**

**The Joseph B. Martin Conference Center  
At Harvard Medical School  
Boston, Massachusetts USA**



# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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## 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 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.**





# INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

Leading the advancement of professional interpreters

## SPONSORS AT THE 2011 CONFERENCE

*(as of 6/17/2011 - will be updated frequently)*

### FLAGSHIP SPONSORS

Language Line Services (<http://www.language-line.com/>)

Medical Interpreters of The North Shore ([info@medinterpreters.net](mailto:info@medinterpreters.net))

### PLATINUM SPONSORS

Pacific Interpreters (<http://www.pacificinterpreters.com/>)

### GOLD SPONSORS

### SILVER SPONSORS

Cross Cultural Communication Systems, Inc. (<http://cccsorg.com/>)

VRI Direct (<https://vridirect.com/>)

### BRONZE SPONSORS

### BLUE SPONSORS

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





## **HOSPITAL SPONSORS FOR THE 2011 CONFERENCE**

*(as of 7/9/2011 - will be updated frequently)*

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.

<b>Beth Israel Deaconess Medical Center</b>	<b>Boston, MA</b>
<b>Boston Medical Center</b>	<b>Boston, MA</b>
<b>Brigham &amp; Women's Hospital</b>	<b>Boston, MA</b>
<b>Cape Cod Healthcare</b>	<b>Hyannis, MA</b>
<b>Children's Medical Center</b>	<b>Dallas, TX</b>
<b>Dartmouth Hitchcock Medical Center</b>	<b>Lebanon, NH</b>
<b>Fallon Clinic</b>	<b>Worcester, MA</b>
<b>Harvard Vanguard Medical Association</b>	<b>Quincy, MA</b>
<b>Lawrence General Hospital</b>	<b>Lawrence, MA</b>
<b>Milford Regional Medical Center</b>	<b>Milford, MA</b>
<b>Nemours/A.I. duPont Hospital for Children</b>	<b>Wilmington, DE</b>
<b>The Ohio State University Medical Center</b>	<b>Columbus, OH</b>
<b>Sister of Providence Health System</b>	<b>Springfield, MA</b>
<b>SSTAR Family Health Care Center</b>	<b>Fall River, MA</b>
<b>St. Jude Children's Research Hospital</b>	<b>Memphis, TN</b>
<b>St. Luke's-Roosevelt Hospital</b>	<b>New York, NY</b>
<b>St. Vincent Hospital</b>	<b>Indianapolis, IN</b>
<b>Tufts Medical Center</b>	<b>Boston, MA</b>
<b>Wheaton Franciscan Healthcare</b>	<b>Glendale, WI</b>





## 2011 CONFERENCE SCHEDULE-AT-A-GLANCE

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



## DIVERSE EXPERIENCES

### Interpreter Department Tours

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. 2010 Hospitals: Boston Medical Center (Friday 10am) & Cambridge Health Alliance (Friday 12pm). Please contact the hospitals directly at [aquessa@challiance.org](mailto:aquessa@challiance.org) and [Larry.Salas@BMC.org](mailto:Larry.Salas@BMC.org).

### 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, and at the end the 2010 Election Results will be announced!

### Plenary Expert Panel Discussions on Patient Safety and the Minority Language Patient

These will bring the perspectives of national experts coming from different disciplines: administration, interpreting, legal, medical, and risk management. Join the conversation and learn from the experts.

### 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.

### Corporate Members Annual Meeting

Are you a corporate member? This is the opportunity for you to meet the other corporate members. This meeting will enable corporate members to network and to discuss what their specific needs are within the field. Our hope is that corporate 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 [iarocha@imiaweb.org](mailto:iarocha@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 a corporate 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 Chairpersons and the IMIA Executive Board. 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](mailto: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 (3pm-4pm)**

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 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





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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 (Rotunda)

(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>

### Corporate Division Annual Meeting

(3pm-4pm)

Are you a corporate member? This is the opportunity for you to meet the other corporate members. This meeting will enable corporate members to network and to discuss what their specific needs are within the field. Our hope is that corporate 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:

- Explain the approach that a practitioner uses to make a diagnosis & decide on a patient's treatment.
- Identify basic signs and symptoms.
- Learn and recognize root words, prefixes, and suffixes used in medical terminology.
- Identify medical specialties and sub specialties
- Explain the structures and functions involved in the main body systems.
- Define the common terms used to describe pain.
- Describe the various types of diagnostic tests and procedures that can help the practitioner in making a diagnosis and deciding on proper treatment.



**Yadira Willimann, MD**

Yadira Willimann, MD, holds a medical degree from the University of Veracruz in Mexico where she worked as an emergency and outpatient care physician in a hospital for the underprivileged, gaining ample experience as a family physician at the

Mexican Social Healthcare Institute (IMSS). Dr. Willimann holds a "Bridging the Gap" certificate by Glades Initiative





## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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in Belle Glade, Florida as well as the Spring Institute for Intercultural Learning in Denver, Colorado. For the last three years Dr. Willimann has trained more than 250 interpreters, students, health care providers, social workers and other members of the community through the Glades Initiative, Inc.'s Medical Interpreter Training Connecting Worlds. As a speaker for the American Heart Association within the programs "Go Red for Women" and "Search Your Heart" both programs designed to reach high risk audiences, Dr. Willimann delivered knowledge and action steps to reduce the risk for cardio-vascular disease and stroke to many women and families and taught them how to live a healthy life style through physical activity and nutrition. Dr. Willimann's medical background, her involvement with the community, her language skills and experience in multicultural environments, and especially her passion for teaching make her an outstanding trainer for IMIA's "Medical Terminology Boot Camp".

### 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)*

#### Bios:



**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](mailto: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





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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 PAST 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**

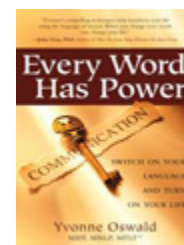
**11:00am-12pm in the Amphitheater**

#### **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**

**9:00am – 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?*

**Panelists:**

**Tim Moriarty**

*Manager, Interpreter Services, Bay State Medical Center*

**David Cardona**

*Director Office of Multi*

**Elena Langdon Fortier, MA, CT**

*Chair of National Board of Certification*

**Moderator:**

**Jessica Goldhirsch**

**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**

*Director*

**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 <math>\leftrightarrow</math> 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.





## INTERNATIONAL MEDICAL INTERPRETERS ASSOCIATION

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### 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.

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### SUNDAY – STATUS OF THE PROFESSION & RAFFLE

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 Schenk, 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*



## CONFERENCE MENU

### FRIDAY

Cafeteria open for lunch and snacks

### FRIDAY WELCOMING SOCIAL

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#### Starbucks Tea Service

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



### SATURDAY

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#### 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
- Chips
- Freshly Baked Cookie
- Assorted Soda or Bottled Water

#### PM Break

Starbucks Coffee • Selection of Teas • Freshly Baked Cookies

### SUNDAY

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#### Continental Breakfast

- Mini Muffins
- Bagels & Danish
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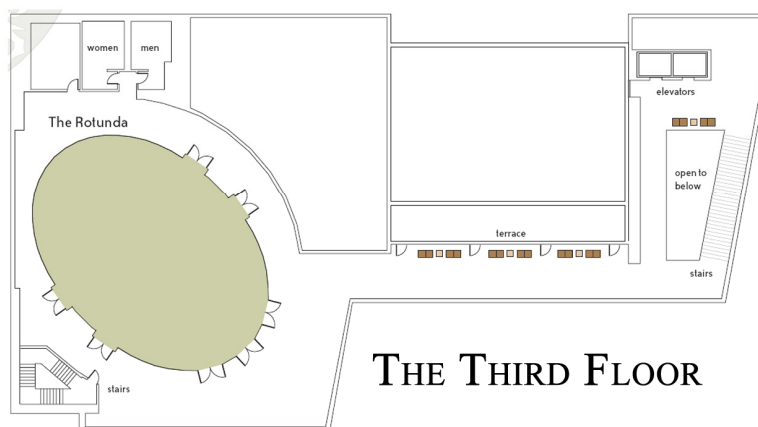
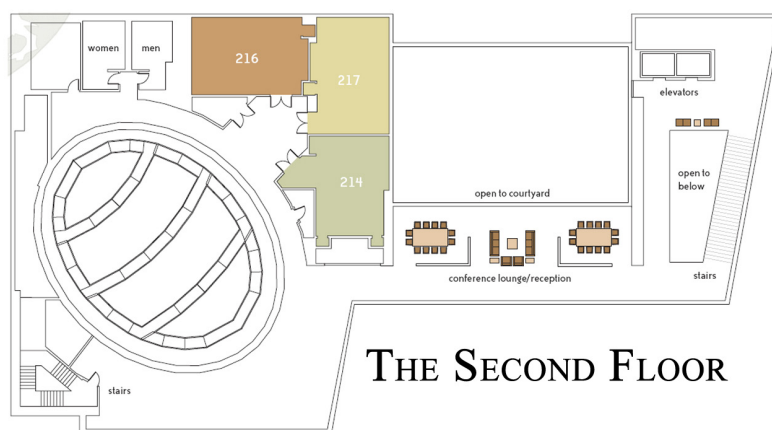
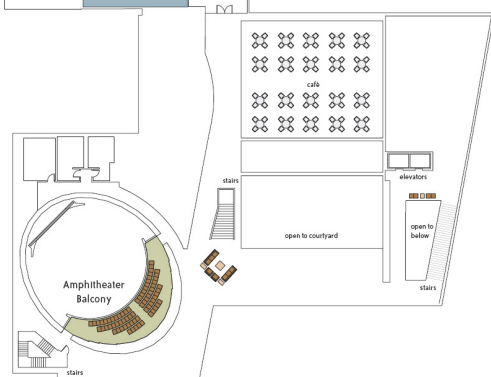
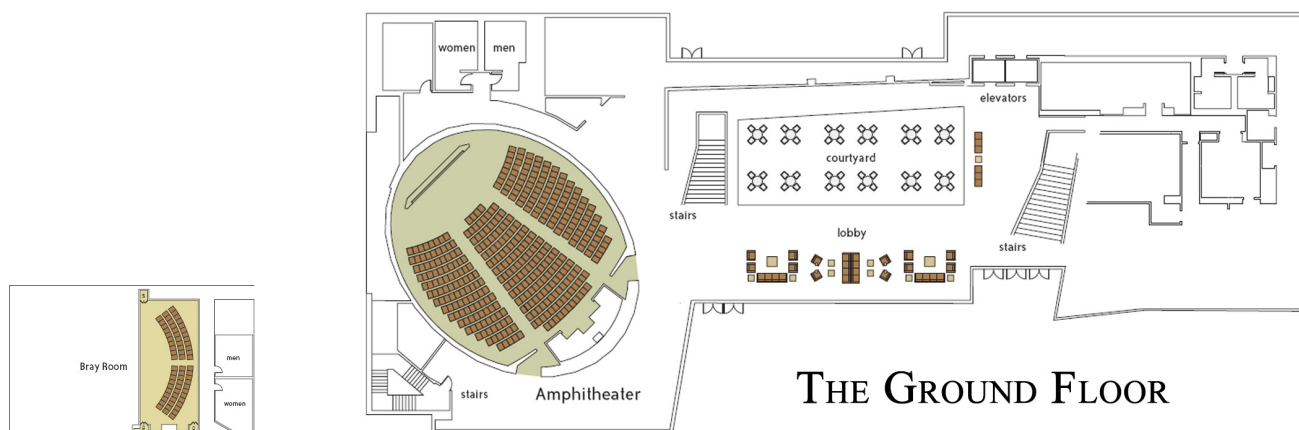


#### PM Break

Starbucks Coffee • Selection of Teas • Freshly Baked Cookies

## VENUE MAPS

### The Joseph B. Martin Conference Center at Harvard Medical School



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

<b>A Workshops</b>		<b>Speaker/Moderator</b>	<b>Room</b>
A1	<b>IMIA Orientation – What Every Member Should Know</b>	Izabel Arocha	Amphitheater
A2	<b>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</b>	Lola Bendana, Paul Penzo, Juana Horton and Gabriele Sauberer	Rotunda
A3	<b>Interpreting Compassion - How to Interpret for Survivors of Torture, Trauma and Sexual Violence</b>	Marjory Bancroft	The Pechet Room
A4	<b>Helping LEP Populations With Low Health Literacy</b>	Serene Su, Charley Chan	Bray Room
A5	<b>The Neuroscience of Cross Cultural Communication</b>	Juan Gutierrez	Room 214
A6	<b>Pitch Perception and the Interpreter's Brain</b>	Alexandra Baer	Room 217

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

<b>B Workshops</b>		<b>Speaker/Moderator</b>	<b>Room</b>
B1	<b>Cultural Brokering: Explorations in Curriculum Design &amp; Practice</b>	Jessica Goldhirsch, Malvina Gregory, Elida Acuña-Martínez	Amphitheater
B2	<b>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</b>	Lola Bendana, Paul Penzo, Juana Horton and Gabriele Sauberer	Rotunda
B3	<b>Mental Health Interpreting: A Working Approach to Best Practices</b>	Anita Coelho Diabate	The Pechet Room
B4	<b>The Deontological Dimension of Public Service Interpreting: Defining Impartiality and Accuracy</b>	Lluís Baixauli Olmos	Bray Room
B5	<b>Interpreters in the FBI: Beyond Law Enforcement</b>	Lawrence Taber	Room 214
B6	<b>Working Together to Donate Life</b>	Darlene Fiotto, Carmen Ocasio	Room 217



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

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

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

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



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

<b>E Workshops</b>		<b>Speaker/Moderator</b>	<b>Room</b>
<b>E1</b>	<b>Everything You Need to Know about National Certification</b>	Elena Langdon	Amphitheater
<b>E2</b>	<b>Role of Cultural Interpreters in Mental Health Settings</b>	Stella Rahman	Rotunda
<b>E3</b>	<b>Beyond Health—multitude of issues behind seemingly simple health questions</b>	Barry Fatland	The Pechet Room
<b>E4</b>	<b>International Job Analysis for Medical Interpreters</b>	Linda Joyce, Izabel Arocha	Bray Room
<b>E5</b>	<b>High-Acuity Interpreting: The Relationship Between Interpreter Fatigue and Encounter Complexity</b>	Andrea H. Sims	Room 214
<b>E6</b>	<b>Nurse, I want my fu***** pills now!: Interpreting Profanity</b>	Alvaro Vergara-Mery, PhD, CMI	Room 217

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

<b>F Workshops</b>		<b>Speaker/Moderator</b>	<b>Room</b>
<b>F1</b>	<b>Video Medical Interpretation Services via Cell Phone Transmission</b>	Craig Locatis, Isabel Detzler, Deborah Williamson	Amphitheater
<b>F2</b>	<b>Mental Health in Disaster Preparedness and Response</b>	Rose Long	Rotunda
<b>F3</b>	<b>Do I need to know this? Why Educating Providers Matters</b>	Sahra Noor	The Pechet Room
<b>F4</b>	<b>Interpreters are the Best Advocates: Lessons from WA and CA</b>	Amanda Ream	Bray Room
<b>F5</b>	<b>Providing Interpreter Services in a Research Study</b>	Olga Kozlova	Room 214
<b>F6</b>	<b>Exploring Skill Acquisition and Expertise in (Medical) Interpreting</b>	Rachel Herring	Room 217



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

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

<b>H Workshops</b>		<b>Speaker/Moderator</b>	<b>Room</b>
<b>H1</b>	<b>Advancing Effective Communication: Joint Commission Standards and Resources</b>	Brette Tschurtz, Christina Cordero, PhD, MPH	Amphitheater
<b>H2</b>	<b>From Code of Ethics and Standards of Practice to the National Certification - leaving the semi-professional status behind</b>	Eric Candle	Rotunda
<b>H3</b>	<b>Language Access as a Tipping Point for Intercultural Competence</b>	Angela Sasso, Kiran Malli	The Pechet Room
<b>H4</b>	<b>Networking Time with IMIA Leadership</b>	IMIA Leadership	Bray Room
<b>H5</b>	<b>International Patient Services at ISMETT: Interpreting &amp; Beyond</b>	Maurizio Di Fresco	Room 214
<b>H6</b>	<b>From Medically Fragile Infant to Early Childhood Special Education</b>	Tessa Donato	Room 217



### A1 Workshop

#### **IMIA Orientation – What Every Member Should Know**

*Presented by Izabel Arocha*

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, Juana Horton and Gabriele Sauberer*

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





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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, Elida Acuña-Martínez*

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, Juana Horton and Gabriele Sauberer*

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

Standards were used to develop the certification scheme? 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.

### 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

#### **The Deontological Dimension of Public Service Interpreting: Defining Impartiality and Accuracy**

*Presented by Lluís Baixauli Olmos*

The focus of the analysis is on the ethical principles of impartiality and accuracy, although a general description is also included. In order to carry out this piece of research I analyzed the data gathered using a qualitative research method called 'cluster analysis'.

Ethics has been ubiquitous in PSI since the beginning of the discipline. However, it is often the case that ethical concepts we refer to, like 'impartiality' or 'accuracy', still need elucidating.

The development of a professional ethos, a collective identity forged through practice, is a necessary step—among others—that an occupation needs to take in order to become a full-fledged profession. Once the 'profession' status has been gained, the values of such field of practice and of thought become incorporated to the whole of the social system. Deontology may play a role in this change, thus helping shape nations.

### 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.





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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, Carmen Ocasio*

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 [1]. In fact, a recent qualitative study [2] 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.

[1] <http://www.cpli.com/blog/2010-01-27/interpreting-bad-news-article-ata-chronicle>

[2] Quality and competency: Invisible members of the palliative care team, the Medical Interpreter, Suzana Makowski, MD <http://www.awebsource.com/clients/aahpm/blog/?author=50> . October 31, 2010. Web, <http://www.awebsource.com/clients/aahpm/blog/?p=870>



#### 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



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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

#### **Role of Cultural Interpreters in Mental Health Settings**

*Presented by Stella Rahman*

Wearing the hats of a physician, a court certified freelance interpreter and a coordinator of the Cultural Interpretation Services at the Centre for Addiction and Mental Health which is the biggest mental health and addiction facility in Canada, my presentation will focus on the role of interpreters in mental health settings. It will also address the fact that, unlike other healthcare settings, in mental health, talking is the primary tool for proper diagnosis, treatment and referral. It will discuss the impact of culture on the interpreter's role and the controversies surrounding it. In addition, it will provide a comparison of the various modes used currently in Toronto to deliver interpretation services at different hospitals.

### E3 Workshop

#### **Beyond Health—multitude of issues behind seemingly simple health questions**

*Presented by Barry Fatland*

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





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family's health and well being. Societal determinants of health seriously impact a patient's illness, long term care management and health outcome.

### E4 Workshop

#### **International Job Analysis for Medical Interpreters**

*Presented by Linda Joyce, Izabel Arocha*

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, Deborah Williamson*

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

#### **Mental Health in Disaster Preparedness and Response**

*Presented by Rose Long*

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

This workshop will discuss how the mental health of survivors is impacted seriously after a disaster. In many cultures, symptoms of mental health disorders are not seen in the same manner as in the Western culture. In order to recognize the validity of mental health symptoms, the medical interpreter must be trained on how to practice the role of a culture broker for the community she is interpreting for.

Additional stressors for the interpreter who is interpreting for survivors in a disaster will also be discussed.





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## 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





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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*





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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

#### **Language Access as a Tipping Point for Intercultural Competence**

*Presented by Angela Sasso, Kiran Malli*

The Language Access Continuum is a framework that guides the organizational shift from ad-hoc response to comprehensive systemic practice. Identifying promising practices in each of the policy, program and practice levels of institutions, the Language Access Continuum integrates intercultural competencies as core elements to systemic response. While language may be the first, and frequently the most intense barrier, institutions need to couch language within the broader scope of culturally responsive care, and move to a place where intercultural competence is synonymous with organizational competence.

Front line service providers, program managers and hospital administrators often respond to changing linguistic and cultural diversity in an ad-hoc manner. This presentation will explore what needs to be in place to ensure that care is both responsive to the changing demographic as well as organizationally and fiscally efficient.

### 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

### **Elida Acuña-Martínez**

Elida Acuña-Martínez is the Acting Supervisor of Interpreter Services Department at Boston Medical Center. Ms. Acuña-Martínez began her career thirteen years ago as a Medical Interpreter at Massachusetts General Hospital, eventually being promoted to Senior Medical Interpreter. She has co-facilitated continuing education for staff interpreters and outreach education to providers. Elida is committed to providing the best medical interpretation for every patient and to teaching providers the most effective ways to work with medical interpreters. Elida was born in Mexico and came to the US when she was 12 years old.

### **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 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.

#### **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,





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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

### **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,





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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..

### **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 on numerous Boards including the U S 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, and the Providence Economic Development Partnership Board.

### **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.

### **Vera Kevic**

Vera Kevic has been active in the Interpreting Industry in her role at Access Alliance Multicultural Health and Community 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





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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.

### **Rose Long**

Rose Long is a medical interpreter and translator. She has worked in various aspects of health care such as community health education, cultural competency training, curriculum development, training of trainers and medical interpreters, environmental justice training and has managed and implemented different community based participatory research activities. She is proud of her work in the community which gives her a very unique perspective in working with people of different ethnicities and languages which is essential in working in the field of culturally and linguistically appropriate services. Rose was most recently the Director of the Bridging the Gap Medical Interpreter training and licensing program. Rose's efforts in the field of Medical Interpreter training and Training of Trainers program has resulted in a significant increase in the growth of trained medical interpreters, trainers of Interpreter training program and licensed agencies. Rose shares her time and expertise volunteering for the Filipino Community of the greater Northwest, Pacific Asian Empowerment Program, Elizabeth House Senior Housing and is the Treasurer of the International Medical Interpreters Association (IMIA). Contact: [rlong@imiaweb.org](mailto:rlong@imiaweb.org).

### **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





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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.

### **Kiran Malli**

Kiran Malli has worked to improve access to health care for limited and non-English speakers since 1996. She has developed and implemented interpreter service programs in various health care institutions and health regions across the Greater Vancouver area. Kiran is a diversity consultant working in the fields of anti-racism, diversity and cultural competency since 1990. She has a strong background in program planning and development and extensive experience consulting with community groups in designing programs that reflect needs and concerns. Kiran is currently the Manager of PLS Programs and Interpreting Services at the Provincial Health Services Authority.

### **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.

### **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.

### **Carmen Ocasio**

Carmen Ocasio obtained a Bachelors degree in Education and a Masters Degree in Language Arts and Behavioral Science at the University of Puerto Rico. For seven years she worked as a teacher at the School Department in Puerto Rico. In 1997 Carmen joined the New England Organ Bank as a Community Educator, later transitioning to her current role as Family Service Coordinator. Carmen was raised as bilingual /bicultural and has always been interested in diversity issues. She is an active participant in the Hispanic community and is committed to communicating the topic of donation in a sensitive manner.

### **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.

### **Stella Rahman**

Stella Rahman worked as a physician in Dubai where the population spoke Arabic. She mastered the skills of working through an interpreter until she could herself learn enough Arabic to communicate with her clients. She immigrated to Canada in 1992 and became accredited as a Bengali court interpreter with Ministry of Attorney General. She has been working as the Coordinator, Cultural Interpretation Services at the Centre for Addiction and Mental Health in Toronto, Canada since 2001. She is the Vice-Chair of the Healthcare Interpretation Network in Toronto and the President of the Court Interpreters' Association of Ontario.





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### **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

### **Angela Sasso**

Angela Sasso is a consultant working in the language industry since 1989. Angela has worked for governments, community organizations and educational institutions to bring about change and awareness for community interpreting. Her projects in diversity, equitable access, and intercultural competence have garnered awards and recognition across British Columbia. Guided by a strong ethic in access and inclusion, Angela's work is grounded in collaboration and progressive change. Currently Vice-President of Critical Link International, Angela has worked in health care, community-based projects and government initiatives. She continues to advocate for the professionalization of community interpreting on a global scale.

### **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





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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.

### **Deborah Williamson**

Deborah Williamson is Associate Dean for Practice at the Medical University of South Carolina College of Nursing. She received her BS degree in Nursing from Duke University, her Master's in Nursing and Nurse-Midwifery from the University of Utah, and a Doctorate from the MUSC College of Health Professions in Administration and Leadership. She has been awarded over two million dollars in grant funding to improve access to care for the local Spanish speaking community, is a member of the National Academies of Practice, and a finalist for the 2010 Robert Wood Johnson Community Health Leaders Award.







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## IMIA 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.

### INTERNATIONAL CHAPTER REPRESENTATIVES

<b>Brazil</b>	Mylene Queiroz	<a href="mailto:IMIABrazil@imiaweb.org">IMIABrazil@imiaweb.org</a>
<b>Canada</b>	Andrew Clifford	<a href="mailto:IMIACanada@imiaweb.org">IMIACanada@imiaweb.org</a>
<b>China</b>		
<i>Beijing</i>	Lin Zhang	<a href="mailto:IMIABeijing@imiaweb.org">IMIABeijing@imiaweb.org</a>
<i>Hong Kong</i>	Ester Leung	<a href="mailto:IMIAHongKong@imiaweb.org">IMIAHongKong@imiaweb.org</a>
<b>India</b>	Ravi Kumar	<a href="mailto:IMIAIndia@imiaweb.org">IMIAIndia@imiaweb.org</a>
<b>Italy</b>	Maurizio Di Fresco	<a href="mailto:IMIAItaly@imiaweb.org">IMIAItaly@imiaweb.org</a>
<b>Japan</b>	Kazumi Takesako	<a href="mailto:IMIAJapan@imiaweb.org">IMIAJapan@imiaweb.org</a>
<b>South Africa</b>	Lolie Makhubu	<a href="mailto:IMIASouthAfrica@imiaweb.org">IMIASouthAfrica@imiaweb.org</a>
<b>Spain</b>	Lluís Baixauli-Olmos	<a href="mailto:IMIASpain@imiaweb.org">IMIASpain@imiaweb.org</a>
<b>United Kingdom</b>	Siham Awadalla	<a href="mailto:IMIAUK@imiaweb.org">IMIAUK@imiaweb.org</a>

### STATE CHAPTER REPRESENTATIVES

<b>Alabama</b>	Oscar Comulada	<a href="mailto:IMIAAlabama@imiaweb.org">IMIAAlabama@imiaweb.org</a>
<b>Arizona</b>	Jeanette Anders	<a href="mailto:IMIAArizona@imiaweb.org">IMIAArizona@imiaweb.org</a>
<b>Arkansas</b>	Angelina Levitskaya	<a href="mailto:IMIAArkansas@imiaweb.org">IMIAArkansas@imiaweb.org</a>
<b>California</b>	Eva Molina-De Vilbiss	<a href="mailto:IMIACalifornia@imiaweb.org">IMIACalifornia@imiaweb.org</a>
<b>Connecticut</b>	Marisa Gillio	<a href="mailto:IMIAConnecticut@imiaweb.org">IMIAConnecticut@imiaweb.org</a>
<b>Georgia</b>	Julie Garren de Flores	<a href="mailto:IMIAGeorgia@imiaweb.org">IMIAGeorgia@imiaweb.org</a>
<b>Kentucky</b>	Juan Gutierrez	<a href="mailto:IMIAKentucky@imiaweb.org">IMIAKentucky@imiaweb.org</a>
<b>Massachusetts</b>	Anastasia Antoniou	<a href="mailto:IMIAMassachusetts@imiaweb.org">IMIAMassachusetts@imiaweb.org</a>
<b>Nevada</b>	Alvaro Vergara-Mery	<a href="mailto:IMIANevada@imiaweb.org">IMIANevada@imiaweb.org</a>
<b>New Hampshire</b>	Alexandra Baer	<a href="mailto:IMIANewHampshire@imiaweb.org">IMIANewHampshire@imiaweb.org</a>
<b>New York</b>	Eric Candle	<a href="mailto:IMIANewYork@imiaweb.org">IMIANewYork@imiaweb.org</a>
<b>Ohio</b>	John Makary	<a href="mailto:IMIAOhio@imiaweb.org">IMIAOhio@imiaweb.org</a>
<b>Oklahoma</b>	Tina Peña	<a href="mailto:IMIAOklahoma@imiaweb.org">IMIAOklahoma@imiaweb.org</a>
<b>Rhode Island</b>	Isabel Mendes-Connor	<a href="mailto:IMIARhodeIsland@imiaweb.org">IMIARhodeIsland@imiaweb.org</a>
<b>Texas</b>	Alfredo Mercuri	<a href="mailto:IMIATexas@imiaweb.org">IMIATexas@imiaweb.org</a>
<b>Virginia</b>	Rosemary Rodriguez	<a href="mailto:IMIAVirginia@imiaweb.org">IMIAVirginia@imiaweb.org</a>
<b>Washington</b>	Barry Fatland	<a href="mailto:IMIAWashingtonstate@imiaweb.org">IMIAWashingtonstate@imiaweb.org</a>
<b>West Virginia</b>	Linda Joyce	<a href="mailto:IMIAWestVirginia@imiaweb.org">IMIAWestVirginia@imiaweb.org</a>
<b>Wisconsin</b>	Olga Kozlova	<a href="mailto:IMIAWisconsin@imiaweb.org">IMIAWisconsin@imiaweb.org</a>

### CITY CHAPTER REPRESENTATIVES

<b>Los Angeles</b>	Lourdes Cerna	<a href="mailto:IMIALosAngeles@imiaweb.org">IMIALosAngeles@imiaweb.org</a>
<b>San Francisco</b>	Carlos Garcia	<a href="mailto:IMIASanFrancisco@imiaweb.org">IMIASanFrancisco@imiaweb.org</a>

Please go to [www.imiaweb.org](http://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 person can make a difference. Please see the different committees you can join below. It is through the work below that we promote the profession. The following committees need your help:

### **Conference Committee**

- 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**

- 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**

- 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**

- 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**

- 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**

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

### **Fundraising Committee**

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

### **Medical Terminology Committee**

- 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](http://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.

### **Corporate 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 Corporate 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 corporate 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. Corporate members enjoy bimonthly calls to discuss topics that are most relevant to their needs.

### **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 Division:**

- 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

### **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

### **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](mailto:info@imiaweb.org). You must be an IMIA member to join the calls.



## 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.



## NOTES





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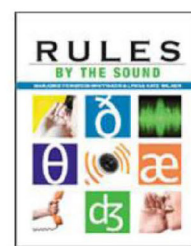
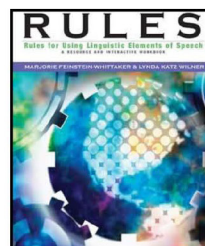
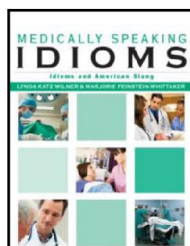
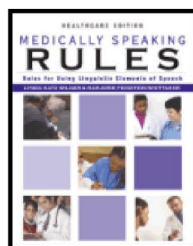
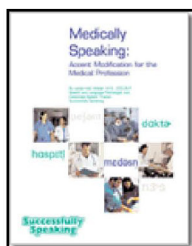
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- Cultural Competency Training of Trainers Institute, September 12-16, 2011

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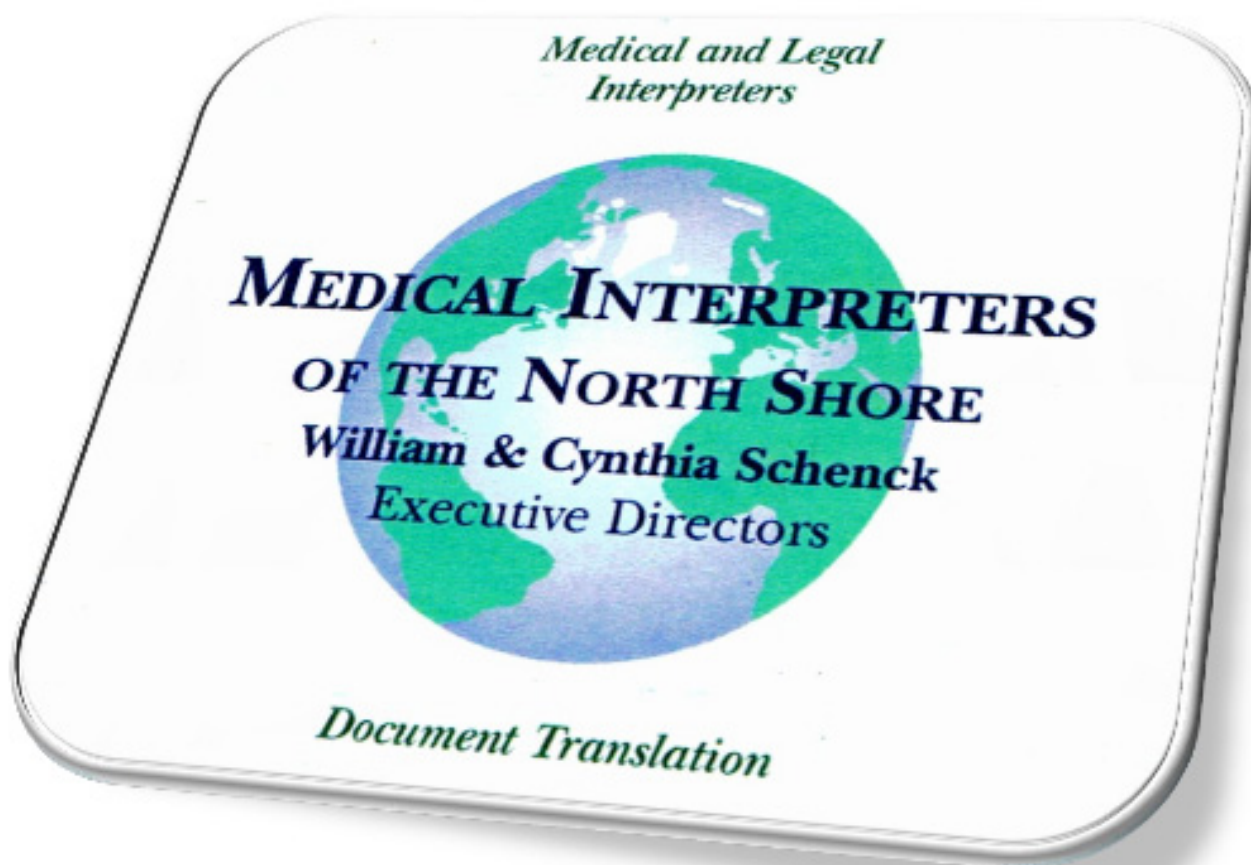
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Continuing Education Programs exist so that professionals can quantify and earn credit for all the continuing educational programs they participate in. Professional interpreters should earn and keep track of continuing education credits, as determined 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.

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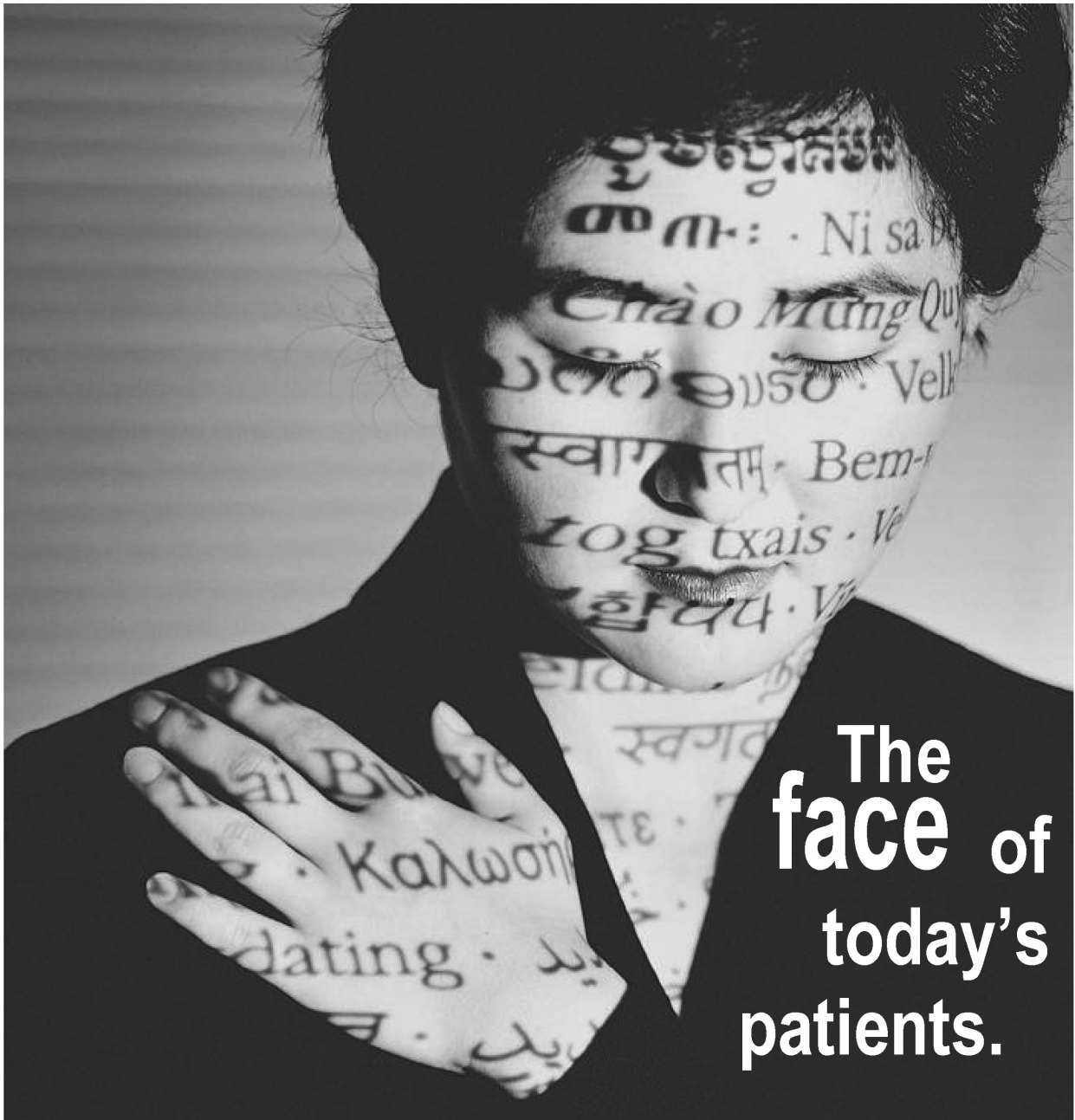
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