



Christina Cordero, of The Joint Commission, to Speak at the IMIA Annual Language Access Administrators Symposium

Los Angeles, CA – February 6, 2012

Since 2007, The Joint Commission has been working toward improving access to care for all patients through better communication, cultural competence and patient- and family- centered care. In December 2009, the patient-centered communication standards were approved by The Joint Commission Board of Commissioners. The standards are published in the *2011 Comprehensive Accreditation Manual for Hospitals (CAMH): The Official Handbook*. Joint Commission surveyors are evaluating compliance with the patient-centered communication standards and findings will affect the accreditation decision as of July 1, 2012. The IMIA is pleased to announce that Christina Cordero, PhD, MPH, from The Joint Commission, will be speaking on these patient-centered communication standards.

The 2012 Administrators Symposium will take place in Orange, CA, on May 11, 2012, and is hosted by the University of California (UC) Irvine Medical Center. “We know this event will bring much needed expertise and strategies to those who run interpreter services,” stated Karen Francis, Language Services Supervisor, of the UC Irvine Medical Center. “We are hoping to see an unprecedented number of participants this year, as California is one of the leading states in this field,” she added. Experienced administrators, also called interpreter service providers (ISP) will present the latest for those who want to learn and improve delivery systems. Presentations include discussions on Interpreter Service Certification, Metrics and Quality Management. “Our Interpreter Service Provider (ISP) Division is developing an effective home for hospital administrators to share and improve services to patients,” said Paul Penzo, Chair of the ISP Division. To get information on the event go to: <http://www.imiaweb.org/conferences/adminsympca.asp>.

The event will be preceded by an afternoon tour and presentation by Karen Francis, on May 10 of the Language Services Department at UC Irvine Medical Center. Administrators will be given the opportunity to see a leading department up close. After the Friday event, participants will be able to join, along with interpreters, the 8 Hour IMIA Medical Terminology Boot Camp on Saturday May 12, followed by a 4 Hour Advanced Boot Camp on Sunday. “Interpreters are preparing themselves for certification in every way they can and reviewing medical terminology is becoming a popular route for interpreters to undergo before taking their Board Exams,” said Anita Coelho Diabate, Boot Camp Instructor. For information on the boot camps go to: <http://www.imiaweb.org/conferences/bootcampseries.asp>

This symposium focuses on the learning needs of language access administrators who work in hospitals and hire staff interpreters. “There is no other such annual face-to-face forum in the US,” stated Isabel Arocha, Executive Director of IMIA. “There are so many technical and administrative developments each year. We want all managers to benefit from a clear understanding or regulations of accreditation standards, and to learn what leading hospitals are doing to increase access to language minority patients.” In 2010, IMIA added the Language Access Administrators Symposium to its cadre of events, with the first taking place in Miami, FL and bringing over 40 hospital coordinators, managers and directors of language access from across the country.

About the International Medical Interpreters Association

The International Medical Interpreters Association (IMIA) is a 501c3 non-profit based in the US, an umbrella association that promotes all standards and best practices in the field of medical interpreting. The IMIA mission is to lead the advancement of professional medical interpreters worldwide. As an international trade association of medical interpreters, it represents over 2,000 practicing medical interpreters as the ultimate experts in medical interpreting and as the best option for equitable care for minority language patients worldwide. It promotes language access as a human right. It is the only national trade association of medical interpreters in the US, and is an official active member of FIT, the Federation of Interpreters and Translators, an international organization comprised of trade associations of interpreters, translators, and terminologists worldwide. It is a partner member of AILIA, the Languages Industry Association, headquartered in Canada. IMIA developed the first code of ethics, standards, educational workshops, events, and certification for medical interpreters and continues to be a pioneer in the field with its recent work of the first Interpreter Educators Code of Ethics and National Education Registry. The IMIA developed the only free international registry of medical interpreters, where they can be found by language, state, or country. Some of the current work involves expanding national and international chapters, developing a Leadership Academy for Language Access, and Accreditation Council for Medical Interpreter Education. (www.imiaweb.org)

About the UC Irvine Medical Center

The University of California, Irvine Medical Center is a world-class academic medical center and the only university hospital in Orange County. Opened in 1976, the 422-bed medical facility offers a full scope of acute- and general-care services, including a regional burn center, Level I Trauma Center, neuropsychiatric center, Level III neonatal care unit and a National Cancer Institute (NCI)-designated comprehensive cancer center.

The medical center has more than 400 specialty and primary care physicians. UC Irvine Medical Center has received numerous distinctions including:

- One of “America’s Best Hospitals” by *U.S. News & World Report*.
- First to receive the Magnet Designation for nursing excellence in Orange County.
- Only Comprehensive Cancer Center in Orange County – the highest honor bestowed by the National Cancer Institute.
- Only hospital in Orange County with a Level 1 trauma center. It is fully verified as an Adult and Pediatric Trauma Center by the American College of Surgeons.
- The county’s most sophisticated Level III neonatal care unit to care for critically ill newborns.
- One of the first burn facilities in the nation and the only Orange County burn center verified by the American College of Surgeons and American Burn Association.