

International Medical Interpreters Association



2014 Annual Conference

Medical Interpreter Education:
Gateway to the Future!



January 16th – 19th
Houston, Texas
Royal Sonesta Hotel



INTERNATIONAL MEDICAL
INTERPRETERS ASSOCIATION
Leading the advancement of professional interpreters

Message from the IMIA President

Dear conference participants,

It is an honor and a privilege for me to welcome you to the conference, it is a wonderful opportunity to learn and network with colleagues who passionately advocate for language access and accreditation. I would like to specially welcome to our conference our keynote speakers, Ira Sengupta and Eric Hart, two outstanding advocates for education, one a pioneer on educating medical interpreters, and the other a pioneer on educating health care providers, both internationally reknown. I look forward at the message they will share with us this year about the power of education in our quest for professionalization.

2013 has been an outstanding year for the IMIA. Thanks to the diligent efforts of several volunteers within the IMIA , we have advanced the IMIA vision in so many ways. In addition to the Lifelong Learning Webinar Series and the Leadership Academy, there are two new educational initiatives that will be highlighted this year: The IMIA Commission for Medical Interpreter Education (CMIE), and the IMIA Terminology Resources Database (ITRD).

This year's theme is "*Medical Interpreter Education: The Gateway to the Future!*" Interpreting quality is directly related to the education we provide our interpreters. Education is one of the main strategies to move forward the professionalization of medical interpreters, and one of the IMIA commitments. 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 topic of how education advances the field. 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 all booths and register in one of our committees or divisions. Your participation is essential to advance the medical interpreting profession. You can make a difference and you are needed.

We are very happy to be in Texas and thank our partner associations in Texas, namely: HITA, TSID, TAHIT, MITA and AATIA. We also thank our colleagues who have been gracious to spread the news about this event to interpreters not associated with the IMIA. Join our mailing list!

I wish all attendees a successful conference.

Sincerely,

Lola | *Lola Bendona*



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EFFORT...***

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#IMIA 2014

Medical Interpreter Education: *Gateway to the Future!*

2014 Thematic Questions

1. What are the trends in medical interpreter education?
2. How important is the 'medical' in medical interpreting education?
3. Should we promote university level degrees (undergraduate and graduate) in medical interpreting? If so, why and how?
4. How are educational programs:
 - a) preparing students to pass the national certification exams?
 - b) including those who work in minority languages or live in remote locations?
 - c) preparing students for the technology they are going to face in testing and in the workforce?



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 ultimately improve the quality in and access to medical interpreting services for all language minority patients.

This year we have spread out the program out so that you have more time to network with and learn from each other. We expanded this educational conference one full day and improved the Thursday and Friday program to include interactive forums of discussion and learning, and important stakeholder meetings, as well as a greater variety of full-day educational workshops.

One of the most satisfying experiences at a conference is making new connections with others who share your interests, values & professional experience. Don't miss these opportunities. We expanded now to offer three receptions. On Thursday come meet Interpreter Service Providers (ISPs) (non profits and for profits working together to increase the quality and access of interpreting) at the *ISP Reception from 6-8pm*.

On Friday Trainers have an opportunity to mingle with other trainers at the *Trainers Reception* and foster new working relationships. The IMIA has provided a home for trainers since 2007 when it started its division and trainer monthly calls. Trainers have established the baseline qualifications they wish trainers to have, discussed language proficiency requirements to study interpreting, and other important matters that are at the forefront of medical interpreter education, a highly specialized field.



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Networking and Learning Opportunities for Everyone



On Saturday, after the thought-provoking plenary panel sessions, discussing certification, educational, and technology trends in our field, the IMIA offers its annual Conference Reception, to celebrate our achievements and diversity of stakeholders present. This will take place at the exhibit area, so be sure to get to know all the players in the field who are showing their commitment to the profession by sponsoring this event.

Sunday is our famous workshop day, where you will have six sessions with eight workshops to choose from in each session slot. In the future we might expand this to two days with four workshops to choose from. Please give us feedback on this idea, and any other suggestions you might have for a more successful conference.

Whether it's at the three receptions we have to offer, 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!



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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

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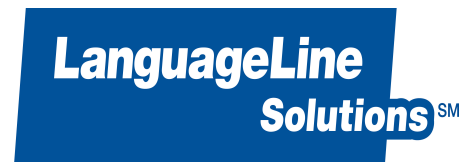


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Hospitals Sponsoring Attendees

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.

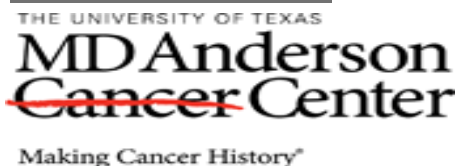
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THURSDAY PROGRAM

Interactive Forums (Open to all Participants) Room: Champions III

Press Conference

9am-10am

Lola Bendana, IMIA President

Juana Horton, IMIA President-Elect

Join the press and IMIA leaders in explaining the value of professional medical interpreters in healthcare and why the IMIA is focusing on education. This is a great opportunity to showcase our profession. Lola and other IMIA leaders will be answering important questions from the press. Over 5 newspapers were invited, including UNIVISION. IMIA has no control of which members of the press show up but regardless there is certainly going to be press coverage at the conference.

COFFEE BREAK/EXHIBITS

10:00 – 10:30am

Medical Terminology Resources Database Forum

10:30am-11:30am

Eliane Sfeir-Markus, IMIA Arabic Division
Secretary

The terminology committee has met every month during the year and has been working on developing the IMIA Terminology Resource Database (ITRD) and members have been entering resources (glossaries, dictionaries, etc) available in several language(s) and in various specialties of medicine and healthcare. Medical interpreters will be allowed to search for resources as well as submit new resources in different languages or topics related to their work. This forum will discuss how to contribute and search for resources.

Social-Networking Sites and Your Business**11:30am-12:30pm**

Mari D. González, M.A., IMIA Social Media
Director

Learn how to use popular social-networking sites to promote your business or professional services. Start by creating clear objectives and defining your strategy for the most appropriate platform to meet your business goals. You'll also get important information about privacy, authority, influence, reputation, and some basic laws to identify possible risks.

Learning objectives:

- learn how to use popular social networking sites
- use social media to promote your business
- knowledge of basic information to select appropriate platform

IMIA Ethical Disciplinary Program**1:30pm-2:30pm**

Mike McMillon – IMIA Ethics Committee

One of the primary purposes of the IMIA Ethics Disciplinary Program is to protect the public. It is our function and our duty to enforce the IMIA Code of Ethics and Standards of Practice or Rules of Professional Conduct, which is the standard of conduct for medical interpreters in the performance of their work.

Learning Objectives:

- learn what the ethics committee can do and cannot do
- learn how to file an ethical complaint with the IMIA
- learn what the minimal requirements are for a complaint to be reviewed.
- learn about the review process

The Value of Mentorships**2:30pm-3:30pm**

Anarella Cellitti, PhD, LPE, CMI-Spanish,
Mentorship Program Supervisor

The IMIA Mentorship Program consists of promoting mentoring in the profession by helping connect mentors and mentees within our community of professionals. Mentors - or guides - can be indispensable to moving up in your career. They play a very important role in career planning. A mentor can help teach you what you need to know about your job, your organization and your field. Mentors usually learn a lot from each experience and most volunteer and in this program will not charge for their services.

Learning Objectives:

- learn the qualification requirements to become a mentor
- learn the qualification requirements to be a mentee
- learn about what a mentorship relationship entails

**"We live in deeds, not years;
In thoughts not breaths;
In feelings, not in figures on a dial.
We should count time by heart throbs."
–Aristotle**

Leadership Development, What is it all About?

4pm-5pm

Ira SenGupta, Co-Chair of IMIA Leadership Academy

Learning Objectives:

- learn the main leadership qualities that need to be honed
- learn how leadership development can help you in your career development

Leadership is hard to define, but you know when you see it. The IMIA's goal is to develop interpreters' leadership skills so they have the confidence and authority to make a real difference in their organizations and communities at large. You may feel the desire to take on more of a leadership role than previously or you just know you want to make a difference and have been told you have natural leadership qualities.

- learn about the Leadership Internship opportunities in the IMIA
- learn the outline of the Leadership Academy program

All Certified Interpreters United For a Cause

5:00pm – 6:00pm

Mohamad Anwar, CI Division Chairperson
Otto Zellman, CI Division Vice Chair

The Certified Interpreters Division has been created with the purpose of incorporating IMIA members who are CHIs, CMIs as well as those certified by RID, to work together under one roof to further promote certification as essential to professionalization. We are also looking to offer opportunities for networking and sharing of updated information, guidelines or regulations that can benefit their members in their careers. For more information about the CI Division: <http://www.imiaweb.org/divisions/cidivision.asp>.



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THURSDAY, Jan. 16th - Full Day Educational Workshops

(Separate registration required – on site registration available)

8 Hour Medical Terminology Boot Camp •
Room: Legends I
9am-6pm (Lunch Break 12:30pm-1:30)
Marlene Obermeyer



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. The course is language neutral and includes a review of basic medical terminology. Participants will acquire the essential knowledge of the basic components of medical terminology. Anatomy (structure), physiology (function), and pathology (diseases and disorders), are discussed. 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 practice. Bring your dictionaries and a note pad. This session is language neutral and does NOT address the translation of terms, but the meaning of the terminology in English.

Learning Objectives:

- Identify basic anatomy and physiology related to the major body systems.
- Recognize prefixes, root words, and suffixes used to form medical terms.
- Explain terminology of common diseases and disorders associated to each body system.
- Recognize meaning of most common diagnostic procedures

8 Hour Exploring Complex Ethical Dilemmas Camp • Room: Legends II
9am-6pm (Lunch Break 12:30pm-1:30)
Anita Coelho Diabate



This 8 hour workshop will cover the precepts of several ethical codes for the medical and medical interpreting profession, and add medical ethics concepts that inform decision-making in a healthcare environment. Authentic and realistic case studies will be utilized and real time ethical decision making skills will be practiced. This is not a workshop for the beginner interpreter. It will challenge participants to the requirements of fast thinking, clear beliefs and expectations of self and others in how to behave in a highly charged ethical situation. At the end of the workshop, participants will be expected to:

Learning Objectives:

- Understand primary established ethical precepts that need to be followed by a medical interpreter.
- Identify what constitutes unethical behavior and its consequences
- Improve skills related to handling complex ethical dilemmas.

Simultaneous Interpreting

Room: Legends V

Thursday, Jan. 16th

9am-6pm (Lunch Break 12:30pm-1:30)

Andrew Clifford, Chair, School of Translation, at
York University, Toronto



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:

At the end of the workshop, participants will be expected to:

1. Understand primary established ethical precepts that need to be followed by a medical interpreter.
2. Identify what constitutes unethical behavior and its consequences
3. Improve skills related to handling complex ethical dilemmas.



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Thursday Reception

Interpreter Services Provider (ISP) Division Reception – Sponsored by INTERNATIONAL MEDICAL INTERPRETERS OF THE NORTH SHORE INC. (IMINS)

Location: Champions V

6pm - 8pm

Free for ISP Members

\$20 for non-ISP Members

IMPORTANT: Tickets must be purchased at the registration desk before 5pm

One of the most satisfying experiences at a conference is making new connections with others that share your values & professional experience. Don't miss this opportunity to meet with the ISP members and also join if you are considering joining the ISP Division.

Interpreter Service Provider (ISP): Any organization or department, for profit, or non-profit that trains or provides medical interpreter services.



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FRIDAY PROGRAM

Interactive Forums Room: Champions III

Come join us for an exciting interactive forum as we address:

- the best practices in advancing professionalization of Medical Interpreting throughout the U.S. and abroad
 - creative ideas you would be willing to share with us
 - the year 2014 calendar of professional events
 - innovative approaches in working with the leading stakeholders to secure meaningful healthcare access for language minority patients
-

Panel Discussion on Minority Language Needs

9-10am

Cynthia Schenck, ML Division Mentor, MLD and Maria Bola-Ferriero, Vice Chair, MLD

Minority Languages

The goal of the MLD is to provide a forum for minority language interpreters to discuss their most-relevant challenges and receive input and suggestions from interpreters in the field. This forum is moderated by Vice Chair Maria Bola and MLD member after a brief presentation on challenges and opportunities for minority language interpreters.

COFFEE BREAK/EXHIBITS

10:00 – 10:30am

State Chapter Chairs – Serving Regional Needs

10:30-12:30pm

Eric Candle & Anastasia Antoniou, US Chapters Liaisons

We will discuss 2013: a Year in Review, Major events and professional developments (symposia, conferences, initiatives, etc.), Reports from the Field and Best Practices in Medical Interpreting & Language Access, the National Certification update

-*The IMIA State Chapters: a Roadmap Forward*, the Affordable Care Act, the readmission rate and the LEP population groups; developing policy, education and community awareness recommendations, from bystanders to allies: building a coalition of the state-level stakeholders, membership benefits: listening to the prospects

-Open Roundtable Discussion & much more!

International Chapters – Internationalizing Standards

1:30 – 2:30pm

Maurizio diFresco, International Chapters Liaison

The year 2013 was characterized by further progress as far as international activities are concerned. A token of this advancement is proven by the expansion of the Chapters outside the U.S., with the IMIA being now represented in two more Countries (Egypt and Costa Rica), which brings the number of international Chapters to 12. (Continued on next page)

International Chapters –Internationalizing**1:30 – 2:30pm**

Maurizio diFresco, International Chapters Liaison

The Standards of Practice and the Code of Ethics continue to be translated into more languages, as resources become available. This brings more visibility to the IMIA around the globe, and contributes to developing medical interpreting worldwide. Come learn and discuss how we can internationalize further.

Interpreter Service Providers (ISPs) Working to Improve Quality**2:30-3:30pm**

Lena Toolsie, Chair ISP Division & Michelle Scott, Vice Chair ISP Division

Do you represent a business, non-profit organization or healthcare institution that trains or coordinates interpreting services? This is an excellent opportunity for you to meet members of the IMIA Interpreting Service Provider (ISP) Division to network and discuss specific needs within the field. Division Chair, Lena Toolsie, and Vice-Chair, Michelle Scott, will suggest ways that ISP members can unite and collaborate to advance medical interpreting! They will also present the results of the ISP Division survey. No need to RSVP, simply come to the meeting and bring lots of business cards!

Learning objectives:

- learn about various opportunities to network with ISP members throughout the year
- discuss results of ISP survey
- review ways to maximize benefits of ISP membership

COFFEE BREAK/EXHIBITS**3:30 – 4pm****Eighth Annual Meeting of Professional Association Leaders (open to all attendees)****4:00 – 5:00pm**

This meeting is a staple in the industry, as it is the a formal forum in the country for different interpreter association leaders to meet and network for increased collaboration and shared mission. The purpose of this annual meeting is to foster the message that together we can do more and that in order for our profession to mature we need to organize and unite. The National Coalition, a group of several associations is such an example, as well as the FIT North America Regional Center (FIT- International Federation of Translators, the voice of translators, terminologists, and interpreters worldwide) are examples of such efforts.

Learning Objectives:

- learn who the association leaders are in the field
- understand the powers and limitations of associations
- become informed of the issues associations are tackling to advance the profession.

Advancing Leadership Ethics**5:00 – 6:00pm**

Izabel Arocha, M.Ed, CMI-Spanish

This workshop will cover the basic precepts of leadership ethical thinking and behavior. It is important that all in leadership positions be cognizant of their responsibility as a leader to lead by example. Clarity of vision and mission are also going to be discussed. There will be ample time for discussion and application of ethical tenets and decision-making processes presented to foster efficient and effective progress in professionalizing our field.

Learning Objectives:

- what are the primary precepts of leadership ethics?
- what additional responsibilities to leaders have to those they lead?
- how to avoid the ethical faux pas that can ruin one's professional's reputation



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FRIDAY, Jan. 17th - Full Day Educational Workshops

(Separate registration required)

8 Hour Interpreting in Difficult Situations Advanced Boot Camp • Room: Legends I

Friday, Jan. 17th

9am-6pm (Lunch Break 12:30pm-1:30)

Marlene Obermeyer



The title of this 8 hour advanced course is “Interpreting in Difficult Situations: From Death to Profanity”. Workshop is mostly in English but linguistic examples are in Spanish. Advanced knowledge and experience required. Participants will be asked to role-play various scenarios throughout the session. Please come prepared to actively participate.

Interpreting death, violence, trauma, psychiatric situations, embarrassing language and profanity requires an enormous amount of energy, poise and skills from even the most experienced medical interpreter. Participants will learn about the main conditions, characteristics and peculiarities of difficult situations to help formulate different strategies to maintain accuracy, to ensure safety and to cope with these specific situations. Through case based scenarios and real life examples, participants will address the cultural, interpersonal, linguistic and stressful issues that typically arise. Group exercises allow for the exploration of cultural and linguistic concepts embedded in the case based renditions and interventions.

Learning Objectives:

- Analyze the key characteristics and special conditions of difficult situations.
- Acquire specific techniques to address the cultural and linguistic issues embedded in difficult situations.
- Ensure that accuracy of interpretation is maintained regardless of the difficulty of the situation.
- Learn to normalize idiomatic expressions that are linguistically and culturally difficult.

IMIA 8 Hour Exploring Mental Health Interpreting Boot Camp • Room: Legends II

Thursday, Jan. 16th

9am-6pm (Lunch Break 12:30pm-1:30)

Anita Coelho Diabate



This 8 hour workshop will explore a variety of concepts related to mental health interpreting practice to inform decision-making in a this environment. Issues such as safety, transference and counter-transference, emotional aspects of mental health therapeutic rapport, and cultural perceptions related to mental health will be discussed. Authentic and realistic case studies will be utilized and real time interpreting skills will be practiced. These will include interpreting speech disfluency and simultaneous interpretation for emotionally charged conversations that do not pause. This is not a workshop for the beginner interpreter. It will challenge participants to the requirements of fast thinking, clear beliefs and expectations of self and others in how to behave in emotionally charged encounters.

Learning Objectives:

1. Understand most important concepts related to mental health interpreting practice.
2. Identify what constitutes transference and counter-transference
3. Improve skills related to handling complex mental health encounters.

**8 Hour Interpreting in Difficult Situations
Advanced Boot Camp • Room: Legends I**

Friday, Jan. 17th

9am-6pm (Lunch Break 12:30pm-1:30)

Jean Reyes de González



Consenting to organ and tissue donation is a very personal decision and there are many factors that can affect a person's decision. Religion and culture are the two of the factors we will consider. This workshop will guide you through the need for organ donation and the process by which the families are approached. This will allow you to make a personal decision on organ donation and give you the tools for interpreting in this scenario.

Learning Objectives:

1. The need for organ donors
 - a. Organs that can be recovered
 - b. Tissues that can be recovered
2. To understand why hospitals participate in organ donation
3. To understand how families are approached
4. To understand that religion and culture can affect the process

Remembering Ernest "Tony" Winsor

1937-2013



For those of us who had the privilege of working with Tony Winsor we remember him as a staff attorney for the Massachusetts Law Reform Institute.

Tony was wholly dedicated to the concept of anti poverty and equal rights for all in medical and legal venues. Working along with Representative Jared Barrios, Tony worked tirelessly to pass the Massachusetts "Emergency Room Interpreter Bill" signed into Law (as chapter 66 of the acts of 2000) by Governor Cellucci on April 14, 2000. For more detail see www.montanaprobono.net ALERT Massachusetts Emergency Room Interpreter Bill signed into Law.

We mourn Tony Winsor for all his dedication to those who needed it most. Tony graduated with a degree in Law from Harvard Law School and could have worked as an attorney with a more profitable income in a private law firm but chose to serve the people. Thank you Tony, we are indebted to you.

Tony Winsor, Attorney for the Disadvantaged

Tony Winsor respectfully submitted by Cynthia M. Schenck IMIA Board and ISP Journalist.

Friday Reception

Trainers Division Reception

Location: Champions III

6pm - 8pm

Free for Trainer Division Members

\$20 for non-members

IMPORTANT: Tickets must be purchased at the registration desk before 5pm

SATURDAY PROGRAM

- All events will take place in the Legends Ballroom •

Welcome Remarks

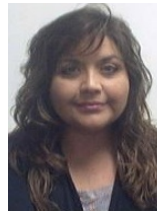
8:45am - 9am



Lola Bendana, President
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President TSID
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NOTE: Bios of our Welcome Speakers can be found at the Bio Section of this booklet.

Keynote Speaker

8:45am - 9am



Ira SenGupta
Executive Director, Cross
Cultural Health Care
Programz

From Practice to Perfection with Lifelong Learning

Practice makes perfect interpreting while lifelong learning strengthens an interpreter's confidence, knowledge and expertise. Lifelong learning does not only happen within the four walls of a classroom but in our daily practice as medical interpreters. Using an interactive format, this presentation will pinpoint the myriad of opportunities for learning in every health care encounter and beyond. So come prepared to reach high, seek far, look deep and dream big in your practice.

20

Ira SenGupta, Executive Director of the Cross Cultural Health Care Program (CCHCP) has actively contributed to the field of culturally and linguistically appropriate health and human services as a speaker, trainer, researcher and community advocate. She has served CCHCP in several capacities for the past eighteen years while representing the organization in multiple venues. A leader in her own community, Ira has extensive experience working with ethnically diverse communities, and has gained a deep understanding of diverse perspectives on health care. She has served her community as an interpreter in three languages from India, as the President of the India Association of Western Washington and currently as a board member of Ragamala which promotes the performing arts of South Asia. She was appointed by Governor Christine Gregoire to the Board of Trustees of the Renton Technical College and is serving her second five-year term. A co-founder of the Society of Medical Interpreters, Ira continues to serve her professional community as a member of the national advisory board for the Diversity RX conference series and on the board of the International Medical Interpreters Association (IMIA).

Panel 1: Medical Interpreter Education – *Gateway to the Future*

10am - 11:30am

What changes do we need to make to professionalize medical interpreter training? What types of screening do prospective students need to complete? How long should training programs be and where should they be located? What can we learn from the history and transformation of American Sign Language training and education programs? What type of continuing training programs do we need to create? How can we integrate on in education?

We have come a long way from 1-3 hour workshops to community based 40-60 training courses in most every state. We are seeing community college and university level programs being developed. We even have master's degrees in interpretation. We have national certification, CEU's and training program accreditation.

Our distinguished panelists will share their views and guides us as we begin to shape a vision for the future of medical interpreter education. Professionalizing medical interpreting requires professionalization of interpreter education. Professionalization is the gateway to a future when medical interpreters are recognized by health care colleagues as a professional member of the health care team. What are the next steps on the road to professionalizing medical interpretation?

Moderator:



Jessica Goldhirsch

Panelists:



Bill Hindle



Marlene Obermeyer



Lisa Morris

Questions:

1. *Why is language proficiency essential? Are all proficiency tests equal? Is it acceptable for you to administer the test for 21 those that you are going to enroll? Is there a conflict of interest in deciding who gets to pass and pay for your courses?*
2. *What training program transformations have we had in the last few years? What standardization efforts have been made in the field of medical interpreter education? (CEUs, National Standards, National Accreditation, Trainer Qualification Standards)*
3. *Where are the trends taking us? What about geographic, economic and linguistic access? What about academic training? What educational requirements would help hospitals put medical interpreters at a higher pay grade?*
4. *How long should a practicum be? Why are is a practicum essential for a "practice" profession? What are the barriers?*
5. *What is needed for continuing education programming? Can on line education increase access and maintain quality?*

IMIA Annual Reports & Awards

11:30am - 12:30pm

Agenda for Annual General Meeting:



President Remarks:
Lola Bendana



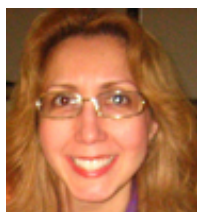
President-Elect Remarks:
Juana Horton



Secretary Remarks:
Anastasia Antoniou



Treasurer Report: Anita
Coelho Diabate



2013 Activity Report:
Izabel S. Arocha, IMIA
Executive Director



National Certification:
Maria Schwieter,
Chairperson, National
Board



Accreditation Program:
Marlene Obermeyer
CMIE Chairperson



*National Chapters
Update:* Eric Candle,
IMIA Board of Directors

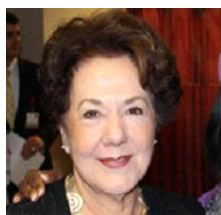


*International Chapters
Update:* Maurizio Di
Fresco, IMIA Board of
Directors



*Remarks Made by Major
Sponsor Cyracom:* Austin
Wade, VP of Client
Satisfaction

Award Ceremony:



*Interpreter Excellence
Award: Cira Vicente*

The IMIA Interpreter of the Year Award is the oldest and most prestigious national and international 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.



*Provider Excellence
Award: Dr. Howard Koh*

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.



*Education Excellence
Award: Barry Fatland*

This award was established in 2010 and recognizes an outstanding educator in medical interpreting. 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.



*Raquel Cashman Award:
Lynn Fors*

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



*Lighthouse Leadership
Award:*
John Nickrosz

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

John Nickrosz
Former MMIA President

John Nickrosz was uniquely suited to the office of MMIA President. As a lifelong student of language and culture John spoke five languages fluently plus various African dialects. He is frequently called upon to edit foreign language manuscripts, and does so with great expertise. John lived and traveled extensively in different countries and came to know and appreciate the cultures of the people he lived with. John Nickrosz does not just interpret a language from Spanish, Portuguese, Haitian Creole etc. for medical staff, but is also able to educate staff about the particular culture he is interpreting for. John is always humble and generous in his praise of other colleagues. He gives tremendous encouragement to those seeking careers in medical and legal interpreting of which he is qualified to work in both.

Thank you John for being a friend and giving your all to us.

Respectfully submitted by Cynthia M. Schenck IMIA Board and ISP Journalist.

LUNCH BREAK/EXHIBITS

12:30 – 1:30pm

Panel II: National Certification - The Future is NOW!

1:30 – 3:30pm

This panel will present current offerings, future plans and trends in interpreter certification, and what we can learn from the American Sign Language experience. We will assess the impact of national certification on the field in the past few years. In addition, we will explore best practices to ensure that we reach the critical mass of certified interpreters in order to render significant changes in the field and allow medical/healthcare interpreters to be a major stakeholder in the market dynamics.

Questions:

1. What are the basic components of your certification program? and in what languages it is offered?
2. What are the current developments? What is coming up next?
3. How did the national certification affect the profession from your perspective? (We will start with Matthew to reflect on the ASL experience. Then, other panelists will reflect as well)
4. Are there any plans to collaborate in terms of unifying the CEU process across the board and adding more languages as opposed to duplicating exams for the same languages?

Moderator:



Mohamad Anwar,
Chair, Certified
Interpreters
(CI) Division & IMIA
Board

Panelists:



National Board –
Maria Schwieter,
Chair



CCHI – Jonathan
Levy, Commissioner



RID – Mathew
O'Hara, Director,
Ethical Practices
System & Special
Projects



Valerie S. Mayer -
CMI-Spanish

HOSPITAL TOURS!

We are extremely pleased to announce tours to some of the greatest hospitals in this famous medical center.

Texas Children's Hospital - Texas Children's will host one tour Thursday January 16 at 1: 30 pm

To sign in for a tour of Texas Children's please e-mail Violeta, at valonso@texaschildrens.org

The University of Texas MD Anderson Cancer Center - MD Anderson will host 3 groups of 10 visitors each at 9am, 10 am and 11 am on Friday January 17,2014

To sign in for any of the tours at MD Anderson please e-mail Liseth, at aslinterpreter@mdanderson.org

Memorial Hermann-Texas Medical Center - Memorial Hermann-Texas Medical Center will host 2 groups of 15 visitors each at 2:00pm and 3:00pm on Friday, January 17th

To sign in for the tours, please email VEGSADY GONZALEZ at VEGSADY.GONZALEZ@MEMORIALHERMANN.ORG

IMPORTANT: Please provide complete name, number, preferred tour time, and email to the organizers of the tours at the emails above.



We're delivering great care in any language.

Memorial Hermann–Texas Medical Center is consistently ranked among the top hospitals in the United States, and patients come to us from around the world for the treatment of both rare and common conditions. For over a century, our staff and affiliated physicians have made revolutionary advances in medicine and surgery, driven by a spirit of innovation.

To support this important work, Memorial Hermann–TMC provides around-the-clock access to an award-winning team of certified medical interpreters. Services are offered at no cost, to ensure a successful exchange of information between patients and healthcare providers.

Because what is most important is our patients' comfort and quick recovery. No matter the language.

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Texas Medical Center

**Children's[®]
MEMORIAL[®]
HERMANN**
Hospital

HEART & VASCULAR • CHILDREN'S • NEUROSCIENCE • CANCER • SPORTS MEDICINE • TRANSPLANT • SPECIALTY SURGERY

Did you know that the IMIA offers free new membership (not renewals) to these three groups?

1. Newly Certified Medical Interpreters (CMI, CHI, RID)
2. Minority Language Interpreters (see minority language list on Minority Language Division webpage at
3. International Medical Interpreters (interpreters practicing outside US, regardless of nationality)

*Help us spread the word,
the IMIA wants to ensure access to membership everywhere!*



COFFEE BREAK/EXHIBITS

3:30 – 3:45pm

Panel III: Latest Technology and Impact on Interpreters

3:45pm - 5pm

Is technology disruptive or an industry savior? Certainly, there will always be an impact on interpreters and their ability to provide better healthcare. As technology changes today it may not be as easy as one would think to adopt new technology. What are the issues that interpreters experience with new technology? Is the profession ready and willing to tackle big picture technology issues? As Bill Woods said, *“Interpreters will never be replaced by technology; they will be replaced by interpreters who use technology.”*

Moderator:



Dan Gatti, Executive
Director Health Cloud
Solutions

Panelists:



Linda Golley, Director
Interpreting U
Washington Medical
School



Michelle Scott-President
Voices for Health

George Martin-President
and CEO, Veterans
Contact Center

Questions:

1. Will Technology improve skills of interpreters? This presentation will make you aware of new technology and impact on language interpretation.
2. How can on demand video can help meet the register of client/patient/suspect? Not all video is the same
3. How does the cloud help interpreters?
4. What is available in social networking to improve skills?
5. Are they secure?
6. How do interpreters increase their skills?
7. Can Social Media or Cloud education help improve skills?
8. How will iPads, Smart Phones, Tablets and wireless PCs impact interpreting?
9. What are the issues/ best practices for interpreters adapting new technology? Establish standards, train and educate interpreters.
10. How do supervisors work with administrators and IT departments?
11. What are real life issues and impact on Language Access?
12. What is the impact of Catastrophes like Hurricane Sandy?

Closing Speaker Dr. Eric Hardt, MD

5pm - 6pm

Professional medical interpreters should be involved in the training of all types of health care providers who utilize their services. Providers already in practice, and trainees of various types at various levels, all need to be familiar with data on language-based disparities, with emerging mandates for using qualified interpreters, and with techniques for working across language differences. This training may improve clinical outcomes, but also might motivate and prepare providers to advocate more effectively for provision of interpreter services at their clinical sites.



Eric Hardt, MD, Boston Medical Center & National Board of Certification for Medical Interpreters

Dr. Eric Hardt is Associate Professor of Medicine at the Boston University School of Medicine. He is the Medical Director of the Home care Program of the Geriatrics Section of the Department of Medicine at the Boston Medical Center. He obtained his B.A. from Yale University in 1970 and M.D. from Tufts Medical School (Boston, MA) in 1974. Dr. Hardt's activities in the area of non-English-speaking patients and medical interpretation are well known around the country. He has been the primer mover behind the production of videotape educational materials for medical interpreters and for health care workers working across language barriers (The Bilingual Medical Interview; The Bilingual Medical Interview II: The Geriatric Patient; "Put Your Feet in Water" Haitians, Health Care and AIDS). Dr. Hardt has authored and co-authored book chapters and articles on medical interpretation, the bilingual medical interview, cultural factors in the medical interview, and related areas. He has published on issues of exclusion of non-English-speakers from medical research, on issues involving costs and outcomes related to the use of medical interpreters in the ED, and on inadequate medical interpretation as a cause of medical errors. Dr. Hardt is a founding member of the Massachusetts Medical Interpreters Association. Most recently, he has been serving on the Board of the National Board for Certification of Medical Interpreters.

Saturday General Reception with Live Entertainment!

(Open to All Participants)

6 - 8pm



Location: Pre-function Legends Ballroom

6pm - 8pm

One of the most satisfying experiences at a conference is making new connections with others that share your values & professional experience.

Live Entertainment by:

Latino Soul Duet

Sharing a little of our history

A Venezuelan couple, Mariela and Orlando arrived to Massachusetts more than 12 years ago. He came from Caracas to advance his music career at Berklee College of Music in 1982. She came from Puerto Ordaz to master her English language skills. They both met in the historical city of Boston and it was there where, not only they merged their lives, but also their wonderful God given gift and talent. They share a passion for music. He loves playing his classical and electric guitars and he is also an excellent bass, "cuatro"- Venezuelan 4 string small guitar -, mandolin and requinto (high pitch guitar mainly used on "trio" as lead guitar on boleros) player. Mariela, on the other hand, possesses a sweet, exquisite and loaded voice of different and rich shades. Together, these two "LatinoSouls" delight the most demanding music lovers and romantics, and, if needed, they will get you up and dancing, shy as you might be.



*Perfect Romantic Music
With a Latino Beat !*

SUNDAY WORKSHOPS

A-C

9AM – 10AM

A Workshops		Speakers/Moderator	Room
A1	National Board of Certification Explains - All You Need To Know To Get Certified	David Cardona	Legends I
A2	Interpreting In The ICU	Agnes Czobor	Legends II
A3	Creating An Advanced English - Arabic Dictionary Of Idioms	Mohamad Anwar	Legends III
A4	Educational Tools On The Importance Of Language Assistance In Healthcare	Kelly Hoover, Yuan Cai	Legends IV
A5	Remote Interpreting: Language Access Via Telephone And Video	Eliana Lobo	Legends V
A6	Statistical Analysis Of UNCH In-House Interpreter Services	Juan Reyes-Alonso, Hans Wynholds	Legends VI
A7	Nuts And Bolts Of The Male Reproductive System	Tracy Young	Legends VII
A8	Medical Translation For Interpreters	Johanna Parker, Amanda Pease	Founders BRN I

COFFEE BREAK/EXHIBITS 10:00 – 10:30am

10:15AM – 11:15AM

B Workshops		Speakers/Moderator	Room
B1	Interpreter Service Provider (ISP) Certification - The What, How And Why To Do It	Lola Bendana	Legends I
B2	What Am I Missing? Patient Centered Training Beyond The Basics	Maria Schwieter	Legends II
B3	Cancer 101 For Spanish Interpreters	Kelly Garvin Rodriguez	Legends III
B4	Evaluation And Exercises In Physical Therapy	Idil Hernandez, Maria Calhoun	Legends IV
B5	Mental Health Interpreting; Demystifying The Black Box	Whitney Gissell	Legends V
B6	Mandatory Interpreter Continuing Education: Catching Up With Other Health Professions	Michelle Scott	Legends VI
B7	For Minority Languages: from Necessary to Possible	Eric Candle	Legends VII
B8	Working With Staff Medical Interpreters To Monitor The Quality Of Care	Kiara Raazi	Founders BRN I

11:30AM – 12:30PM

C Workshops		Speakers/Moderator	Room
C1	Is Your Training Program Imia Accredited?	Marlene Obermeyer	Legends I
C2	Becoming An Expert Interpreter	Ryan Foley	Legends II
C3	Lessons Learned In A Pediatric Oncology Hospital	Espi Ralston, Marc Friedman	Legends III
C4	Diglossia In Arabic Language: A Special Challenge In Medical Interpreting	Manal Elewah, Mohamad Anwar	Legends IV
C5	Quality Services For Foreign Patients In A Transplant Center	Maurizio Di Fresco	Legends V
C6	How One Word Can Make A Difference	Sandy Maloney	Legends VI
C7	Developing Cross-Cultural Communication Curriculum: Awareness, Knowledge And Skills	Rasy Mar, MPH, Stacey Brown, Ph.D.	Legends VII
C8	Medical Interpreters And Public Health: Language Access Creates Healthier Communities	Juan F. Gutierrez Sanin	Founders BRN I

SUNDAY WORKSHOPS

D-F

LUNCH BREAK/EXHIBITS
12:30 – 1:30pm

1:30PM - 2:30PM

D Workshops		Speakers/Moderator	Room
D1	CCHI's Certification: Measuring & Maintaining Interpreter's Professional Knowledge & Skills	Jonathan Levy	Legends I
D2	Tips And Techniques For Public Speaking In Your Non-Native Language	Jane Chang Miller	Legends II
D3	Interpreting Emotion, Maintaining Neutrality	Ira SenGupta	Legends III
D4	Sign Language Interpreting In The Medical Setting	Mike McMillion	Legends IV
D5	Resources And Tools For Trainers	Maria Vazquez	Legends V
D6	Interpreter Services Quality Initiative Debriefing Project	Anita Tancredi, Deolinda Wah	Legends VI
D7	Describing Pain - Getting It Right On!	Linda Joyce, Maritza Bond	Legends VII
D8	What's Behind the Loss of Experienced Medical Interpreters?	Barry Fatland	Founders BRN I

2:45PM - 3:45PM

E Workshops		Speakers/Moderator	Room
E1	Safety In Mental Health For Speaking Languages	Sandy Maloney	Legends I
E2	The Importance Of Nonverbal Communication In Bilateral Interpreting	Marko Miletich	Legends II
E3	Interpreter Internships From Scratch - A Recipe For Success	Jennifer Flamboe, Kristin Neitzel	Legends III
E4	Blueprint To Train Up To 21st Century Technologies	Claudia Brauer	Legends IV
E5	When Language Barrier Is Just The Beginning...	Maikhou Vang, Stephanie Gil	Legends V
E6	National Standards For Healthcare Interpreter Training Programs	Melissa Wallace, Ph.D	Legends VI
E7	Remote Interpreting: How Evolving Interpretation Standards Effect Quality & Specialization	Aaron Wegehaupt, David Fetterolf, Kat Jackson	Legends VII
E8	Turning Complaints Into Opportunities For Refresher Medical Interpreter Education	Sameh Abdelkader	Founders BRN I

4PM - 5PM

F Workshops		Speakers/Moderator	Room
F1	On The Other Rim Of The Atlantic: Medical Interpreters Researched	Lissie Wahl-Kleiser, Carmen Valero-Garces	Legends I
F2	Meaningful Communication With Oral Preference And Limited Literacy Patients	Lindsey Gutierrez	Legends II
F3	Awake Craniotomy: An Interpreter In The Or During Brain Surgery	Kelly Garvin Rodriguez	Legends III
F4	Newborn Screening And Inherited Metabolic Disorders	Martha Blackwood	Legends IV
F5	Ars memorativa and the interpreter	Agustin De La Mora	Legends V

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WORKSHOP “A” Descriptions

A1: National Board of Certification Explains - All You Need To Know To Get Certified - *Presented by: David Cardona*

This presentation will cover the details of the CMI certification program and what the future holds. There will be an overview and update on the entire certification process, and a step-by-step description of the prerequisites, registration, credentialing types, written and oral exams, topics covered, and suggestions on how to prepare. The oral certification exam is now available for interpreters of Spanish, Russian, Mandarin, Cantonese, Korean and Vietnamese. Participating in this interactive session is the best way to find out about and prepare to become a Certified Medical Interpreter.

A2: Interpreting In The ICU - *Presented by: Agnes Czobor*

The goal of this presentation is to tour the ICUs of Memorial Hermann Hospital, providing an overview of the common devices, equipment and procedures encountered by the interpreter. This is a great opportunity to become familiar with the technology involved in intensive care patient management.

A3: Creating An Advanced English - Arabic Dictionary Of Idioms

Presented by: Mohamad Anwar

An idiom is a combination of words that has a figurative meaning, due to its common usage. This figurative meaning is different from the literal meaning or definition of the words of which it is made. Translating English idioms into Arabic has its unique set of challenges. First is the keeping up with the rapid evolution of English and its idiomatic expressions (Approximately 25,000). Second is the lack of previous works and studies. Third is the characteristic diglossia of Arabic and the need to find a formal (foshā) equivalent for each English idiom. However, this equivalent needs to be easily understood by the average Arabic speaker. This paper deals with establishing a baseline of previous works, allocating and selecting resources, cross referencing, grouping of idioms, and the overall organization of the volume. The approach presented herein can easily be applied in creating a similar work for any language pair.

A4: Educational Tools On The Importance of Language Assistance In Healthcare

Presented by: Kelly Hoover, Yuan Cai

Do you find it challenging to get through to your staff, coworkers, or organization on the importance and necessity of the medical interpreting profession? Do you often encounter individuals that think simply being bilingual or having a certain surname qualifies someone as a medical interpreter? Do you worry about patient safety, especially regarding communication errors? So do we and we are here to help and share our experiences coordinating the Language Assistance Programs of two immigrant-intense, sister hospitals in a metropolitan area that regularly require interpretation in more than 20 languages. This workshop shows you a variety of powerful and yet entertaining multimedia tools we use at our hospitals to help staff “get it”. Our goals are to advocate for the profession including certification, share tools used in educating staff or other individuals on interpreting in healthcare and inspire you to educate others.

A5: Remote Interpreting: Language Access Via Telephone And Video

Presented by: Eliana Lobo

VRI, what is it? Can it improve service to LEP patients? Efficiency, quality, practice improvements, common pitfalls in implementing VRI language access services will be examined. Metrics from our first years of operations will be shared. You’ll leave this session with a better understanding of VRI, its appropriate use, and with tips for planning your own implementation onsite. VMI rollout is a strategic planning issue. The centerpiece: how to secure core assets (trained interpreters) over time. The keystone: how to partner with IT / Telecommunications before you begin. Many fear that this technology endangers their job security.

I want to eliminate those concerns, as our data clearly show total number of encounters increased across every category post introduction of VRI. There's nothing to fear from this new technology. Training before implementation, is the key to freeing interpreters for critical, emergent situations, where nothing less than an in-person interpreter will do.

A6: Statistical Analysis Of UNCH In-House Interpreter Services

Presented by: Juan Reyes-Alonso, Hans Wynholds

"Using data gathered from in-house interpreters supporting UNCH hospitals in Chapel Hill, the Interpreter Services department has collected and analyzed various performance characteristics for on-demand service requests. These analyses include response times, encounter durations, staff productivity and process management. The database, accumulated in our Service Hub application, is composed of more than 60,000 requests collected in calendar year 2012 (during 24x7 operations). Especially useful to management is the ability to see the distribution of requests by day of week, time of day and clinic area. A recent analysis focused on ""Unresponsiveness"" and looked at the worst 5% (slowest response times), trying to determine their causes and ways to improve these results."

A7: Nuts And Bolts Of The Male Reproductive System – Presented by: Trac Young

Come and explore the male reproductive labyrinth! Discover vesicles, glands, ducts, hormones, and the semen's voyage. This interactive training will also streamline how the male urinary system and reproductive systems crossover. The instructor will present engaging learning and memory techniques to truly retain this system's complexity and all of its intricacies. Perhaps you might even be motivated to continue your research and learning on your own! Take home new visual concepts to continue your voyage. You will feel at ease the next time a penis comes up during an interpreting session!

A8: Medical Translation For Interpreters - Presented by: Johanna Parker, Amanda Pease

In this interactive practical workshop we will discuss the different skills required for translation and interpretation, the different types of medical documents commonly translated, and the challenges that each type of document poses. We will explore techniques to overcome these challenges and give a brief overview of Computer Assisted Translation resources. Participants will obtain skills to analyze documents and assess their level of difficulty before accepting a translation assignment. This workshop is ideal for medical interpreters with minimal translation training, or who would like to increase their skill set and are interested in translation.

WORKSHOP "B" Descriptions

B1: Interpreter Service Provider (ISP) Certification - The What, How And Why To Do It

Presented by: Lola Bendana

Applying for and Maintaining AILIA-NSGCIS or LICS Certification for ISPs. 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.

B2: What Am I Missing? Patient Centered Training Beyond The Basics

Presented by: Maria Schwieter

"an atmosphere of collaboration, commitment, communication is necessary to optimize the practice in the interpreter's environment. there are many principals that guide our practice such as patient safety, education, scope of practice, professional growth, etc. how do these principles influence our training process for interpreters? what is our best practice? who are our collaborators and colleagues?"

How does this fit into our training models and what more can we give our students besides the basics to make them better practitioners? going beyond the basics can help our students achieve a higher level of skills. This workshop will present some ideas on how to enhance your curricula so you can better prepare your students for the "real world." this is an interactive session where people will have an opportunity to share ideas."

B3: Cancer 101 For Spanish Interpreters – Presented by Kelly Garvin Rodriguez

Current information about cancer care may help today's medical interpreter. The goal of this presentation is to provide the audience with an overview of general oncology, including signs and symptoms of disease, diagnostic and staging tests (blood work, biopsies, and imaging), and treatment options such as surgery, chemotherapy, and radiation, and the associated side effects. Terminology in both languages will be presented throughout the presentation, to offer the attendees an understanding of the concepts and not just rote memorization. Efficient note-taking is as essential to managing the flow as familiarity with context, and we will discuss tips to maximize retention and minimize clarifications in order to deliver a seamless rendition.

B4: Evaluation And Exercises In Physical Therapy

Presented by: Idil Hernandez and Maria Calhoun

As an over the phone interpreter I lack the visual input the therapist and patient share. My background in Physical Therapy is extremely helpful to compensate for the fact that I am not present for this type of assignment. Lacking knowledge in this field diminishes your appreciation of the specifics of the instructions the therapist is trying to convey to the patient. Developing the ability to differentiate between different Range of Motions that the joints of our body are capable of doing, recognizing how they are expected to function in their healthy state and how various medical conditions can affect their movement will improve the quality of skills as interpreters and translators

B5: Mental Health Interpreting; Demystifying The Black Box

Presented by: Whitney Gissell

This workshop will unwrap the black box that is mental health interpreting. In recognition of the unique skill set required to effectively interpret in these scenarios, the presentation will arm the participants with solutions to common barriers in achieving dynamically equivalent messages especially with linguistically dysfluent patients. It will delve deep into the most common mental health diagnoses and treatment options including a segment on pharmaceuticals. A broader knowledge of these aspects will equip the interpreter with the ability to predict and develop language schema as they prepare for mental health assignments. Furthermore, we will discuss the perspective of mental healthcare providers, and their needs and concerns in using interpreters during patient care interactions. Participants will take home an applicable and relevant skill set that will impact the quality of interpretation in mental health settings for the benefit of patients and providers alike.

B6: Mandatory Interpreter Continuing Education: Catching Up With Other Health Professions – Presented by: Michelle Scott

Medical interpreting leadership has taken great strides in recent years to promote national certification and advocate for the increase of qualified training programs. Many of the interpreting profession's challenges have been experienced and resolved by other health professions. This presentation will review the history of mandatory continuing education (CE) for health professionals in the U.S., such as physicians and nurses, in order to create a framework for establishing the current paradigm of CE for medical interpreters. We will ...

- Explore the relevance of state licensure and organization accreditation in assuring quality and credential monitoring,
- Discuss the importance of research in establishing a credible knowledge base,
- Review current CE trends and opportunities for trainers and learners

B7: Language neutral, not culture neutral: Training for Students with LLD

Presented by: Eric Candle

LLD is a language that has relatively few speakers in a well defined geographic area. Most new refugee groups speak LLD in their newly adopted cities. Burma, Bhutan/Nepal, Somalia and Eritrea are among top ten countries of the most recent refugee arrivals to the U.S. Medical Interpreters working with LLD are overwhelmingly non-native English speakers facing serious linguistic, structural and financial challenges. The workshop addresses new innovative approaches in providing Medical/Community Interpreter training for students with Languages of Lesser Diffusion

B8: Working With Staff Medical Interpreters To Monitor The Quality Of Care

Presented by: Kiara Raazi

Staff medical interpreters are the eyes and ears of healthcare facilities that serve significant LEP populations. By virtue of their interpretive role, they witness more interactions between patients and providers than any other hospital or clinic staff member. Their movement throughout the entire facility puts them in a strategic position for monitoring the quality of care provided. Staff medical interpreters could be used by administration to observe and report on issues relating to customer service, patient navigation, and patient safety. This expansion of the role of staff medical interpreters can add value to their position and increase their status and worth in the eyes of senior administrators, who may question the cost effectiveness of staff interpreters versus contracted or over-the-phone interpreters.

C1: Is Your Training Program Imia Accredited?

Marlene Obermeyer

C2: Becoming An Expert Interpreter – Presented by: Ryan Foley

Discover three things that all true experts have in common and that set them apart from others. Learn the strategy that will take you from someone who is good interpreter to an expert interpreter, a strategy that will impact your entire life. Participants are provided with avenues for expanding expertise across key domains within the scope of a professional interpreter from ethics and cross cultural decision-making to medical terminology and the interpreter process. This presentation is not simply motivational in nature; it provides a solid strategy and resources that will have a profound impact on attendees.

C3: Lessons Learned In A Pediatric Oncology Hospital

Presented by: Espi Ralston, Marc Friedman

Interpreting in a hospital that specializes in pediatric oncology research can be quite different from interpreting in other medical settings. Some of the unique areas to be explored are the following: esoteric terminology, the wide range of clinical subspecialties, and challenges related to boundaries, relationships, and emotional attachment.

C4: Diglossia In Arabic Language: A Special Challenge In Medical Interpreting

Presented by: Manal Elewah & Mohamad Anwar

Arabic diglossia is one of the most prominent examples of this linguistic phenomenon, and most literature has focused only on its linguistic features and analysis. However, the need to develop strategies that can be applied while interpreting from English into Arabic in medical settings has been minimally addressed. This need stems from the fact that high [H] variety Arabic equivalents to English medical terms are neither used in everyday language, nor easily understood by the majority of Arabic speakers. Instead, low [L] variety regional dialects equivalents are commonly used.

Thus, Arabic diglossia poses a challenge to medical interpreters in maintaining “register”. This paper identifies the five groups of Arabic regional dialects {Arabian Peninsula (Gulf area), Mesopotamian (Iraq), Syro-Lebanese (Syria and Lebanon), Egyptian (Egypt), and Maghreb (North Africa, west of Egypt)}, and it suggests specific strategies to better interpret medical terms from English into Arabic in medical settings while preserving “register”.

C5: Quality Services For Foreign Patients In A Transplant Center

Presented by: Maurizio Di Fresco

ISMETT (an Italian acronym that stands for Mediterranean Institute for Transplants and Advanced Therapies) is a public hospital based in Palermo, Sicily. Due to its geographical position and its state-of-the-art therapeutic options, ISMETT has a population of patients coming mainly from Europe, Asia and the Middle East. At ISMETT, an International Patient Services Department was created in 2004, in order to meet the specific needs of foreign patients who move to Italy for several months (which is the case, when speaking of transplantation). 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. Educating the hospital staff, clients and patients on the importance of language services, and increasing the awareness to all stakeholders of the technical nature of medical interpreting is yet one more task to be fulfilled

C6: How One Word Can Make A Difference – Presented by: Sandy Maloney

Interpreters are often put in situations that one word could have several meanings and this could turn into a joke or could be very devastating to the patient or to the provider specially in the Spanish language which is the most common language that everyone wants to practice because they took it in High School. It is imperative that the Provider works with an Interpreter instead of practicing the language putting the patient at risk.

C7: Developing Cross-Cultural Communication Curriculum: Awareness, Knowledge And Skills

Presented by: Rasy Mar, MPH, Stacey Brown, Ph.D.

Language discordance between patient and provider and limited understanding of health beliefs and practices associated with culture correlate with increased health care disparities. Studies reveal significant positive associations between doctor’s communication skills and patient satisfaction, shorter hospital stays and better overall outcomes. Healthcare professionals need both cross-cultural communication skills and proficiency working with interpreters to meet the challenges of all patient communities. To address these issues, the University of Connecticut’s Community Based Education program collaborated with community partners to develop a curriculum for medical students focused on awareness, knowledge and skill development. Curriculum components include: Didactic covering health disparities, communication challenges, cultural influences and strategies for improving communication; Clinical skills practice session - each student has three clinical encounters with a patient instructor and interpreter; and facilitated debriefing session. Evaluations reflect students’ increased ability to work with interpreters and incorporate cultural beliefs and practices into history taking.

C8: Medical Interpreters And Public Health: Language Access Creates Healthier Communities – Presented by: Juan F. Gutierrez Sanin

Healthy People 2020, the US government 10 years initiative to improve health for all Americans has a very strong focus on reducing healthcare disparities in both access and quality of services for ethnic and racial minorities in this decade. In fact, Healthy People includes a topic on social determinants of health, linked to an objective: to “create social and physical environments that promote good health for all”. An integral part of this effort is to promote effective communication practices, particularly with individuals whose ability to speak English is limited. This workshop showcases how the work of medical interpreters touches not only the people in the exam room, but many others in their local communities, and gives a different perspective to the work of interpreters by further validating their role as public health professionals.

WORKSHOP “D” Descriptions

D1: CCHI's Certification: Measuring & Maintaining Interpreter's Professional Knowledge & Skills – Presented by: Jonathan Levy

The goal of CCHI's certification program is to raise quality of interpreter services in healthcare settings, and improve quality of communication between providers and LEP patients. CCHI has always followed the best psychometric practices and guidelines of NCCA to ensure that our certification tests measure knowledge, skills, and abilities necessary to effectively perform duties and tasks of the interpreter job at the entry level. In 2013, CCHI developed the Continuing Education Accreditation Program to assess, analyze, and accredit continuing education programs for healthcare interpreters. This presentation will give an overview of what the certification examinations measure and highlight the value of interpreters' continuing education for maintaining and improving knowledge and skill level demonstrated at the time of certification. It will discuss CCHI's parameters for accrediting training programs that align with the healthcare interpreter profession. It will also address the current challenges of encouraging interpreters to seek certification.

D2: Tips And Techniques For Public Speaking In Your Non-Native Language

Presented by: Jane Chang Miller

Public speaking skills and confidence are not qualities that we are born with. Many foreign-born and foreign-raised language interpreters feel uncomfortable or shy about speaking during their staff meetings, sharing their ideas with colleagues, giving presentations to clinical staff on how to work with an interpreter, or giving talks at a national conference. In general, audiences want a presenter to be knowledgeable, interesting, engaging, informative and entertaining. If you've been interpreting for more than five years, with your valuable experience and passion, you can educate, inspire and motivate beginner interpreters. How do you deliver your message effectively and successfully? Practice and experience build confidence, which is the key to effective speaking. This presentation will review tips and techniques for public speaking, skill acquisition, professionalism and expertise to help you overcome your nervousness and empower you with enough confidence to share your stories, experiences and knowledge with your audience.

D3: Interpreting Emotion, Maintaining Neutrality – Presented by Ira SenGupta

How often have you been caught in the middle of a clinical disagreement between the patient and the provider? How often have you been moved by the patient's emotion of powerlessness that a terminal diagnosis has launched? How often has your intellectual self wrestled with your emotional self in a highly charged triadic encounter? How often have personal values and opinions interrupted the fine balance we seek as professionals? How do you recognize and faithfully interpret the emotions and the realities of each side while maintaining objectivity? These issues are central to our role as interpreters and can be formidable even for a seasoned professional in ever changing triadic encounters. Using two case studies, this presentation will lead the participant from challenges to concrete steps for resolution during difficult moments in medical interpreting.

D4: Sign Language Interpreting In The Medical Setting – Presented by: Mike McMillion

The Assignment: Medical. Two Hours. Location: Downtown Metroplex. Will you take the assignment? With little to no information, often the interpreter accepting an assignment within a medical setting gets little more than the name of the patient and the doctor's name and specialty. What important information do we need to prepare? What are the interpreter's expectations and desired outcomes? What vocabulary will likely be utilized? . Participants will be openly discuss situational ethics and develop best practices for successful interpreting. The participant will actively be engaged in working with the SL texts and other workshop materials and will frequently demonstrate incorporated skills and techniques offered from the instructor and language models.

D5: Resources And Tools For Trainers – Presented by: Maria Vazquez

"Objective A primary objective of this workshop is to help trainers to teach medical interpreters under the "Teaching Teachers" initiative. The workshop is designed for trainers of most subjects and at all levels. I will assist educators in developing a solid background on new topics or in mastering a discipline they already know and love. Description The workshop will teach you how to incorporate games and technology, utilize a variety of teaching techniques and classroom resources. It will address specific interpreting techniques and medical terminology that have arisen in response to the new requirements for medical interpreters. It will help you to create interdisciplinary links within your curriculum. The workshop will provide ideas and methods for teaching medical-interpreting content across the curriculum using digital resources, documents and material culture. "

D6: Interpreter Services Quality Initiative Debriefing Project

Presented by: Anita Tancredi, Deolinda Wah

Interpreter Services recognized the need to provide increased support to medical interpreters due to the increased nature of emotionally challenging situations such as unexpected diagnoses, palliative care or bereavement sessions, child abuse/neglect situations, and mental health consultations. A formalized mechanism of debriefing was implemented, whereby interpreters experiencing traumatic or distressing encounters for patients/families could be acknowledged and discussed as needed in a safe forum. Staff medical interpreters consulted the expertise of staff Clinical Social Worker, Debbie Berlin-Romalis, to assist with: 1) training of Interpreter Services' staff on facilitating debriefing interventions, and 2) designing a debriefing framework specifically tailored to meet the unique needs of medical interpreters.

D7: Describing Pain - Getting It Right On! - Presented by: Linda Joyce & Maritza Bond

It is a given that pain descriptors come up all the time in our work as medical interpreters, and no matter what part of the body is being clinically assessed, or in what subspecialty of medicine is the context, once you master a body of pain descriptors, you can use them across the board. There is much to consider when choosing the appropriate equivalents of pain as Western medicine utilizes precise descriptions of acute and chronic pain. Providers sometimes ask for lists: throbbing, sharp, burning, stabbing and so on. This will be a hands-on workshop where we will discuss the nuances of describing pain in English and also do practice exercises in language groups.

D8: What's Behind the Loss of Experienced Medical Interpreters?

Presented by: Barry Fatland

Individuals start out with high hopes for putting their bilingual skills to use as medical interpreters, combined with their desire to do something to help those most in need. While our profession is advancing rapidly with national certification and a proliferation of advanced courses for medical interpreters, the pay ranges from \$10 per hour up to 6 times that much. Is federal funding the answer? How does the ACA address this and will it help?

WORKSHOP "E" Descriptions

E1: Safety In Mental Health For Speaking Languages – Presented by: Sandy Maloney

As a Professional Spoken language Interpreters working in a Hospital and Clinics in the Mental Health Department or settings, we are exposed to unforeseen risks and violence due to the mental state of the patient. This violence could be from abusive and offensive language to life threatening situations. Acknowledging this challenging assignment and knowing what to do to be protected you become a better Interpreter for the patient and the provider. Being prepared even with a dress code to avoid any comments etc. Knowing how to take care of yourself after a difficult encounter. Just being aware of your surroundings can help you endure certain encounters. Being prepared with Mental Health Terminology and being able to handle Simultaneous interpretation.

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E2: The Importance Of Nonverbal Communication In Bilateral Interpreting

Presented by: Marko Miletich

As interpreters we express in one language what is said in another. Bilingual language skills are fundamental and are, of course, stressed in any interpreter training program. There are, however, other components to communication that are often forgotten. Following Poyatos (2002), this presentation will briefly look at the triple structure of discourse: language-paralanguage-kinesics and their relevance for interpreters. Features such as tempo, pitch, gestures, emblems, and silences will be addressed. Distinctions will be made between communication components that may be perceived directly by the provider and patient and those transmitted through the interpreter. Since interpreters need to make sense of nonverbal cues, the education of interpreters should include a familiarity with nonverbal communication and emphasize its importance in the usual triadic medical encounters.

E3: Interpreter Internships From Scratch – A Recipe For Success

Presented by: Jennifer Flamboe, Kristin Neitzel

Internships enable students to receive supervised practical training in their field and are a common requirement in many academic programs. Healthcare interpreting internships, however, are equally beneficial but seemingly less often included in training programs. This interactive session is designed for interpreter trainers, language services staff, and those who want to explore the topic of establishing or enhancing an interpreter internship. Participants will identify goals for interpreter internship programs and learning objectives for interns, evaluate different options for structuring interpreter internships, and develop strategies to establish new interpreter internships or to improve existing practicum modules.

E4: Blueprint To Train Up To 21st Century Technologies – Presented Claudia Brauer

Many interpreters have been complacent in the past decades, dismissing the advent of tectonic shifts in the means of production and delivery of interpreting services. This is especially true in the Healthcare/Medical industry, which usually pioneers and is an earlier adopter of the technologies of its time. Instead of resisting technology, healthcare/medical interpreters should embrace it and keep pace with the changing world. On-site and in-person healthcare interpreting will be the exception in the coming decades. We must prepare to work in a world ruled by telemedicine, where the norm will be the use of technological advances such as over-the-phone, remote video and web-based interpreting. In this 60-minute session we will understand the technologies of the 21st Century. Then we will prepare a modest blueprint for future personal action, feasible of being implemented.

E5: When Language Barrier Is Just The Beginning...

Presented by: Maikhou Vang, Stephanie Gil

The most obvious and frequently addressed healthcare barrier is language, but with it often come other factors that can compromise care if not considered and approached effectively. Patients with any combination of these factors—cultural beliefs and practices that differ from western medicine, unfamiliarity with U.S. healthcare system, history of trauma/adverse life experiences, issues related to immigration status, lack of self-advocacy skills, experiences with racism, and low educational attainment, socio-economic status or health literacy—run the risk of being underserved and achieving less-than-ideal outcomes as a result. While interpreting, most of us have encountered situations in which going above and beyond interpreting could make a difference. What role do you play given the urgent matter and opportunity in that moment? Do you offer cultural advocacy? If so, Why or why not? What you say may affect care for the LEP patient and family. Are you equipped to do the job?

E6: National Standards For Healthcare Interpreter Training Programs

Presented by: Melissa Wallace, Ph.D

This presentation examines the final version of the National Standards for Healthcare Interpreter Training Programs, released in 2011 as a result of several years of research and consensus-building. In acknowledgement of the growth and adaptation that compliance with the Standards will require from interpreter training programs, the NCIHC has launched a new initiative dubbed “A Home for Trainers,” consisting of a webinar series to train trainers in areas of the Standards identified as representing a challenge; a mentoring program to provide support and an open peer group for trainers, especially those working in isolation; and an on-line resource guide to training materials that support the training of interpreters in languages of limited diffusion. In addition to discussing specific H4T projects and sharing lessons learned thus far, participants will be provided with specific resource information regarding training and with a model that can be adapted to support interpreter trainers locally.

E7: Remote Interpreting: How Evolving Interpretation Standards Effect Quality & Specialization – Presented by: Aaron Wegehaupt, David Fetterolf, Kat Jackson

Video Remote Interpreting (VRI) is a burgeoning sector of the Interpretation Industry. It allows skilled interpreters to reach the people they service with faster and with better in-room presence than a telephone call. Market research has shown that VRI is a cost effective way to connect non-english speakers with skillful interpreters, on-demand. But while VRI offers solutions to a majority of challenges faced by the interpretation industry, it also requires a new set of specialized skills from the interpreters in front of the camera. Remote Interpreters absolutely must be prepared for whatever situation presents itself to them via video call. They must be comfortable talking to multiple people on video and they must be ready to jump right in to an interpretation session with little to no warm-up time. These skills are integral to the remote interpreting process, and represent a new specialization in the field of medical interpretation.

E8: Turning Complaints Into Opportunities For Refresher Medical Interpreter Education

Presented by: Sameh Abdelkader

Complaints about medical interpreter performance provide an opportunity to identify areas of improvement. In addition to using complaints from customers to improve quality of services provided by Liberty Language Services, this agency has used these complaints to develop customized refresher medical interpreter education for individual interpreters. We have developed a tracking system to record the process of managing customer complaints and will share the process of how complaints are handled, including refresher medical interpreter education. The process includes hearing the interpreter’s side of the story, analyzing which code of ethics or standards of practice may have been breached, and developing an action plan of how to address the complaint(s). Many times, the action plan includes refresher training with the agency’s lead interpreter trainer. Since a common area of complaint is the proper use of the advocate and cultural broker roles, these roles will be discussed in detail by the presenter.

WORKSHOP “F” Descriptions

F1: On The Other Rim Of The Atlantic: Medical Interpreters Researched

Presented by: Lissie Wahl-Kleiser, Carmen Valero-Garces

Research on medical interpreting is nearly invisible. This is manifested through various factors: (1) little crossover between the worlds of academia and the institutions of medical interpretation; (2) rare or nonexistent return to the IMIA of research products derived from projects carried out under its aegis; (3) historic focus of medical interpreting training, standards of practice, and codes of ethic upon terminology with reduced allotment to research, (4) limited consideration of the relevance for medical interpretation of translation studies; and (5) reduced association with disciplines conducting research on medical interpreting (e.g., linguistics, philosophy, anthropology, medicine ,and psychology).

We leave as an open question whether the algorithmic tenor of current medical healthcare allows for a more richly nuanced conception of what medical interpretation is and can be, beyond the conduit ideal most practitioners continue to hold dear. This presentation seeks the active collaboration of all participants.

F2: Meaningful Communication With Oral Preference And Limited Literacy Patients

Presented by: Lindsey Gutierrez

The mainstream medical culture heavily relies on modes of communication favored by highly literate people. But, many people of the world have limited literacy or an oral communication preference. This oral preference, or orality, reaches deeper than the ability to read words on a page. It effects the individual and society's culture, values, communication style and ultimately health care. In order to meet the communication challenge one needs to be aware of the impact of orality on the patient, and literacy on the provider. Then, certain strategies can be employed to facilitate better communication. These strategies require some creativity and patience on behalf of the medical community, yet the results are worth it.

F3: Awake Craniotomy: An Interpreter In The Or During Brain Surgery

Presented by: Kelly Garvin Rodriguez

The patient is a young father with a brain tumor in area of the brain that controls motor speech. As his tumor grew, his fluency in both languages diminished. The surgery to remove the tumor would be performed while the patient was awake, preserving as much healthy brain tissue as possible. The interpreter worked with the surgical team, engaging the patient in rote memory speech and narrative speech, as well as motor commands, to help guide the surgeon as he dissected malignant tissue. Every slice of the scalpel had to be precise, or the patient's ability to talk would be forever lost. This presentation tells the story from the interpreter's perspective; the rewarding nature of working closely with a patient and medical team, the exhilaration of watching a live brain, and the pressure of knowing the stakes are so high.

F4: Newborn Screening And Inherited Metabolic Disorders

Presented by: Martha Blackwood

Each American state and many foreign countries mandate some form of screening for every newborn child, with the goal of identifying infants who are affected by certain conditions. Early identification of these conditions is important, since timely intervention can lead to a reduction in rates of morbidity, mortality, and associated disabilities in affected infants. Are you familiar with the newborn screening in your jurisdiction and the conditions listed on its screening panel? Texas requires newborn screening for twenty-nine conditions, many of which are inherited metabolic disorders. Medical interpreters may increase the quality of their services by understanding newborn screening and the metabolic disorders on the screening panel. This presentation will discuss basic concepts of newborn screening, focusing on the newborn screening required in Texas. This presentation will also address some of the metabolic disorders that are on the Texas screening panel.

F5: Ars memorativa and the Interpreter – Presented by: Agustin De La Mora

Before the advent of the printing press or even paper and pen, written and spoken words were retained with great accuracy and confidence by the scholars of the time, with nothing more than carefully constructed visual imagery used to recall the structure and substance of their learning. In this way, practitioners of visual memory could recite epic poems and even entire books with pinpoint precision. This set of techniques is still accessible to us in modern times, and the contemporary interpreter can begin to make use of it to render their tasks less daunting, less stressful, and maybe even enjoyable.

Congratulations to our 2014 Essay Contest Winners!!!

Darien Mejia	Mutaz Al Mudaris
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**"IF YOUR ACTIONS CREATE A LEGACY THAT
INSPIRES OTHERS TO DREAM MORE, LEARN
MORE,
DO MORE, AND BECOME MORE, THAN YOU
ARE AN EXCELLENT LEADER." -DOLLY PARTON**

Grand Winner:
Dr. Lizbeth N. Mendoza

National Code of Ethics for Interpreter Educators

The IMIA International Code of Ethics for Interpreter Educators was developed by a number of educators from around the world who met on several occasions in 2007 and 2008 at the IMIA Trainers Calls. It has undergone several revisions with additional educators and was open for public review in 2009. This Code of Ethics was designed for all interpreter educators, not solely for medical interpreter educators. It was officially published at the First National Trainers Symposium on June 12, 2010. All comments should be emailed to Ethics@imiaweb.org.

- 1. Competence and Qualifications** - Interpreter educators shall only seek, accept, or offer to provide, those educational assignments they are qualified to perform.
- 2. Transparency** - Interpreter educators shall disclose all information in a transparent way, not withholding information from students.
- 3. Professional Development** - Interpreter educators shall participate and engage in educational and professional development activities to ensure competence and keep abreast of the evolving field and the latest standards.
- 4. Intellectual Property** - Interpreter educators shall respect intellectual property & authorship of others, and copyright laws, seeking proper authorization and crediting materials as required by law.
- 5. Confidentiality** - Interpreter educators shall assure that confidentiality of health information and student performance is maintained where appropriate.
- 6. Impartiality** - Interpreter educators shall treat students fairly, in an unprejudiced manner, and avoid any actions that could be, or imply appearance of, favoritism or preference for particular students.
- 7. Professional Boundaries** - Interpreter educators shall maintain a professional distance from students, and shall not utilize their position to gain favors from students.
- 8. Conflicts of Interest** - Interpreter educators shall disclose to their students their affiliations with organizations they promote, and related conflicts of interest.
- 9. Professionalism** - Interpreter educators shall uphold the public's trust in the interpreting education field.
- 10. Accuracy** - Interpreter educators shall give accurate information to students, based on the published research, recognized standards of practice and code of ethics for medical interpreters, rather than personal opinion based solely on individual experience.
- 11. Cultural Competence** - Interpreter educators shall respect the cultural differences of students and be committed to creating a culturally competent learning environment.
- 12. Inclusiveness** - Interpreter educators shall educate interpreters about all standards and codes for the profession, and promote instructional programs for all language groups, modes and modalities of interpretation to accurately reflect the scope of the profession.

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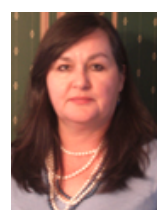
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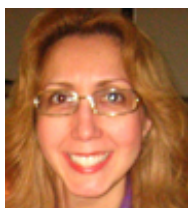


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Arabic Division imiaweb.org/divisions/arabicdivision.asp



Ibtihal Mahmood,
Chair

In September 2013, the IMIA board of directors voted to create a new division: the Arabic Language Division. This division will be the hub for IMIA Arabic language medical interpreters where they can share language-specific ideas, best practices, and challenges that are unique to Arabic language in medical settings, diglossia, and numerous vernaculars to name a few. Moreover, this division will serve as a lighthouse that helps Arabic language medical interpreters find language-specific research and team together on projects. Please note the unique criteria of this new division that distinguish it from all other IMIA divisions and chapters.

Certified Interpreters Division imiaweb.org/divisions/cidivision.asp



Mohamad Anwar,
Chair

Are you a certified interpreter? Does your profile list you as a certified interpreter? All IMIA members who are CHI, CMI, and RID certified are automatically part of the Certified Interpreters (CI) Division.

The IMIA Certified Interpreters (CI) Division was created with the purpose of incorporating IMIA members who hold the CHI or CMI credentials as well as those certified by the RID, to work together under one roof to promote certification as key to professionalization.

Interpreter Service Provider (ISP) Division

imiaweb.org/divisions/isp.asp



Lena Toolsie, Chair

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

Minority Languages Division

imiaweb.org/divisions/minority_languages.asp



Marlene Vicky
Obermeyer, Chair

The IMIA is committed to all languages and dialects which require interpreting services worldwide. Minority languages, also called languages of lesser diffusion (in the US), are those languages for which there are not many speakers in the local country but for which there are real language access needs and for whom those speakers have an equal right for language access. There is also the limited availability of interpreters for those languages, and for training, hiring opportunities and testing opportunities for those minority language interpreters.

Portuguese Division imiaweb.org/divisions/PortugueseDivision.asp

Spanish Division imiaweb.org/divisions/SpanishDivision.asp



Eliana Lobo, Chair



Carlo Concha Zea, Chair

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.

Provider Division imiaweb.org/divisions/provider-division.asp



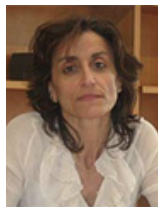
Dr. Eric Hardt, Chair

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.

Research Division imiaweb.org/divisions/research.asp



Lissie Wahl-Kleiser,
Ph.D, USA Chair



Carmen Valero-Garcés,
International Chair

All professions need research (and researchers) to improve. Medical interpreting is no exception. In order to increase the quality of the services we provide, we need to know: whether a certain strategy in a given context works or not, how other professionals expect interpreters to work, which features of a culture become more complex in a typical Western medical setting and what possible solutions are applicable...

ASL Division imiaweb.org/divisions/asldivision.asp



Heather Barclay, Chair

In the United States and Canada alone, there are an estimated 250,000 - 500,000 individuals who use American Sign Language as their primary language. It may be assumed that at some point, each of these individuals will require medical attention. While there are national and state level generalist certifications, and special certifications for Legal interpreting, there is still a lack of medical-specific training for ASL interpreters. The ASL Division of the IMIA is committed to bringing quality Medical Interpreter Training to the ASL interpreting community. Additionally, the ASL Division will work hard to promote awareness and education to the medical world, regarding Deafness, the role of the Interpreter, and the legal obligations of the medical facility to provide qualified, professional interpreters to all Deaf/Hard of Hearing patients, for whom ASL is their primary language

Social Media Division imiaweb.org/divisions/socialmedia.asp



Mari D. Gonzalez, Chair

Today, we engage with our members and the public in a more direct way through social media, among which are LinkedIn, Facebook and Twitter. Social media is a more immediate, interactive and democratic way of reaching and interacting with our audience. Most of us are users of mobile technology which further enhances the ubiquity of these venues and which allows for current feedback on issues that we advocate for. We are more interconnected because of this phenomenon. As we are all aware, medical interpreting can be an isolating career because we seldom have the opportunity to be with our colleagues (on a daily basis) except for national conferences and workshops. Social media has changed all that, bringing together people across the globe in more ways that were uncommon before.

Technology Division imiaweb.org/divisions/technologydivision.asp



Dan Gatti, Chair

The purpose of the IMIA Technology Division (IMIATD) is to provide industry awareness, industry trends and technical market information to the IMIA board and members. Every association is challenged to understand the technology trends and emerging solutions that influence their members and interpreters. IMIATD will focus on understanding how technology is changing, how technology is being implemented and how technology impacts interpreting. Awareness will be a fundamental objective of The IMIATD will reach out to hospitals and establish a Technology Advisory Board (TAB) with participants who have implemented new technical solutions or understand the impact of technology on interpreting. Anyone interested, please send email and thoughts to Technology@imiaweb.org

Events Committee imiaweb.org/committees/conference-committee.asp



Dennis Caffrey, Chair

Events Committee Goals

- 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 conference
- This committee is very active from May to November.

Education Committee imiaweb.org/committees/education-committee.asp



Sean Normansell, Chair

Education Committee Goals

- 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

eNews Committee imiaweb.org/committees/enews-committee.asp



Claudia Perla, Chair

eNews Committee Goals

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

Ethics Committee imiaweb.org/committees/enews-committee.asp



Maria Gatej, JD, Chair

Ethics Committee Goals

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

External Relations Committee

imiaweb.org/committees/externalrelations.asp



Jelena Mujanovic, Chair

The External Relations Committee Goals

- Identify and facilitate the development of collaborative agreements with other organizations with a similar mission;;
- Maintain relations and identify opportunities for collaboration with partner or supporting organizations
- Maintain memberships and communications with other interpreter and translator associations; and
- Coordinate the Corporation's presence at other organization's events.

Fundraising Committee

imiaweb.org/committees/education-committee.asp



Cynthia Hermosillo, Chair

Fundraising Committee Goals

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

Medical Terminology Committee

imiaweb.org/committees/medical-terminology-committee.asp



Nelida Chan, Chair

Medical Terminology Committee Goals

- 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

Membership Committee

<http://imiaweb.org/committees/membership-committee.asp>



Iliana Rivera, Chair

Membership Committee Goals

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

Nominations Committee

imiaweb.org/committees/nominationgovernance.asp



Fanny Tchorz, Chair

IMIA Nominating and Governance Committee Goals

- Make proper recommendations regarding the composition and organization of the Board
- Identify individuals qualified to become members of the Board
- Review the qualifications of future candidates to be considered as a member of the Board
- Recommends that the Board select and vote when need to fill in vacancies on the Board
- Moderate periodic conference calls with membership
- Report regularly to the Board

Public Relations Committee

imiaweb.org/committees/public-relations-committee.asp



Lizette Guadalupe Odfalk, Chair

Public Relations Committee Goals

- 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

Workshop Presenter Biographies

The IMIA thanks all the presenters for their huge contribution to the conference. Please join us recognizing and appreciating their contributions to the field.



Abdelkader, Sameh

Director of Education, Liberty Language Services, LLC

Sameh Abdelkader is the Director of Education at Liberty Language Services, LLC and is a licensed trainer for both Bridging the Gap (BTG) and The Community Interpreter. In 2012, he delivered the BTG course to over 100 medical interpreter students. Mr. Abdelkader holds a B.A. in English, from Zagzig University in Sharkya, Egypt and has over 20 years of experience in education. He has brought his skills in management, teaching, training, recruitment, and cultural competency to Liberty Language Services, LLC for the past three years.



Anwar, Mohamad

Mohamad Anwar was born in Egypt. He earned a Master's degree in science (1995), a Master's of MHA certificate from the University of Minnesota (2012), and CHI credentials (2012). He taught graduate classes, held different managerial positions in the medical interpreting field, and authored interpreter training materials. Mohamad is a member of the Board of Directors at IMIA, Chair of the Certification Division at IMIA, and a voting member at ATA. Mohamad provides healthcare consulting and training nationwide and volunteers as a language professional at the American Red Cross and the Volunteer Lawyer Network of Minnesota



Arocha, Izabel
M.Ed., CMI-Spanish

Izabel Arocha is a nationally certified medical interpreter and the Executive Director of the International Medical Interpreters Association, the representative association of medical interpreters worldwide. Arocha serves as Secretary General of FIT, The International Federation of Translators, representing over 100 translator, interpreter, and terminologist associations worldwide. She is also a member of the Global Advisory Board, and is an ASTM an ISO Expert US Committee delegate on their respective interpreting standards. She worked as a professor at Boston University and Cambridge College and advocates for academic education as a means to professionalization. Her Multidisciplinary Competency Model provides a generalist to specialist interpreter identity schema.

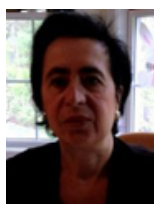
She was an advocate for the IMIA charter from 1986 to implement certification and as IMIA President, co-founded the National Board of Certification for Medical Interpreters in 2009. She advocates for the reimbursement of medical interpreters in Capitol Hill, and internationally for language rights as an international human rights issue. She was born in Australia and raised in Belgium, Spain, Japan, Mexico, Serbia, and Brazil and is fluent in Spanish and Portuguese and speaks French well. She was the recipient of the Language Award in 2008 and the IMIA Lighthouse Leadership Award in 2010 and the Founders Award from the National Medical Interpreter Certification Forum in 2011. Arocha holds a Bachelor in Management from Lesley University, a Translation Certificate from University of Cambridge, England, from 1981, and a Masters in Education from Boston University. Currently she is a PhD candidate at Osaka University, Osaka, Japan. Her most recent international research explores the cultural interface role of medical interpreters



Blackwood, Martha
- CMI

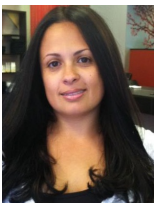
Memorial Hermann Hospital

Martha Exebio Blackwood, CMI-Spanish, is one of the six certified medical interpreters at Memorial Hermann Hospital in the Texas Medical Center. Mrs. Blackwood has a bachelor's degree in economics and more than 12 years of experience in Banking and Finance. Mrs. Blackwood was born and raised in Lima, Peru, and began her interpreting career in Houston, Texas in 2003. She has worked for a major local agency, as a freelance interpreter and translator, and as a full-time interpreter at two hospitals in the Texas Medical Center.



Bola-Ferriero, Maria

Experienced medical interpreter and legal interpreter and translator, MS. Bola speaks Romanian, Moldovan, Aromanian and Spanish. Her extensive interpreting experience includes over-the-phone, video interpreting, and escort interpreting in several states. She has worked as legal interpreter in several states and for the United States Attorney Office. Ms. Bola has a degree in management and holds a Master of Business Administration degree. She has taught English as a Foreign Language in Romania. She currently works as a program specialist at the state of New Hampshire Food and Nutrition Service.



Bond, Maritza -
MPH

Maritza Bond, MPH, is the Executive Director of Eastern Area Health Education Center (EAHEC), Inc. In this role, Bond provides leadership to bring educators, health care professionals, and community leaders together regionally and statewide to ensure health care access and enhance the workforce in Connecticut. Specifically, Maritza helps to determine the educational needs of health care providers, supports development of curriculum frameworks for youth, college students, interpreters, and adult learners. At Eastern AHEC, Maritza also leads efforts to recruiting minorities and nontraditional students into health care careers.



Brauer, Claudia

Claudia is the sole proprietor of BrauerTraining, created to help advance the profession of translation and interpreting so that linguists remain competitive by embracing technology, instead of resisting it. She has designed and delivered online more than 300 hours of proprietary content and more than 20 copyrighted tools. Claudia became a trainer in 2011, channeling her 35 years of experience in Latin America and the USA where she has translated some 10 million words and logged about 15,000 hours of interpreting. She is also a speaker, a writer and a blogger on the current state of the industry.



Dr. Brown, Stacey

Stacey Brown, PhD is the Director of the Community Based Education (CBE) program for the University of Connecticut School of Medicine. CBE is committed to the principle that patients, health and disease should be viewed in the context of social, economic, political and health system factors. Subsequently, she collaborates with faculty and community partners to develop and implement curriculum promoting students' understanding of these relationships, helping them utilize community resources and advocate on behalf of their patients. Additionally, Dr. Brown is an active member of several community and professional committees and is the Chair of the Connecticut Multicultural Health Partnership.



Cai, Yuan

Yuan Cai works as the Coordinator of the Language Assistance Program at Flushing Hospital Medical Center, a culturally-diverse, community hospital located in the largest Asian neighborhood in New York yet receiving a tremendous amount of Spanish-speaking patients. Originally from China with two bachelor degrees in Journalism and Law, Yuan discovered her interest in health care, and thus pursued her master degree in Health Administration at Cornell University. After finishing her internship with the diversity program at the Greater New York Hospital Association, Yuan has been devoting her passion to bridging the cultural barrier in health care.



Candle, Eric

President, National Training Institute
Eric Candle holds MS in Computer Translation & Computer Science with college graduation work in English and Russian languages. Eric is qualified medical interpreter, credentialed translator, and licensed Community/Medical Interpreter trainer. He is an adjunct professor of medical interpreting at SUNY. He taught in Canada, Germany, and Russia. Eric is the IMIA U.S. Coordinator and NY Chapter Chair. Eric delivered numerous presentations on innovative training approaches for Languages of Lesser Diffusion, and Medicaid Coverage of Language Services. Eric Candle is the President of ECdata, Inc., a NY-based interpreting training and curriculum development company to introduce a process-centered approach with a focus on key interpreting principles



Clifford, Andrew

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



Czobor, Agnes – CMI-Spanish

Memorial Hermann Hospital

Agnes Czobor is a Certified Medical Interpreter at Memorial Hermann Hospital in the Texas Medical Center of Houston since 2001. First to take the written and oral CMI tests in Houston, and to obtain the certification in the city. Agnes coordinates the Translation Program at Memorial Hermann. She holds a BA in Modern Languages, with a minor in Translation and Interpretation. Former translator at the accounting and consulting firms Ernst & Young and KPMG in Venezuela, Agnes has been a member of the editorial team of a well-known Health and Wellness periodical.



Di Fresco, Maurizio

Maurizio Di Fresco started as a full-time interpreter at the Department of Tourism & Transportation of Sicily, Italy. From 1999 to 2008, he worked as an in-house interpreter at ISMETT Transplants Center in Italy. In 2006 he obtained a second University Degree in Language Mediation. In 2008 he became one of the two International Patient Services Coordinators who manage administrative and logistic activities concerning foreign patients, including recruiting and directing interpreters and cultural mediators for many languages. In addition, Maurizio Di Fresco works as a freelance conference interpreter and is also a Board Director of the International Medical Interpreters Association



Elewah, Manal

Manal Elewah, an Egyptian currently living in UAE since (1988), holds a Ph.D. in Environmental Engineering from Washington International University (2011) and AHE from NBCMI as well as CHI Candidate from CCHI. Manal worked as Arabic, English and French freelance translator for more than 25 years with international organizations and engineering consultancies. Manal is the IMIA Egypt Chapter Chair, a member of IMIA Minority Language Division and IMIA Medical Terminology Division, and an Associate member at ATA and IAPTI. Lately, Manal's work has been focused on volunteer translations for Translators Without Borders and United Nations Volunteers. Contact: freelanceabunar@gmail.com



Chang Miller, Jane, CHI™

Jane Chang Miller CHI™: University of Michigan Health System

Jane is a native Chinese speaker who grew up in Taiwan. She earned her BA in Guidance and English from National Taiwan Normal University in 1981. While teaching high school English, she served as a director of her school's student counseling center. In 1987, she returned to graduate school, majoring in school administration. Two years later, Taipei's City Education Bureau selected her to study a teacher-training program at CSUF. She was principal of the Fresno Chinese School. Jane is currently a staff interpreter and Education Division Coordinator at the UMHS.



Fatland, Barry

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 four years

in the successful unionization of medical interpreters in Washington State, Interpreters United/Washington Federation of State Employees, Local 1671. He is currently Manager of Interpreter Training and Trainer for the Bridging the Gap course offered internationally by the Cross Cultural Health Care Program. Barry just returned from two weeks in Bangkok, Thailand, where he trained 12 staff interpreters of the Bangkok Hospital's nearly 150 staff interpreters as well as 3 new trainers to train the remaining staff. He has travelled extensively throughout the Americas, is a Washington State DSHS-certified medical interpreter Spanish<>English and is fluent in Spanish and Portuguese

Fetterolf, David T. – President, Stratus Video Interpreting

Mr. Fetterolf has 22 years of experience working for healthcare information technology and service companies. Prior to joining Stratus Video, Mr. Fetterolf was president and founder of MDeverywhere. MDeverywhere provided revenue cycle management software and services to medical practices and hospitals. Under Mr. Fetterolf's leadership MDeverywhere grew to be one of the largest companies in the market with over 3,500 physicians using the MDeverywhere solution. Prior to MDeverywhere Mr. Fetterolf was the president of Datamedic's physician office division. Datamedic was a leading provider of computer-based patient records and business management software and services for medical practices and clinics. Mr. Fetterolf earned a bachelor's degree in electrical engineering from Cornell University and a Masters of Business Administration from The Wharton School at the University of Pennsylvania.

Filotas, Denise - Interpreter Services Coordinator, Cottage Health System

Denise Filotas is Interpreter Services Coordinator for Cottage Health System in Santa Barbara, CA. Her passion for medical interpreting started in high school in Guayaquil, Ecuador, interpreting for a group of American doctors working with Ecuadorian healthcare providers. She is now a California State Certified Medical Interpreter for Spanish. Besides interpreting Denise developed curriculum and taught healthcare interpreting at Santa Barbara City College. She enjoys being involved in the education of interpreters and healthcare professionals who use interpreters. When not at work, Denise can be found reading or spending time outdoors with her family.



**Flamboe, Jennifer -
M.A., CHI**

Assistant Professor, Alverno College, Jennifer M. Flamboe, M.A., CHI Jennifer is Chair of the World Languages department at Alverno College in Milwaukee, Wis., where she is also assistant professor of Spanish and director of the Spanish/English Healthcare Interpretation program. She holds an M.A. in Foreign Languages and Linguistics from the University of Wisconsin-Milwaukee with concentrations in Spanish linguistics and translation. In addition to being a nationally-certified Spanish interpreter through the Certification Commission for Healthcare Interpreters (CCHI), Jennifer has over 10 years of experience translating and interpreting, and she has presented to groups at the local, regional, and national level.



Foley, Ryan

Ryan Foley, manager of MasterWord Services' Training and Assessments Division, is an ally to professionals striving for growth and success. For more than 15 years Ryan has worked as an interpreter, spoken nationally on communication, interpreter ethics and processes, and social dynamics across many fields. As a nationally certified sign language interpreter, Ryan has mentored and trained hundreds of interpreters and helped them become top level professionals in their own right. Ryan is a member of the Advisory Committee on Health Care Interpreter Qualifications in Texas and the lead developer and trainer for MasterWord's 40-Hour Intensive Medical Interpreter Training Program



Fors, Lynn

Lynn Fors is the Language Services Supervisor for several medical facilities under KentuckyOne Health, a part of Catholic Health Initiatives. She has been trained as a medical interpreter through Bridging the Gap and is certified by CCHI. Ms. Fors' previous work experience includes nine years as a medical laboratory technician, four years teaching Spanish for middle and high school students, one year teaching English in Madrid, Spain and one year as a VISTA volunteer in the area of health care outreach. She earned an MA in Spanish Literature from the University of New Hampshire in 1995 and is currently chair of SEMIA (South Eastern Medical Interpreters Association).



**Friedman, Marc –
CHI, CMI-Spanish**

After earning his M.A. in French from the University of Texas at Austin, Marc Friedman taught foreign languages and ESL for several years. He directed a small translation and interpreting company for a few years in Houston. After a 15-year stint in pharmaceutical sales, Marc returned to foreign language-related endeavors, including medical interpretation in Memphis, Tennessee. He has been the Coordinator of Interpreter Services at St. Jude Children's Research Hospital since 2004 and is nationally certified in Spanish (CHI™ and CMI).



**Garvin Rodriguez,
Kelly - CMI-Spanish,**

H. Lee Moffitt Cancer Center

After working in the courtroom for years, I fell in love with medical interpreting the first time! I enjoy training other interpreters and working with the doctors and patients during difficult encounters. I lose myself in the flow--conveying emotion as well as words. I'm passionate about advanced training for interpreters--information is power, and education is our key to continued success in the professional healthcare arena. When not interpreting, I can usually be found with my nose in textbook, at the beach, or on a yoga mat. See you all in Houston!

Gil, Stephanie

Stephanie Gil served as a Spanish Medical Interpreter at Children's Hospitals and Clinics of Minnesota before developing her current role as LEP Patient Family Advocate in 2005. The role has been highlighted nationally at the Conference on Quality Health Care for Culturally Diverse Populations and at annual meetings of oncology associations including APHON, ASCO, and SIO. It is also featured in the DHS' AHRQ online Health Care Innovations Exchange. Stephanie recently authored the Cultural Care section the 4th edition of APHON's core curriculum nursing manual. She has her B.A. in Spanish with a minor in Ethnic Studies.



Gissell, Whitney

Whitney Gissell is a Training and Development Specialist and a BEI Advanced level certified American Sign Language Interpreter for MasterWord Services. As the first staff American Sign Language Interpreter at MD Anderson Cancer Center, Whitney acquired deep familiarity with medical interpreting. Her degrees in Psychology and Neuroscience laid the foundation of knowledge upon which she built a successful career. She currently holds office as President of the Greater Houston Interpreters for the Deaf and has taught a number of workshops including MasterWord Services' 40-hour Intensive Medical Interpreter Course.



Goldhirsch, Jessica

Jessica Goldhirsch is a freelance trainer with over twenty-five years of experience. She is working to professionalize medical interpreter training by exploring options for practicums, creating quality continuing education and promoting college and university based interpreting education programs. Ms. Goldhirsch has been supervising, mentoring, training and learning from medical interpreters since 1997 when she created an interpreter services department, as the patient advocate at a community hospital. She then joined the management team of a large interpreter services department at an academic medical center where she coordinated continuing education for the interpreting staff and designed and delivered training for providers in cultural and linguistic access to care. Ms. Goldhirsch has a bachelor's degree in psychology and a master's degree in public health and is pursuing a master's degree in social work.



Golley, Linda

Linda Golley is a health care activist working to improve clinical outcomes. She developed the Barriers to Care Map, the Library of Non-Print-Based Patient Education Resources, and the interpretation-translation hybrid called CONVERSLATION. Ms. Golley also runs the Interpreter Services program at University of Washington Medical Center. In previous incarnations she has been a clinical quality improvement analyst, a community clinic manager, and a direct health care worker. She is presently reading deep history of Central Asia.



**González, Jean
Reyes de**

Jean Reyes de González is a Hospital Development Specialist at LifeChoice Donor Services in Windsor, CT. Her responsibilities include providing education about organ and tissue donation and reviewing compliance issue within the hospitals she serves. She first became aware of organ donation when she started working for the Office of the Chief Medical Examiner in CT where she was employed from 1993 to 2010. She is a donor wife, tissue recipient, and she never misses an opportunity to bring awareness to donation. Besides her position at LifeChoice Donor services, Jean is a pastor in Waterbury, CT and she is a freelance medical interpreter. Jean also served for two years on the National Kidney Foundation's National Donor Family Council Executive Committee.



Gonzalez, Mari D.

Mari founded IXMATI Communications and enrolled in graduate school to expand her knowledge of her just-found passion—cross-cultural communication. She recently received a Master of Art degree in Intercultural Relations (MAIR) from the University of the Pacific after completing three research projects including a thesis. Graduate school research focused on the emerging bilingual, second-generation Latinos/Hispanics' ethnic identity, acculturation, and linguistic preferences. Her thesis titled, "Localizing Websites: A Comparative Study of Cultural and Linguistic Adaptation of Website Content and Design for Companies Entering the Latino/Hispanic and/or Mexican Markets" has been published. IXMATI has supported branding and marketing strategy companies with market research specific to Latinos/

Hispanics, advising on culturally relevant messages and segment-specific translation. Supported companies include the International Medical Interpreters Association (IMIA), OnCall, an Australian-based translation and localization company, digital and online marketing company, Winning Strategies, and branding and package design company, Maximo Branding. IXMATI has also successfully assisted companies and organizations such as John Muir Medical Center, The Contra Costa Times, and The City of Concord to better understand the multicultural consumer. Mari received the Schiku Weininger Award for designing a highly effective bilingual outreach training curriculum for health educators, was nominated for the City of Concord, Human Relations

Commission's Award and was featured as a consultant with the National Center for Cultural Competence (NCCC) at Georgetown University. She volunteers with the Art of Living Foundation and provides leadership and development workshops for Latina women in her spare time.



**Gutierrez, Lindsey -
CMI-Spanish**

Lindsey Gutierrez, CMI-Spanish is a Chattanooga, TN native and has spent years immersed in the local, immigrant Latino community. As a graduate of Covenant College with a concentration in Community Development, she is passionate about working with marginalized people in healthcare and the community. Her interests include linguistics, literacy, adult education, travel to Mexico, hiking and Chronological Bible Storying for Oral people. Lindsey works part time at Erlanger Health System as a Clinical Interpreter, and when not at work she spend time with her 4 young kids and firefighter husband.



**Hernandez, Idil,
CMI-Spanish**

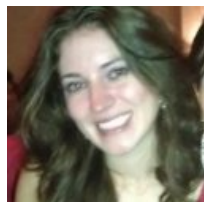
My name is Idil Hernandez and I was born and raised in Puerto Rico, where I graduated from the University of Puerto with a Bachelor's degree in Physical Therapy. Immediately after graduation I moved to the USA where I worked in the field until 2008. I received training from Culture Advantage to become a Medical Interpreter and shortly after I got the opportunity to become one of their mentors/instructors. I am also an over the phone Medical Interpreter for a major company. This year I received my National Certification by the National Board of Certified Medical Interpreters (NBCMI).



Hindle, Bill

Bill is currently the Director for Language Assessment Solutions for Language Testing International, the ACTFL Testing Office. He has been involved in the language business for over 20 years, managing the delivery of Instruction, Assessment, Translation & Interpretation services to clients in the government, academic and commercial sectors. He has overseen contracts awarded by the Defense Language Institute, Defense Intelligence Agency, National Geo-Spatial Intelligence Agency, Foreign Service Institute, Department of State and the Department of Homeland Security, amongst many others. He has been an Oral Proficiency Examiner for the University of

Cambridge Local Examinations Syndicate (UCLES), and for the International English Language Testing System (IELTS). He is an active member of the Inter-Agency Language Round Table, sitting on the Testing Committee, and is part of the American Society for Testing & Materials' committee developing nationwide standards in proficiency assessment (F15.64). He has a Licentiate Diploma in TESOL from Trinity College, London, and a Master's degree (with honors) in International Relations from the University of East Anglia in the United Kingdom.



Hoover, Kelly

Kelly Hoover is the Language Assistance Program Coordinator for Jamaica Hospital Medical Center in Queens, NY. Kelly started her career by obtaining a bachelors degree in Spanish complete with two study abroad semesters in Latin America. Afterwards, she spent one year in South Korea as an ESL teacher. Upon returning to the U.S., she finished certificate courses in medical and legal interpreting as well as the Train the Trainer Program for Lead Trainers and Language Coaches at City University of New York. Kelly was certified as a medical interpreter by the National Board in 2012.



Jackson, Kat

Kat Jackson is the Director of Interpreting Operations for Stratus Video's sister company, ZVRS. Throughout her career she has gained valuable knowledge in what determines the quality of interpretation, and has garnered insights into how the interpretation industry is changing with the advent of Video Remote Interpreting. Her expertise lies in telecommunications, video call centers, customer service, community outreach and coaching/training.



**Joyce, Linda - M.S.,
CMI-Spanish**

Linda Joyce, M.S., CMI, is a professional interpreter, interpreter trainer, and language access specialist. Linda interprets remotely and presents workshops nationally and internationally on aspects of best practices for providing linguistically and culturally competent language services. She serves as the Certification and Testing Director for the National Board of Certification for Medical Interpreters. She has lived and worked in Spain, Brazil and Mexico and was a former Gulbenkian scholar in Lisbon, Portugal.



Koh, Howard

Dr. Howard K. Koh serves as the 14th Assistant Secretary for Health for the U.S. Department of Health and Human Services (HHS), after being nominated by President Barack Obama and confirmed by the U.S. Senate in 2009. Dr. Koh oversees 12 core public health offices, including the Office of the Surgeon General and the U.S. Public Health Service Commissioned Corps, 10 Regional Health Offices across the nation, and 10 Presidential and Secretarial advisory committees. He also serves as senior public health advisor to the Secretary. The Office of Assistant Secretary for Health implements an array of interdisciplinary programs relating to disease prevention, health promotion,

the reduction of health disparities, women's and minority health, adolescent health, HIV/AIDS and chronic infectious diseases, vaccine programs, fitness, sports and nutrition, bioethics, population affairs, blood supply, research integrity and human research protections. As the Assistant Secretary for Health, Dr. Koh is dedicated to the mission of creating better public health systems for prevention and care so that all people can reach their highest attainable standard of health.



Levy, Jonathan

Jonathan Levy has been involved in the testing, training, and provision of interpreters for over 15 years. Jonathan has served as the Director of Language Services at CyraCom International, the Assistant Director at the University of Arizona's National Center for Interpretation and the president of his own start-up. In these positions he oversaw the creation and implementation of multiple testing and training programs for interpreters working in the healthcare, court, defense and educational settings among others. Jonathan holds a master's degree from the University of Arizona in cultural studies and comparative literature and a bachelor's degree from the University of Chicago in Asian and African history.



Lobo, Eliana

Eliana Lobo supervises interpreters at Harborview Medical Center, in Seattle where she trains medical interpreters and users of VRI. Her department's 49 staff interpreters cover 24 languages, facilitating 137,000 interpreted encounters last year. A native speaker of both English and Portuguese. Eliana was born and raised in Brazil, Mexico, and the U.S., living and working in these countries as an adult. Eliana has 20+ years of experience as a trilingual interpreter/translator. An experienced court and medical interpreter, she received a Fulbright Grant to conduct research in Brazil and the U.S. and received her M.A. in Bilingual Education from Brown University.



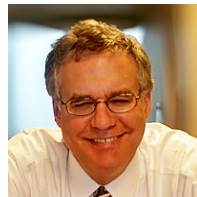
**Maloney, Sandy -
CHI**

Sandy Maloney Certified Healthcare Interpreter, with 30 years of Interpreting in the Medical, Legal, Engineering and other disciplines. Lived in Mexico City for 12 years, Puerto Rico for 7 years, West Virginia, Florida, California and Texas. Worked as a Translator in Spanish, French and Italian for the same amount of years. I am married to a wonderful man, have 2 outstanding Daughters, 2 outstanding Sons. 2 incredible Grandsons and a Wonderful Son in Law they are my strength and great support. I love Art and I do paintings when I am not at work, I do Yoga and Swim.



Mar, Rasy - MPH

Rasy Mar, MPH, is a Community Based Education Specialist at the University of Connecticut School of Medicine where she precepts and participates in a variety of educational activities include: health concerns related to the LGBT community, cross-cultural communication skills and strategies for eliminating health disparities. Rasy serves as Co-chair of the Awareness & Outreach Committee for the Connecticut Multicultural Health Partnership. She coordinates and facilitates educational programming on health equity for health care providers, academics, and community members. Rasy is committed to engaging the public around and discovering strategies for eliminating health disparities.



Marzuola, Steven

Steven Marzuola grew up in Venezuela, where he worked in the drilling and production equipment sector of the oil industry. He holds a BS in mechanical engineering and a master's degree in computer science. Since 1992, he has worked in technical translation and interpreting, focusing on energy and business assignments. He has served on the HITA Board of Directors since 2005, and is interested in providing training opportunities and raising professional standards for translators and interpreters.



**Mayer, Valerie, CMI-
Spanish**

Valerie was born and raised in Lima, Peru. She graduated with a B.S. in Communications from the University of Lima. For 19 years she serviced the advertising industry in Peru, Chile, Argentina and California, as broadcast producer. In 2007, she joined Lopez Negrete Communications – one of the most influential Hispanic agencies in the US. Her passion for Social Communications, and her curiosity for the human ingredient, influenced her to re-engineer and unfold her skills as Spanish Consecutive Interpreter. Working with Masterword Services Inc. and Accessible Signs, she serviced hospitals and medical institutions, such as Hermann Hospital, Saint Joseph Hospital, Woman's Hospital, Texas Children's Hospital, Texas Department of

Family and Protective Services, and the Office of Immigration and Refugee Affairs, among many others. Today, Valerie is CMI Spanish Medical Consecutive Interpreter and Translator at the Language Services Department at Texas Children's Hospital, the 4th pediatric hospital in the US. She is an active member of TAHIT, HITA, IMIA and has been guest speaker in numerous occasions. Valerie is passionately committed and devoted to make the interpreters' environment more cohesive, professional, and up to date. She is driven to be a part of the history currently being written in our healthcare system.



McMillion, Mike

Mike McMillion is a local Sign Language Interpreter and Consultant. He is employed as a Video Relay Interpreter. He holds a CI and CT, from RID and Texas level IV and court certification. He is a member of the Conference of Interpreter Trainers; National Association of Judicial Interpreters and Translators; RID, Inc.; and TSID. He is a state-trained Master Mentor (Fran Herrington-Borre Mentoring Project) and is a licensed Emergency Medical Technician and is occasionally involved in Search and Rescue.



Dr. Miletich, Marko

Marko obtained a Ph.D. in Translation Studies from Binghamton University in 2012; a Master's Degree in Liberal Arts with a Concentration in Translation from the Graduate Center of the City University of New York; a Master's degree in Hispanic Civilization from New York University and a Bachelor's Degree in Spanish from Hunter College. He has worked extensively as a professional translator and interpreter and has developed curricula for courses in translation as well as serving as a coordinator for Translation and Interpretation programs. He will be joining the faculty at the University of Texas at Arlington in the fall 2013.



Morris, Lisa MSTD:

Boston College: Bachelor of Arts, Romance Languages 1985, Lesley College: Master of Science, Training & Development, 1995. Currently working as the Director of Cross Cultural Initiatives for the MassAHEC Network at the University of Massachusetts Medical School. One of her key tasks is the coordination of the delivery of a Medical Interpreter Training Program in collaboration with the Executive Office of Health & Human Services. She began her training career in 1991 at Bristol Community College as a program coordinator and instructor. Since that time she has become an adjunct faculty member at Cape Cod Community College and Cambridge College. Lisa serves as treasurer to the National Council on Interpreting in Healthcare and is an active member of the International Medical Interpreters Association. Lisa has presented on the topic of medical interpreting and healthcare access on various occasions in the United States and in Canada.



Neitzel, Kristin

Kristin Neitzel is responsible for the Welcome Center Team, Patient Transport, Surgery Family Waiting, Patient Relations, Accommodations and Language Services at Children's Hospital of Wisconsin. Kristin has been instrumental in improving access to language support for families, increasing quality of service for providers and reducing the overall cost of language support within CHW. Kristin has 25 years of leadership experience in various industries including health care, human resources, banking and temporary help. She holds a Bachelor's Degree in Business Management and is current pursuing her MBA.



**Obermeyer,
Marlene Vicky -
MA, RN**

A registered nurse with over thirty years of hands-on bedside nursing, Marlene originally came from the Philippines, completed her nursing education in the U.S., and has obtained additional certificates in cross-cultural training and transcultural nursing. Marlene is an experienced cross-cultural trainer and continuing education provider for nurses with emphasis on Cultural Competency. She has designed and authored over 100 contact hours of continuing education courses for nurses. She is a cross-cultural trainer who prepares expatriates and their families for international assignments and has worked with Cargill and Sprint international executives. Marlene is a certified eCollege instructor and has taught anatomy and medical terminology online at Virginia College. In 2009, she started Culture Advantage, an online continuing

education provider offering three programs in Professional Medical Interpreter Training (English-Spanish, Language-Neutral, and Fast Track for Healthcare Professionals). The programs are based on the IMIA Standards in addition to 70 percent medical terminology content. She has trained interpreters for the Rockford Health Systems, Ohio Health Partners, and for indigenous speakers of five Maya languages as part of a U.S. Catholic Conference of Bishops project. Member: Kansas Association of Nursing Continuing Education Providers. Member: Texas Association of Healthcare Interpreters and Translators. Member and former KS-State Representative: IMIA



O'Hara, Matthew
M.S., CI and CT, NAD
IV, CAE,

Matthew is a staff member at the Registry of Interpreters for the Deaf (RID) headquarters. He is the Director of the Ethical Practices System and Special Projects. He is responsible for the ethics enforcement for RID interpreters and is leading the Certification Department's efforts to seek accreditation. He has a Master's degree in Administration from Gallaudet University. He is a nationally certified ASL interpreter. Matthew, who has fourteen years of association management experience, is an active member in the American Society of Association Executives (ASAE). He holds the Certified Association Executive (CAE) designation from ASAE and is currently serving on the CAE Commission. He has previously served as the chairperson of the ASAE Ethics Committee. Matthew has administered the Ethical Practices System (EPS) for the past twelve years and is the staff liaison to the RID Ethics Committee. He is also a trained mediator and enjoys co-presenting workshops about the benefits of conflict resolution within the interpreting community.



Parker, Annise
Mayor of Houston

Mayor Annise D. Parker serves as the Executive Officer of the City. As the City's chief administrator and official representative, the Mayor is responsible for the general management of the City and for seeing that all laws and ordinances are enforced. Administrative duties include the appointments, with Council approval, of department heads and persons serving on advisory boards. As Executive Officer, the Mayor administers oaths and signs all motions, resolutions and ordinances passed by City Council. The Mayor also serves a legislative function, presiding over City Council with voting privileges. The Mayor is responsible for advising Council of the City's financial condition and presents to Council an annual budget for approval.

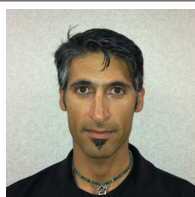


Parker, Johanna –
CMI-Spanish, CHI™

Johanna Parker is a NBCMI Certified Medical Interpreter (CMI), CCHI Certified Healthcare Interpreter (CHI™), and California Certified Court Interpreter; and has an M.A. in Translation and Interpretation from the Monterey Institute of International Studies (Spanish <>English). She is Lead Interpreter for Education and Training at Stanford Hospital and Clinics, a freelance conference interpreter and translator, and a seminar interpreter for the U.S. Department of State. Johanna is an interpreter trainer for the California Healthcare Interpreting Association, former CHIA Board Director, and teaches medical interpreting at the Stanford University School of Medicine.

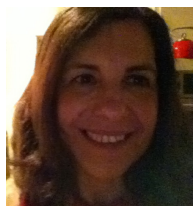
Pease, Amanda

Amanda Pease holds a Masters degree in Translation and Interpretation from the Monterey Institute of International Studies and is a CCHI Certified Healthcare Interpreter, CHI™. She currently teaches in the Translation and Interpretation Certificate Program at the National Hispanic University in San Jose, CA. She works at First Databank, Inc. as a Spanish Translator of Patient Education Monographs. She was a Spanish Medical Interpreter for five years at Stanford Hospital and Clinics. Additionally, Ms. Pease is a freelance translator, medical and conference interpreter, and seminar interpreter for the U.S. Department of State.



Raazi, Kiara, CMI-Spanish

Kiara Raazi is a nationally certified medical interpreter by NBCMI. He has over six years of experience as a staff medical interpreter in a rural hospital, where he currently coordinates the interpreter services department. In addition to being a graduate of IMIA's inaugural Leadership Academy, he has a bachelor's degree in Latin American studies from the University of California, Santa Cruz and a master's degree in public administration from the Monterey Institute of International Studies.



Ralston, Espi

Espi Ralston has been a medical interpreter for the past 11 years in pediatric oncology and general medicine. Prior to becoming an interpreter, she taught college for 15 years. She also co-founded Translation Resources in Memphis. She has taken Train the Trainer courses in medical interpreting from Kaiser Permanente (2004) and the Monterey Institute (2010). From 2003-2005, she served at the Med as project director (planning phase) of En Memphis Hablamos Juntos, a RWJF national grant-based program to improve access to quality health care to Latinos and to increase the number and the quality of medical interpreters nationwide. Espi has also managed health promotions for the Memphis Hispanic population at the University of

Tennessee Children's Foundation Research Center. Since 2005, she has been teaching the Health Care Interpreter Program, currently held at the University of Memphis, School of Public health. She works as a medical interpreter at St. Jude Children's Research Hospital and is Vice President of TAMIT (TN Association of Medical Interpreters and Translators).



Reyes-Alonso, Juan, CMI-Spanish

Juan Reyes-Alonso is Interpreter Services Manager at UNC Health Care System and at UNC Center for Latino Health. He has worked at UNCH for the past 10 years, including his previous position as lead interpreter. Juan is certified by CMI as a Spanish interpreter. He earned his Bachelor's degree in Biology and his Master's degree in International Relations and Affairs



Rossovsky, Sophia M.Ed.

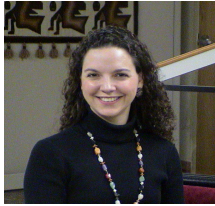
Sophia Rossovsky holds a Master's in Education and Linguistics and has over 20 years of experience in training, professional development and program management. Sophia was the director of the New Jersey northern region training center on cultural and linguistic competence for over 6 years; served in the workforce, developing a training manual for Division of Youth and Family Services in collaboration with Rutgers University. She is part of various committees and associations, such as New Jersey Statewide Network for Cultural Competence, Multicultural Services Advisory Committee in NJDHMAS and International MedicalInterpreter Association. Sophia is an experienced trainer.

Currently she has a consulting and training practice called Diversity Experts Inc. Sophia presents on topics ranging from cultural proficiency to language access. In collaboration with NJ DHSS she developed three models of interpreting curricula for the following settings: community, medical and mental health and trained over three thousand bilingual individuals as interpreters in New Jersey alone. She also launched the language access and train the trainer programs in state psychiatric hospitals. Sophia is an avid advocate for culturally and linguistically appropriate services, presents at various forums and conferences and promotes meaningful communication in all entities.



Schwieter, Maria

Maria Schwieter is currently the medical interpreter coordinator and interpreter trainer at IUHealth La Porte Hospital. She holds Bachelors degrees in Nursing and psychology and a Masters of Science in Mental Health Counseling. Maria has extensive experience in teaching: she has taught and trained nursing students, taught ESL and medical Spanish classes for many years, and has been training and teaching interpreters for 12 years. Maria's extensive involvement in the medical field, interpreting and interpreter training and her creativity in the classroom has prepared her with a unique opportunity to advance and refine her teaching skills.



Scott, Michelle

Michelle Scott, CEO is a multilingual Registered Nurse who founded Voices For Health, Inc. in 1997. Wearing hats as an interpreter, researcher and educator, she has been an advocate for medical interpreters through lectures and leadership with MiTiN, CHIA and IMIA. She moderated some of the first sets of focus groups for the NCIHC Code of Ethics development. She holds Bachelor's degrees in Spanish and Nursing, and a Masters degree in Medical Sociology, all from Michigan State University. Her company is developing VoicesACADEMY.com to offer expert video content to prepare medical interpreters and healthcare providers for language accommodation.



Sfeir-Markus, Eliane

Eliane Sfeir-Markus is fluent in Arabic, English and French. Eliane is a medical interpreter in and around the Philadelphia area including the Children's Hospital of Philadelphia. She contracts with language agencies as a quality assurance monitor for independently contracted interpreters. She participates in training new medical interpreters. Eliane holds a B.A. in Modern Languages and Translation from Holy Spirit University in Lebanon and attended many course works in Journalism and Communication at Saint Thomas University in Houston, TX and at Temple University in Philadelphia, PA. She is member of the IMIA where she serves as a member of the Medical Terminology Committee and member of DVTa.



Tancredi, Anita

Anita Tancredi is an interpreter specializing in the health care sector. She has worked for over 20 years as a staff medical interpreter at The Hospital for Sick Children (SickKids) in Toronto. Anita collaborated on the development and dissemination of a cultural competence education program for healthcare providers as part of the New Immigrant Support Network at SickKids. Anita has a degree in Languages from York University in Toronto and the University for Foreign Studies in Italy. Anita co-edited a handbook for trainers titled 'Language Interpreting in the Healthcare Sector' and co-facilitated two healthcare interpreter training programs.



**Dr. Valero-Garcés,
Carmen**

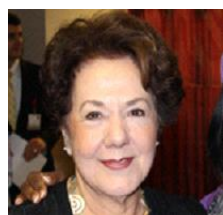
Carmen Valero- Garcés is Professor of Translation and Interpreting at the University of Alcalá, Madrid (Spain), and Director of the Post Graduate Program on Community Interpreting and Translation, (www2.uah.es/traduccion). She coordinates The International Conference on Translation and Interpreting held at Alcalá since 1995 and is editor of the Proceedings. She is responsible of the Research Group FITISPos® (www.fitispos.com.es), and a founder member of Red COMUNICA (red-comunica.blogspot.com/). She has edited more than a dozen books and authored a number of books and articles dealing with interpreting and translating, cross-cultural communication, SLA, and Contrastive Linguistics.

Vang, Maikhou

Maikhou Vang was introduced to the Interpreting and Translating field through her experience at a local interpreting agency. She started as Office Manager to Sales and Marketing Director. Her medical career as a Patient and Family Liaison started while working in Psychological Services at Children's Hospitals and Clinics of Minnesota and for Hopkins School District as a Hmong Liaison and Language Services Supervisor. Credentials; UMTIA member; ISG Chair of The Training Committee MN 2009-2011; MN State Roster for Medical Interpreters 2007-2008; an active member of the MN Medical Registry Committee. Licensed Interpreter Trainer of The Community Interpreter Program.

**Vazquez, Maria**

Interpreter and trainer, Maria Vazquez attained teacher licensure in 1990, and has been working in the area of language learning for 24 years. Recent presentations; IMIA- My, Your, Their and Our Spanish, Spanish Medical Terminology, Cultural Collisions. NETA- Note taking and Memory Skills, Medical Vocabulary for Interpreters, Standards of Practice. Other work includes presentations on Hispanic Cultures. Webinars- Cultural Competence and Code of Ethics. Teaching - Medical Interpreter training (multilingual, african languages, language coach); preparation for certification. She is the founder of ESPEN Services, a translation and training agency, developing Spanish language programs and courses for Medical Interpreters

**Vicente, Cira**

Cira Vicente completed her pre-medical school studies at the Instituto Vasquez Acevedo in Montevideo, Uruguay in 1962. She began her career as a Spanish interpreter in 1999 at the Shriner's Hospital for Children in Boston, MA. In 2001, Cira completed Medical Interpreter Training Programs at the University of Massachusetts and the Massachusetts Department of Public Health. Cira joined the team at the Cambridge Health Alliance in 2002. She has worked at Boston Medical Center and also provided on-call interpreting at Beth Israel and Children's Hospital. Cira has special interest in cases that involve mental health issues, domestic violence and emergency room services.

**Wade, Austin - Vice President of Client Satisfaction**

Austin Wade joined CyraCom International in 2010. As the Vice President of Client Satisfaction, Austin manages and administers customer support strategies and policies for all CyraCom International accounts and is responsible for the overall management of the company's relationships with its 3,000 clients. Austin also manages client-facing staff from across the United States, including strategic account managers and implementation specialists. Austin's wealth of experience comes from over 30 years at Weil Brothers-Cotton, Inc., one of the top five international cotton-merchandising firms in the world with revenues approaching \$1 billion. As Senior Vice President at Weil, Austin oversaw more than \$400 million in annual revenue and accumulated significant experience in sales, purchasing, operations, and

personnel management. He has served on numerous industry boards throughout his career as well as being involved in his community through civic volunteerism and charitable board service. Austin graduated from Troy University with a Bachelor's of Science in Business Administration and Marketing.



**Dr. Wahl-Kleiser,
Lissie**

"Dr. Wahl is a Research Fellow at the Department of Global Health and Social Medicine at Harvard Medical School; on-site medical interpreter at Massachusetts General Hospital; and phone interpreter for Pacific Interpreters. Currently, she is Principal Investigator (with Drs. Seth Hannah and Michael Nathan) in the research project, ""Medical Interpreting: Crossing Language Borders in Diverse Institutional Contexts.""

Dr. Wallace, Melissa

Melissa Wallace, Assistant Professor of Translation and Interpreting Studies at the University of Texas at San Antonio, received her Ph.D. from the Universidad de Alicante, Spain. A certified court interpreter, she served two terms on the Supreme Court Committee to Improve Translation and Interpreting in Wisconsin Courts and is currently a member of the Standards and Training Committee of the National Council on Interpreting in Health Care and co-lead on the Webinars Work Group of the Home for Trainers initiative. Her research focuses on indicators of aptitude on court interpreter certification exams and policy innovations as language access activism.



Wegehaupt, Aaron

Aaron Wegehaupt came from the telecommunications relay service, and has been involved in the video relay service industry since its inception. He has 13 years of experience as an interpreting professional in legal, educational and corporate settings; holds NAD V (Master) level certification; and is a member of the Registry of Interpreters for the Deaf. Wegehaupt worked as an professor and chairperson of an interpreter training program in Sioux Falls, S.D. and served on boards of professional interpreting organizations in South Dakota. In 2004, he was named a finalists for the 2004 Summit Award for "Workforce Manager of the Year".

Wynholds, Hans

Hans Wynholds is a founder of ServiceHub Corporation. He works with health care organizations to help them implement technology for improving efficiency and patient care.



**Young, Tracy – CMI-
Spanish**

Tracy Young is a registered nurse and an accomplished medical interpreter (CMI). She is an interpreter trainer, presenter, and long-time advocate for the profession. Tracy has given a variety of workshops across the states of California and Nevada, including Bridging the Gap and Connecting Worlds. Tracy is the Language Access Services coordinator at Barton Memorial Hospital in South Lake Tahoe, California. She holds a master's degree in Spanish from the University of Nevada, Reno and is the founding president of the Nevada Interpreters and Translators Association.