

**Media Contacts:**  
Shawn Yanan / [shawn.yanan@rbpr.com](mailto:shawn.yanan@rbpr.com) / 305-962-1768

**Third Annual National Medical Interpreter Certification – Open Forum**  
**To Be Held May 1, 2009, in Denver, Colorado**

*Presentations to include Results of National Job Analysis Survey conducted by  
Language Line® University, International Medical Interpreters Association and PSI Services*

Monterey, CA — (April XX, 2009) — The third annual National Medical Interpreter Certification – Open Forum will be held Friday, May 1, 2009, at the Grand Hyatt Denver Downtown in Denver, Colorado. The goal of the forum is to convene stakeholders to collaboratively discuss, improve and support standardization of the quality of language services in the nation's healthcare institutions in order to eliminate linguistic and cultural barriers to quality care for patients with limited English proficiency (LEP), while also raising awareness of the vital role played by medical interpreters in the delivery of care.

"This year's forum is likely to be the most dynamic, yet, as we review the many milestones that we've achieved in the past two years bringing us within reach of a national certification for medical interpreters," said Louis Provenzano, President and Chief Operating Officer of Language Line Services. "All are welcome to participate in the forum, which continues to be an excellent venue for the medical interpreter community to openly share experiences in the development of a national certification and to hear from guest speakers on this critical initiative."

Each year the National Medical Interpreter Certification – Open Forum attracts more than 50 industry stakeholders, creating a transparent diverse collaboration that crosses state lines and industry sectors. They include representatives of various state and national interpreter associations, interpreters and providers of interpreter services, advocates and policy makers, state officials, educators, trainers, and hospitals and healthcare organizations, as well as representatives of international organizations and other stakeholders.

The annual forum is hosted this year by Language Line® University, the globally recognized interpreter testing, training and certification division of Language Line Services; the International Medical Interpreters Association (IMIA); and PSI Services, LLC, an industry-leading provider of professional testing services. Key topics to be discussed at the forum include a review of recent milestones towards a uniform medical interpreter certification standard in the United States and internationally; the positive impact national medical interpreter certification has and will have on professional interpreters working in the medical field; state and federal subsidies for certification; and next steps for implementing national medical interpreter certification throughout the industry.

The forum will also feature a presentation of the highly anticipated results of the National Job Analysis Survey conducted by Language Line University, with the support of IMIA and PSI, as well as a discussion on the National Organization for Competency Assurance (NOCA) requirements to which national certification must adhere. International speakers from China, Australia, Taiwan, Canada and the United Kingdom will discuss certification processes within their respective countries, and a Washington DC lobbyist will discuss political efforts. Following the speaker and survey results presentations, attendees will have the opportunity to join different groups for roundtable discussions where they will be able to voice their ideas, concerns and give feedback about the survey findings and process of implementing medical interpreter certification nationwide.

"The first two forums focused on why we need a national certification and how to create one; and this year, now that we have a national medical interpreter certification process underway, we are able to focus on implementation," commented Jeanette Poston, a Spanish language interpreter since 1996, who has been tested via Washington State and the University of Arizona Health Care Competency Exam, and is now eagerly awaiting the opportunity to become nationally certified. "It's very exciting to see how far we've come since the medical interpreter community first galvanized behind this issue. With a national certification in place, medical interpreters will have a stronger voice and can play a bigger role in patient advocacy and important healthcare reform issues, like the reimbursement of language access services."

"Speaking as a registered nurse and as an interpreter, I believe that national certification for interpreters is a critical step in ensuring accurate communication to prevent medical errors and to improve quality of care provided to our linguistically diverse population," said Marlene Obermeyer, MA, RN, from Marion, Kansas.

Contributing to this year's forum is the Global Advisory Council (GAC), an independent, international body of healthcare and medical interpreting experts, patient advocates, language service providers, and professionals who have experience in interpreter certification processes. The GAC was organized in 2008 through a grant provided by Language Line University to help guide the company's interpreter certification programs and medical interpreting-related policy initiatives. GAC members will convene on April 30th, prior to the forum, to discuss topics relative to the implementation of national certification and other key issues. Members of the newly established National Board of Certification, which will be responsible for certifying professional interpreters seeking national medical interpreter certification, will also be in attendance at the forum.

Consistent with previous years, the forum is funded through a grant from Language Line University. There is no registration fee to attend though space is limited. A "Welcome Reception" for attendees and guests will take place on April 30, at 6:00 p.m., with special guest, the internationally acclaimed Native American storyteller and singer Red Feather Woman (AKA Rose Red Elk). Red Feather is a member of the Sioux/Assiniboine tribes and is dedicated to

keeping the Native American culture alive through her storytelling and music. She has received numerous honors and is the 2006 Native American Music Award winner for Best Spoken Word.

For more information about the third annual National Medical Interpreter Certification – Open Forum, please contact Jeanette Anders, Language Line Services' Healthcare Director, at [janders@languageline.com](mailto:janders@languageline.com) or 877-584-2545.

### **About National Medical Interpreter Certification – Open Forum**

The National Medical Interpreter Certification –Forum is an annual convening bringing together industry leaders and stakeholders, large and small, private and public, working together to collaborate with a specific focus on the topic of National Medical Interpreter Certification. The purpose of this initiative is to improve and support standardization of the quality of language services in our nation's health care institutions and to give every organization and individual a voice and opportunity to participate in an inclusive and transparent environment.

-###-