Dear members,

May was a very active month for the IMIA. We actively co-organized in the 6th Annual National Medical Interpreter Certification Forum that took place in Tulsa, Oklahoma, on April 30, 2012. Leaders, advocates and other stakeholders in the medical interpreting industry travelled across the globe to convene. The event, which is a no-fee forum open to all hospitals, government agencies, interpreters and other stakeholders, included guest speakers and discussions that address the advancement of national certification, best practices in the profession and perspectives from industry leaders. Attendees shared advocacy updates, status of educational programs and new opportunities for involvement in shaping the future of medical interpreting. The event was attended by the mayor of Tulsa and several TV stations interviewed IMIA speakers and attendees, including Univision. Most important to our minds was the launch of the First Statement of Support National Campaign for Reimbursement of Medical Interpreters, where over 100 signatures were collected. To see this statement go to http://www.imiaweb.org/advocacy/reimbursement.asp and sign your support on the link provided! We need all the signatures we can get to continue this work and we will not stop until Medicaid and Medicare reimburses medical interpreters in all states.

We also held the Second National Administrators Symposium in Orange County with over 60 interpreter administrators from around the country. Christina Cordero, from the Joint Commission started off describing the patient-centered communication standards, and was followed by presentations on complex interpreter delivery systems. It was preceded by a great tour of UC Irvine Medical Center and followed by two IMIA Boot Camp classes with over 24 participants each. All in all we had over 100 participants to the 4-day event. IMIA will continue to work on being the home for Interpreter Service Providers (ISPs) by providing the ISP Division, bringing together non-profit, for-profit, and hospital interpreter service providers together, under one roof to discuss their specific needs.

We ended the month of May with the Third National Trainers Symposium in New York City on May 31 and June 1. It is the first time this symposium lasted two days, at the request of trainers who wanted to have a more interactive day balancing and information packed day. The IMIA Trainers Division has been a home for interpreter trainers for a few years now. The IMIA National Accreditation Standards for Training Organizations will be presented and feedback from trainers will be solicited before these standards are finalized. The symposium was followed by three IMIA Boot camps, on Saturday and Sunday, June 2 & 3 including one specifically for ASL interpreters. Please see the information of the events here http://www.imiaweb.org/conferences/trainersymposy.asp.

All IMIA events presentations are available at http://www.imiaweb.org/conferences/proceedings.asp. In addition to these events the IMIA Executive Board held its Annual Retreat on May 5 and May 19, 2012. This retreat allows the board to review and discuss long term planning and goals for the organization. If you have any ideas or feedback for the IMIA Executive Board to consider, please do not hesitate to email me at president@imiaweb.org.

The IMIA is happy to announce that next year in addition to our Conference Jan 18-20, 2013 (save the date!) the annual Trainers and Administrators Symposia will be combined and offered at Duke University Medical Center in Durham, North Carolina in September 2013 (date to be finalized soon)

Thank you for your continuous support.

All the best,

Lola Bendana
IMIA President

President@imiaweb.org
URGENT: WE NEED PILOT PARTICIPANTS TO FINALIZE THE EXAMS! The National Board of Certification for Medical Interpreters seeking Russian, Cantonese, Mandarin, Korean and Vietnamese Candidates to Finalize Pilot. Candidates who are willing to take the pilot test in Boston, San Francisco, Los Angeles, Florida, Arkansas, Louisiana, Oregon, Maine, Massachusetts, Tennessee, Georgia and Washington State.

www.certifiedmedicalinterpreters.org

NATIONAL BOARD’S WEBINARS ON NATIONAL CERTIFICATION
Next Webinar:
Tuesday, June 19 at 3pm EST

To HEAR the webinar, access the Audio portion of the meeting, use your phone:
USA Toll-Free: (877) 336-1839
ACCESS CODE: 9024911
(International or USA Caller Paid Toll: (636) 651-0008 ACCESS CODE: 9024911)

To SEE the presentation, access the Web portion of the meeting, use your computer and Internet Explorer is the most appropriate browser:
Web Meeting Address: https://www.connectmeeting.att.com
Meeting Number: 8773361839
ACCESS CODE: 9024911

Procedures for the audio:
1. Dial in and wait until you are added to the call
2. Put your phone on mute by pressing *6 (to un-mute press *6 again)
3. Please do not place your phone on hold during the webinar

To view and download the latest presentation displayed during the our most recent Webinar series, please click here. (The presentation is located at the bottom of the page at this link.)

Schedule for the monthly webinars:
(All times are Eastern)
Aug. 23, Thurs. 11 a.m.
Sept. 21, Fri. 4 p.m
Oct. 22, Mon. noon
Nov. 27, Tues. 1 p.m.
Dec. 19, Wed. 11 a.m.

ABOUT THE NATIONAL BOARD OF CERTIFICATION FOR MEDICAL INTERPRETERS
The National Board of Certification for Medical Interpreters is a non-profit organization, founded by IMIA and LLS, formed from an independent group of industry professionals who represent all key stakeholder groups, including professional medical interpreters, trainers, employers, providers, and regulators. The National Board developed the first and most comprehensive national medical interpreting certification program to date. It serves as the certifying entity and has independent authority over all essential certification decisions.

www.certifiedmedicalinterpreters.org

NEWLY CERTIFIED INTERPRETERS

This list is based on information received from The National Board of Certified Medical Interpreters—these are the individuals who became Certified in March 2012. Congratulations!

Oscar Aguirre (FL)
Myrna Aguirre (FL)
Betty Battie (NC)
John Cole (KY)
Henry Colindres (TX)
Ana Dagostino (MA)
Mikah Dusette (CA)
Maritza Gibbs (MN)
Marisa Gillio (CT)
Rosario Gomez (MA)
Cynthia Hollbrook (GA)
Joong Hong (CA)
Yolanda Macias (MN)

Maria Ochoa (TN)
Ricardo Jorge P. Benros (RI)
Juliana Sacucci (OH)
Rachel Soto (MN)
Marta Velasco (MA)
Adalberto Villalobos (MN)

PLEASE NOTE: We are unable to list CHIs as we do not have the information. We are working with CCHI to obtain those reports.

The IMIA Strategic Plan calls for finding mechanisms to recognize medical interpreters who have taken the step of getting nationally certified.

In 2011, The IMIA Executive Board voted to offer each CMI or CHI interpreter a complimentary membership or extension of current membership for a year as a gesture of appreciation and recognition of their step to professionalize the field.

A Certified Interpreter (CI) Division was also created and we are currently looking for a chair and assistant chairperson for that division. We hope that CMIs and CHI members use this forum to work together in this division to promote medical interpreter certification worldwide and to promote that providers hire certified medical interpreters.

For questions about National Certification please contact:
The National Board of Certification
info@certifiedmedicalinterpreters.org
1425 K Street NW, Suite 350
Washington, DC 20005
765-MED-CERT or 765-633-2378
www.certifiedmedicalinterpreters.org

“Go as far as you can see; when you get there, you’ll be able to see farther.”
- J. P. Morgan
DHS PUBLISHES FIRST-EVER LANGUAGE ACCESS PLAN (APRIL 2012)
CRCL is pleased to announce the release of the DHS Language Access Plan (LEP Plan) to address the language needs of persons with limited English proficiency (LEP). This LEP Plan demonstrates our commitment to breaking down language barriers and providing meaningful access to homeland security programs and activities.

The release of the LEP Plan is the culmination of a year-long Department-wide effort to improve language access and integration, as required by Executive Order 13166. In leading this effort, CRCL collaborated with DHS Components to develop a robust language access plan and program. CRCL also engaged and received feedback from a number of community stakeholders and federal partners through our quarterly roundtables held in 13 cities across the country, and held listening sessions with advocacy groups who provided valuable insight on areas of improvement and innovative methods for language integration. Read about the Department’s many activities in place to meet the needs of LEP persons. http://www.dhs.gov/files/publications/crcl-201204-dhs-language-access-plan.shtm

Minority Births are New Majority
Among the roughly four million children born in the U.S. between July 2010 and July 2011, 50.4% belonged to a racial or ethnic group that in previous generations would have classified them as minorities, up from 48.6% in the same period two years earlier, the Census Bureau said Thursday. That was the first 12-month stretch in which non-Hispanic white children accounted for less than half the country’s births. http://on.wsj.com/JNJ5g6

DICTIONARY.COM APP HITS 50M DOWNLOADS, MAKING IT ONE OF THE MOST POPULAR APPS AVAILABLE
Word Dynamo combines proven study techniques with engaging games to enable students to grow their command of language at their own pace, complete homework faster, and improve test scores along with overall academic performance. Making it available via iPad adds an entirely new dimension to the ability of students to boost their performance, explains Lisa Sullivan-Cross, GM Learning, Dictionary.com http://on.mktw.net/L3LkF0

To exist is to change, to change is to mature, to mature is to go on creating oneself endlessly.

- Henri Bergson

APPAHOLIC: HEBREW AT EVERY LEVEL
iScript Hebrew not only includes interactive tutorials on how to write both the block and script characters, it also includes detailed descriptions of the sounds of both letters and how to use the vowels. The numeric values of letters (Gematria) is also included. The best part is that all this information is broken down in a way that is entirely friendly and straightforward to the English speaker. http://bit.ly/JF2ywJ

BING TRANSLATOR FOR WINDOWS PHONE: NOW THE BEST IN THE BUSINESS?
This is the biggest addition to Bing Translator in our book. Taking a leaf out of Nokia Drive’s book, you can now pre-load language packs so that you don’t have to rely on an expensive data connection while abroad.

If your breaks take in mountainous or beach areas - as foreign holidays tend to - then you also won’t have to worry about being stuck in the middle of nowhere without a signal and no way to ask for directions. Although with Nokia Drive on board, that’s a bit of a bad example.

Of course, there’s the speed advantages this will bring. As you’ll see, Bing Translator 2.0 has some pretty advanced features, and with offline language packs it’ll react to requests much quicker than other online-only offerings. Who knows - you might even be able to hold down a reasonably convincing conversation in a foreign language! http://bit.ly/Impxde

“Ich werde, damit die Zeit, damit ich wach werde, damit ich fortwährend mich schaffe.”

- Friedrich Nietzsche
DOES SOCIAL NETWORKING IMPAIR SIGN LANGUAGE INTERPRETER ETHICS?
The distance between our physical world and the virtual world of social media often invites behavior one would never project in real life. This virtual world introduces a whole new context of social norms and acceptable personal expression. Unfortunately, it appears in many cases that sign language interpreters appear to lack an awareness of the impact of social networking expression on their careers. What’s more, when you combine this lack of awareness with the view that the right to self-expression precedes all obligations, the result is an ethical distortion that undermines the sanctity of the relationship interpreters have with the deaf community.

The Ethical Distortion of Social Media: A large part of a sign language interpreter’s skillset is a keen situational awareness that is guided by ethical standards intended to protect consumers, the integrity of the profession, and allow the interpreting process to flow unobstructed. This professional skillset blends with our personal image and influences how we conduct ourselves publically, even off the clock. Because we identify so strongly with the tangibility of our physical space, what we call “real life,” the consequences of our behavior and personal expression are easy to identify. As a result, we are more easily able to avoid potential conflict.

Unfortunately, the cognitive distance between our physical world and the virtual world combined with this lack of awareness of the impact of social networking expression creates an illusion that impairs a sign language interpreter’s situational awareness. This impairment leads to a distorted view and understanding of what is ethically acceptable online. Sadly, the result is a large number of interpreters who are unaware that some of their social networking activity is a breach of their professional ethics.

What are your thoughts regarding this issue? Send your comments to ethics@imiaweb.org

DON’T MISS OUT ON THE IMIA MEDICAL TERMINOLOGY BOOT CAMP SERIES!
July 14 & 15: Fayetteville, AR
Sept. 15 & 16: Providence, RI
Nov. 10 & 11: Boston, MA
Information & Registration: http://www.imiaweb.org/conferences/bootcampseries.asp

Special Promotion: Get an IMIA Individual Membership (new or renewal) at a discounted price of $45/1yr, $80/2yr, or $115/3yr if you pay for the membership while registering for any IMIA event!

JUNE 25—26
IMIA SPAIN CHAPTER SYMPOSIUM
University of Alcala
http://www.uah.es/

IMIA CONTINUES TO SEEK LEADERS IN SEVERAL STATES
The International Medical Interpreters Association is rapidly expanding its presence throughout the U.S. and globally. We are currently looking for individuals with interpreting and/or training credentials who would be able to advance professional medical interpreters in their areas in a State Chapter Chair capacity. If you are in Alaska, Colorado, Florida, Delaware, Hawaii, Idaho, Illinois, Iowa, Kansas, Kentucky, Maine, Maryland, Michigan, Mississippi, Missouri, Montana, Nevada, New Jersey, New Mexico, North Dakota, Oregon, Rhode Island, South Carolina, South Dakota, Tennessee, Vermont, Washington, DC and Wyoming - we would like to hear from you.

Please feel free to review the IMIA State Chapter Chair requirements: http://www.imiaweb.org/uploads/docs/Requirements_for_IMIA_Representation.pdf

Please contact Eric Candle, IMIA U.S. State Chapter Chair Coordinator ecandle@imiaweb.org
The Bureau of Labor Statistics shows interpreters and translators in hospitals earning a national average of $21.43/hr and $44,570/year. The IMIA has done 5 annual salary surveys and published a 5-year trend report in 2011. To see IMIA Salary Survey information go to: http://www.imiaweb.org/about/salarysurvey2008.asp

HOSPITALS STRUGGLE TO PROVIDE TRANSLATORS FOR PATIENTS WHO DON'T SPEAK ENGLISH

Hospitals and other medical providers are in a tough spot, say experts. The law prohibits them from asking patients to pay for translation services, and they may not receive adequate or in some cases any other reimbursement. A 2008 survey by America’s Health Insurance Plans, an industry trade group, found that 98 percent of health insurers provide access to interpreter services, but providers and policy experts question that figure. According to a survey by the Health Research and Educational Trust, in partnership with the American Hospital Association, 3 percent of hospitals received direct reimbursement for interpreter services, most of that from the Medicaid program. http://wapo.st/JlkpcB

AS NEED FOR COURT INTERPRETERS GROWS, WHO PAYS?

Whose obligation is it to pay for that interpreter? Most courts strive to offer everyone in criminal court an interpreter. But access to free interpreters in civil court proceedings — like family court, or small claims court — is uneven across Nevada and several other states. In Clark County, court Public Information Officer Mary Ann Price said low-income people who get their court fees waived also qualify for free interpreters. So do people facing foreclosure, eviction or at the discretion of a judge. http://bit.ly/L3VQfw

RESEARCH ROUNDUP: PRACTICE GUIDELINES MAY NOT STOP DEFENSIVE MEDICINE

The authors of this brief write that while some have said clinical guidelines "should give caregivers a liability 'safe harbor,' shielding them from any malpractice claim for failing to provide services not included in the guideline." The brief "suggests that quality-promoting guidelines hold some promise for cutting wasteful defensiveness, but that practical feasibility limits their reach," as does patients' lack of understanding about appropriate care (Bovbjerg and Berenson, 4/25).

Journal of General Internal Medicine: Professional Language Interpretation And Inpatient Length Of Stay And Readmission Rates -- This three-year study at one hospital found that providing a professional interpreter at both admission and discharge correlated with a shorter stay and decreased likelihood of readmission for patients with limited English proficiency. Patients who didn’t have an interpreter at either time stayed 1.5 days longer, on average, and were more likely to be readmitted within 30 days than those who did have an interpreter. http://bit.ly/L3WVUL

“Go as far as you can see; when you get there, you’ll be able to see farther.”
- J. P. Morgan
WORD OF MOUTH
Michael Rosen investigates the world of interpreting. We meet interpreters in business, sports and even psychotherapy, discover how there’s more to the job than just language skills, and hear a report on the work of interpreters in the new Russia.
http://www.bbc.co.uk/programmes/b01gvn2h#broadcasts

VIDEO REMOTE INTERPRETING LAUNCHES AT POLICE STATIONS
Integrated into the Windsor Police Human Rights project after it received great feedback from the public during its 30 day testing in the 911 emergency call centers, the service will consist of two options:

• Interpretalk - interpreting by telephone (IBT) available at Main Office, Traffic Branch, Professional Standards Branch, Detention Unit and the Collision Reporting Centre.

• Video Remote Interpreting (VRI) – video conferencing interpreting via the LSA website available at the Main Office (WPS HQ) and Collision Reporting Centre on Jefferson Ave. What it will be used for mainly is for general inquires that come into the main office and any minor reports that are going to be done,” explained Lori Powers, director of the Emergency 911 centre. Deaf or LEP’s retain the option of how they choose to communicate, however, in the past, the only way to correspond until an interpreter could arrive was through gestures, texting or hand written notes.
http://bit.ly/L3MrEX

INTERPRETERS QUESTION NEW AGREEMENT
According to a recent survey carried out by Involvis on behalf of SPSI and APCI, up to 90% of Registered Public Service Interpreters refuse to work under the new system, citing reasons including poor quality, unacceptably low standards and questionable numbers of workers. The first three months of the contract have demonstrated that the agency is struggling to provide an acceptable service.

According to a Crime Line survey, in April 40% of cases requiring an interpreter were disrupted due to no interpreter attending. (https://www.dropbox.com/s/vla6uuiahnj99lj/interpreter%20survey%20results.doc these are the facts and not what the interpreters are claiming)

MEDICAL INTERPRETERS BY PHONE
Health care is one area where the understanding of what the patient says and the patient’s accurate understanding of what the medical professional has said are of vital importance. Clarity in communication is imperative, relying on family members to interpret is highly inappropriate and the use of a certified interpreter can be the difference between life and death in some cases.

The option to use telephone interpreter services has expanded the range of availability of the most trained and qualified interpreters.

INTERPRETERS QUESTION NEW AGREEMENT

UNIVERSITY APPROVES ASL/DEAF STUDIES MINOR
“We in the department are very happy to have this minor and are proud of that fact that it is the first such minor in the Ivy League, and we’re ready to get started with it,” Sankoff said. Sankoff presented the minor to the Curriculum Committee in its meeting on Feb. 27, and received news of its approval from the committee on March 2. According to Sankoff, the committee approved the minor because the presentation demonstrated the department had an adequate number of standing faculty and addressed the committee’s concerns about the minor that were expressed during the previous year’s meeting, when the minor was not approved.
http://bit.ly/L3KqZk

INTERN FINDS WAY TO HELP DEAF FROM CAPITOL HILL
Ennis has been deaf since birth. Working this semester for Republican Rep. Kevin Yoder of Kansas, he developed a public service video to help the first-term congressman reach out to his deaf constituents. It’s been posted to Twitter and Facebook, and already has gotten more than 1,000 views amid the cultural clutter of YouTube. That might not seem like much when cats crooning “Jingle Bells” draw more than 6 million pairs of eyes, and perhaps 75,000 aging fans have watched a half-century-old video of the Rolling Stones singing – appropriately enough – their classic “Time Is on My Side.”

“Go for it now. The future is promised to no one.”
- Wayne Dyer
MINORITY LANGUAGES

CHUKCHANSI LANGUAGE TO BE PRESERVED WITH GRANT
"We’re going to get the dictionary together and do it piece by piece," Wyatt said.

Until now, the language has never existed on paper, but over the last three years, Fresno State faculty and students have worked with native speakers to devise a writing system and start the process of developing a Chukchansi dictionary and grammar.

"And we knew we had to wait patiently and establish trust in that relationship because for linguists it’s a dream to work with an endangered language and prevent it, preserve it and revitalize it," http://abclocal.go.com/kfsn/story?section=news/local&id=8651621

MORE INDIGENOUS LANGUAGE AND CULTURE NEEDED ON CANADA’S AIRWAVES
If Canada wants to reconcile with First Nations people in regards to the residential school area, it should be law to include First Nations programs from whichever territory radio stations are broadcasting in," O’Sullivan says. O’Sullivan first became involved with the National Campus and Community Radio Association (NCRA) at its annual conference in 2008. As she was meeting with aboriginal community radio programmers from around Canada for the first time, Prime Minister Stephen Harper stood in the House of Commons and apologized for the profound abuses of the Government of Canada’s residential school system, which he stated "aimed to kill the Indian in the child." http://bit.ly/L3M0dA

NATIVE PEOPLE OF EL SALVADOR FINALLY GAIN RECOGNITION
El Salvador is a signatory to the United Nations Declaration on the Rights of Indigenous Peoples, adopted by the U.N. General Assembly in September 2007. But the state has not shown any interest in ensuring compliance with the international instrument.

There are no socioeconomic policies that directly benefit these ethnic groups, according to the Sociolinguistic Atlas of Indigenous Peoples in Latin America, published by UNICEF, the U.N. children’s fund.

Article 2 of the U.N. Declaration states that "Indigenous peoples and individuals are free and equal to all other peoples and individuals and have the right to be free from any kind of discrimination, in the exercise of their rights, in particular that based on their indigenous origin or identity." http://bit.ly/L3LJre

VIEWPOINTS

Viewpoints, an online newsletter, was developed to provide members with a forum of ideas and viewpoints that can be recorded, to keep you thinking about the topics that affect our life as medical interpreters. Members can expound on their ideas by writing brief 200-600 word essays of reflections on any topic related to medical interpreting. Viewpoints Newsletter includes interesting facts, trends and profiles of people building their interpreting careers. You’ll see winning personal essays about what makes medical interpreting a profession of choice for many members. Some topics that can be included are: Technology, what does it mean to interpreters?; Career Development, Patient Safety, Interpreter Safety, Mental Health, Mentoring, Work Ethics, Interpreter Education. Viewpoints is meant to be both informative and fun to read. This free online newsletter provides personal reflections, a few tips, and some useful ideas to help you engage in a more personal journey of satisfaction as a medical interpreter. To send submissions, just email them to info@imiaweb.org.

NEW ARTICLE:
Confidentiality in Healthcare
By Claudia Brauer

Are you committed to confidentiality?
Can you assure your client that you are protecting their patient’s privacy?

Read the article at:

NEW ARTICLE:
Interview with Angela Frentress, Manager of Interpreter and Translation Services at Yale New Haven Hospital

by Cynthia Schenk, IMIA Board Director, ISP IMIA ISP Division Journalist, CEO Medical Interpreters of the North Shore

I am pleased to present another ISP interview with Angela Frentress Manager of Interpreter and Translation Services at Yale New Haven Hospital. Thank you Angela for a very interesting history and an excellent interview.

1. Tell me about your business, how/why/when did it begin?

This is a brief history of YNHH Interpreter Services: In the 80’s and 90’s, several bilingual employees and volunteers served as unofficial interpreters. The Public Relations Department kept a list of these employees and volunteers.

During those years, the hospital forms a committee to look at the need of interpreters. The director of our department leads the effort to develop a program.

(Interview continued at: http://www.imiaweb.org/uploads/docs/YNHH_Interview.pdf)

To see other articles on Viewpoints, go to http://www.imiaweb.org/members/viewpoints.asp
LANGUAGE PROFICIENCY AND ADVERSE EVENTS IN US HOSPITALS: A PILOT STUDY.


Language barriers likely impair patients' ability to receive quality health care, but the link between limited English proficiency (LEP) and patient safety has not been extensively researched. This study examined voluntary reports of adverse events reported at six hospitals and found that adverse events were more common in patients with LEP. Events in patients with LEP were frequently attributable to communication problems and were more likely to result in patient harm. Though the study only examined voluntarily reported incidents, it adds to prior research identifying LEP as a potential contributor to adverse events.

HAMAD BIN KHALIFA UNIVERSITY LAUNCHES TRANSLATION AND INTERPRETING INSTITUTE

Till, the first home-grown initiative of its kind by Hamad bin Khalifa University, is an international centre of excellence for the study of translation, interpreting and languages. Hamad bin Khalifa University was established to gather into one center all of the higher education and related research at Qatar Foundation for Education, Science and Community Development (QF).


TRANSLATION CERTIFICATE PROGRAM COMES TO LOYOLA

The Loyso Translation Interpretation Program is a collaborative effort between multiple departments according to JoAnn Cruz, dean of the College of Humanities and Natural Sciences. “(The certificate) will be supported by the College of Humanities and Natural Sciences, the Center for Caribbean and Latin American Studies and the Office of Professional Studies,” Cruz said in an email.

Quesada presented the idea for the certificate along with Lisbeth Philip, visiting assistant professor of languages and cultures. Quesada said he believes there is a local, regional and national need for qualified translators and interpreters. “This will be the first certificate program in the state to address the urgent need for translators in healthcare and legal environments,” said Vice President of Academic Affairs and Provost Edward Kvet in an email.

http://bit.ly/L3XPR0

NEWS FROM THE TRANSLATION AND INTERPRETING PROGRAM AT CENTURY COLLEGE

The Translation and Interpreting (TRIN) Program at Century College (White Bear Lake, MN) is proud to announce its first cohort of graduates. Four students will receive a 30-credit Certificate in Translation and Interpreting at the college’s graduation ceremonies on May 11. Faculty, staff, and current students join in congratulating new graduates Diana Ettel, Bianca Hoffman, Lucila Samayo, and Ka Zoua Xiong on their hard work and accomplishments. One of the graduates, Ka Zoua Xiong, was also named the program’s first Outstanding Student. The TRIN program at Century College (a community and technical college within the Minnesota State Colleges and Universities System) was founded in 2009. Students have the opportunity to pursue a Certificate or an Associate’s degree in this academically and professionally rigorous, language-neutral program primarily focused on community/dialogue interpreting. Specialization courses in legal, healthcare, and educational interpreting are offered to advanced students. Select courses are offered fully online, and are made available by instructor consent to students who are not enrolled in the full program. For more information about the college and the program, please contact Program Director Cristiano Mazzei (cristiano.mazzei@century.edu).

THINKING IN A FOREIGN LANGUAGE MAKES DECISIONS MORE RATIONAL

“It may be intuitive that people would make the same choices regardless of the language they are using, or that the difficulty of using a foreign language would make decisions less systematic. We discovered, however, that the opposite is true: Using a foreign language reduces decision-making biases,” wrote Keysar’s team. Psychologists say human reasoning is shaped by two distinct modes of thought: one that’s systematic, analytical and cognition-intensive, and another that’s fast, unconscious and emotionally charged.


(More Translation articles on next page)
TRANSLATION (CONT.)

TRANSLATING STONES
The novel was published by Archipelago Books, a small non-profit publishing house from Brooklyn specializing in the literature from the non-English speaking countries, in a translation by Bill Johnston, a professor at the University of Indiana, Bloomington, and director of its Polish Study Center, one of the most prominent translators of Polish literature into English and has translated works by the Romantic poet Juliusz Słowacki, the novelists Bolesław Prus and Stefan Żeromski, the avant-garde playwright and prose writer Witold Gombrowicz as well as contemporary Polish authors. http://bit.ly/1MoqGe

FOLLOW UP: WORD IS GETTING OUT ABOUT MEDICAL TRANSLATORS
"The more the providers know us, they more they want to use us," said Lin, who is in charge of the Albany office now. So far, their biggest customers are St. Peter’s Hospital and Catholic Charities AIDS Services. MAMI, which is located at 33 Central Ave. in Albany, has reached out to Albany Medical Center, but has been unable to get a meeting there. .. More: http://bit.ly/Knr3yY

PRO TRANSLATORS HELP AVOID MEDICAL ERRORS
Professional translators with official training, as opposed to family or friends acting as translators, helped limit errors, according to a study in the Annals of Emergency Medicine. Researchers looked at two pediatric EDs in Massachusetts and found that when Spanish-speaking families had access to a professional interpreter, 12 percent of translation mistakes, such omitting or adding certain words, could have had a clinical consequence, Reuters reported...


TRANSLATORS GET A SLAM OF THEIR OWN AT PEN FESTIVAL
Thursday night’s event, sponsored in part by the Mexican Cultural Institute, was divided in two separate parts. In the first, a Peruvian translator and poet who lectures at New York University, Mariela Dreyfus, and an Argentine-born translator, Román Antopolosky, read their versions of a poem called “White Noise,” written by Laurie Sheck, who was sitting on the stage with them, and then took questions from Mr. Moore and the audience...

More: http://nyti.ms/L3ZPJ8

THE INTERPRETER by Shah Wali Fazli
ISBN-10: 1466293128

After the Taliban are toppled in Afghanistan, they regroup in the borders of Afghanistan and Pakistan, and come back to attack the NATO forces in the southern parts of the country, especially in the Helmand province. The American NATO forces based in Helmand fight to win the war against the Taliban and also to win over the local population, therefore they employ the Afghan interpreters to help them in connecting them with the local Afghans. These interpreters, with their basic knowledge of English, play a big role in this war. They join the American soldiers on their patrols and they join them when they go to meet the local people, or the Afghan officials. The Taliban see the interpreters as infidels and traitors, and they are after them and their families to catch and behead them, as they do so with many interpreters and their families. In this story Shabir Khan is an interpreter who is from Kabul. Mullah Aslam is the Taliban leader who is from Helmand, and he is after Shabir and his colleagues to catch them and behead them, until one day when Shabir and his interpreter friend, Sami, encounter a Taliban checkpoint. In the cover of a stone, Shabir and Sami fire the rest of their bullets, and keep one bullet each.

“Confidence on the outside begins by living with integrity on the inside.”
- Brain Tracy

The IMIA Store Item of the Month
Promote our profession and support the mission of the IMIA by making a purchase at the IMIA Store!

The ever popular IMIA Bumper Sticker!

1 - 49 $1.00 / each
50 - 99 $.75 / each
100 or more $.50 / each

Buy one (or more!) now for yourself or a colleague at: http://www.imiaweb.org/store/default.asp

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www.IMIAweb.org • info@imiaweb.org
Did you miss the ISP Division Webinar, May 24, 2012? No problem! If you are an Interpreter Service Provider or have you considered ISP Certification (Not to be confused with interpreter certification), don’t miss the chance to see the webinar recording. Presented by Lola Bendana, IMIA President at: https://imiaevents.webex.com/imiaevents/lr.php?AT=pb&SP=EC&rID=5283917&rKey=4a9185ecfd677d65

This Month’s Featured IMIA ISP Members

AccessOnTime http://www.accessontime.com
AccessOnTime provides language services including interpretation in-person / over-the-phone, document translation and transcription, and recorded statements nationwide. Our company prides itself on integrity, quality, passion, and commitment to providing the best service we possibly can.

The Provincial Language Service - PHSA http://www.phsa.ca/default.htm
The Provincial Language Service vision is improved access to services across languages and culture. Provincial Health Services Authority (PHSA) is one of six health authorities – the other five health authorities serve geographic regions of BC. PHSA’s primary role is to ensure that BC residents have access to a coordinated network of high-quality specialized health care services.

IMIA Welcomes Our New & Renewing ISP Members!

Established as a full service interpreting and translation agency in February 1992, Continental Interpreting Services, Inc. (CIS) has rapidly expanded to become one of the largest and most respected Language Service Provider (LSP) on the West Coast.

Interpreters Associates, Inc./Interpretes Brasil http://www.interpretersassociates.com
We are a full service interpreting and translation company. We service almost 50 languages and work throughout the whole of the USA. Our company is international with offices both in MA as well as Brazil.

MCIS http://www.mcis.on.ca
MCIS offers Interpretation, Translation and Skills Testing & Training services. MCIS uses the following industry standards: Interpretation: EN 15038:2006 certified, Translation: CGSB 131.10-2008 certified, Training and Language Testing: CILISAT, ILSAT

Multi-Languages Corporation http://www.multi-languages.com
Multi-Languages Corporation is one of the first companies in Canada to be certified by the EN 15038 (European Standards on Translation Services), the CGSB CAN 131.10 (Canadian Standards on Translation Services) and the NSGCS-AILIA (Canadian Standards on Community Interpreting Services).

Yale New Haven Hospital http://ynhh.org
Interpreter & Translation Services. Yale-New Haven Hospital (YNHH) is a non-profit, 966-bed tertiary medical center receiving national and international referrals.

ISP Division Chair

Paul Penzo
Vice President and Chief Operating Officer of All Languages Ltd.
http://www.alllanguages.com/

ISP Division Vice Chair

Lena Toolisie, M.A.
Linguistics President and Founder, Ad Astra, Inc.
http://www.ad-astrainc.com

Contact: IMIAISPDivision@imiaweb.org
IMIA Connection

IMIA PSA
The IMIA would like to encourage all interpreters and stakeholders who are language access advocates to please share this PSA in every presentation you do. To access the PSA, please go to:
http://www.youtube.com/watch?feature=player_detailpage&v=twINuqacD+y

IMIA NATIONAL MEDICAL INTERPRETER REGISTRY
Search the directory by name, language, state or country: The IMIA is proud to have the only national registry of medical interpreters in the US. It includes over 1,900 interpreters in over 100 languages.
http://www.imiaweb.org/corporate/find.asp

MEMBER PROFILE NEW OPTIONS
IMIA has recently added new options to the member profiles where you may add your certification credentials and Certification information, resume, photo, etc... If you have been certified recently please go to your profile to update your information at http://www.imiaweb.org/members/profile.asp

IMIA LIST SERVE
Find out how to join IMIA Members-only List Serve at http://www.imiaweb.org/members/listserve.asp

JOIN IMIA’S SOCIAL MEDIA NETWORKS!

Linked In
-Individual Profile
http://www.linkedin.com/in/imiaweb
-Group Profile
http://linkd.in/l9ATUx
Once connected, you can post interpreter related information for others to read.

Facebook
http://on.fb.me/lB50Rn
Please join the page using the above link and click "Like".

Twitter
@IMIAUpdates (Connected with Facebook)
http://twitter.com/%21/IMIAUpdates
@IMIAeNews (By Ingrid Leeman E-News Chair)
http://twitter.com/%21/IMIAeNews

For more information, reach Rose Long, the IMIA Social Media Director at imiasm@imiaweb.org

IMIA 2011-2016 STRATEGIC PLAN

PROFESSIONAL EDUCATION & RESOURCES
• Promote IMIA CEU Program
• Develop International Education Directory
• Promote Interpreter Education Worldwide
• Support Professional Development of Medical Interpreters
• Develop an Accreditation Program for Medical Interpreter Training.
• Formalize a Patient/Provider Education Campaign

IMIA BY LAWS BIT BY BIT

It is important for all our members to know and understand our bylaws well as it is the charter of the organization. Since the bylaws were revised in 2011, in 2012 we are going to include one article in each IMIA eNews edition. Please email Izabel Arocha, IMIA Executive Director, at iarocha@imiaweb.org if you have any questions about the text below.

ARTICLE 4 - BOARD OF DIRECTORS

4.1 Powers. The affairs of the corporation shall be managed by the directors who may exercise all the powers of the corporation. The directors shall be responsible for the general management and supervision of the business and the affairs of the corporation.

4.2 Composition. The Board of Directors shall consist of up to twenty-two (22) members (“Directors”) as follows:

(a) At least eight (8) and up to fifteen (15) elected by the Members (“Elected Directors”); and
(b) All Officers of the Corporation acting in an ex officio voting capacity (“Ex Officio Director”).

4.3 Eligibility.

(a) General Requirements. All Directors shall be Members in good standing. No Member shall serve as an Elected Director (i) who has been a Member for less than one (1) year prior to serving as an Elected Director or (ii) who is to serve as an Ex Officio Director pursuant to Section 4.2.2.

(b) Term Limits. After serving three (3) consecutive four (4) year terms as an Elected Director, no Member shall serve as an Elected Director during the one (1) year immediately following the expiration of the second such consecutive term. Subject to the foregoing, any Member may serve on the Board of Directors for an unlimited number of terms.

(Articles 4.4 & 4.5 will appear in the July eNews)
ABOUT THE eNEWS

The IMIA e-News is our monthly news brief. The purpose and intent of this publication is to advance the medical interpreting profession by providing our members with the latest local, state and international news and reports, as well as provide monthly updates on useful websites, toolkits, and available trainings/resources.

We know our members do not have time to read everything that comes across their desks or emails, so we actually take the time to select, from a myriad of sources, and condense it into a summary of the most updated, relevant, useful and interesting news about the field on a monthly basis. The focus is not on being an organizational newsletter but on being industry news brief on medical interpreting.

MAKE THE eNEWS YOUR eNEWS!
In order to post it we need to receive the contribution by the 15th of each month to get it posted for the next month’s eNews.

Please send suggestions, material and comments about the e-News to Claudia Perla, eNews Committee at IMIAeNews@imiaweb.org

We thank you in advance for your personal contribution as a volunteer, donor, or participant.

ADVERTISE IN THE eNEWS

Ads will appear in the IMIA Events program booklets (distributed to each attendee) and in the online version of the booklet for approximately a year. You may wish to advertise in the IMIA eNews which has the same rates and are published on a monthly basis. These remain in the website after publication.

This information and the advertising submission form may found at: http://www.imiaweb.org/corporate/advertising.asp

IMIA WEB SITE ADVERTISING OPTIONS

Banners - Home Page:
• $1500 / year - top home page
• $1000 / year - member
• $1300 / year - non-member

Banners - Other Pages:
• $1300 / year - top
• $800 / year - member
• $1000 / year - non-member

Print Advertising Options
• $100 for ¼ (quarter) page in booklet (color or b+w on line; print in gray scale only)
• $150 for ½ (half) page in booklet (color or b+w on line; print in gray scale only)
• $300 for full page in booklet (color or b+w on line; print in gray scale only)
• $500 for insert in tote bags (you print and ship inserts to event – shipping address as per sponsorship instructions)
• $600 for insert in tote bags and full page ad in booklet (print and on line; shipping address as per sponsorship instructions)

Events Available to Advertise At:
• IMIA Trainers Conference
• IMIA Administrators Symposium
• IMIA Medical Terminology Boot Camp Series
• IMIA Conference on Medical Interpreting
• IMIA eNews: deadline for ad submissions is the 15th of each month

Ad Specs
• Color or Black and White (color or b+w on line; print in gray scale only)
• No bleeds
• Absolutely no white text/graphics on large black or dark backgrounds
• 1/2 inch print margin
• 1/4 page - vertical only, 4.5" x 3.25" print area
• 1/2 page - horizontal only, 7.5" x 4.5" print area
• Full Page - 7.5" x 10" print area

For more information please call 617-636-1798 or email info@imiaweb.org

REACH INTERPRETERS THROUGH THE IMIA eNEWS

The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to http://www.imiaweb.org/corporate/advertising.asp

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www.IMIAweb.org • info@imiaweb.org
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<td>6:30pm PST IMIA California Chapter Conference Call</td>
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IMIA Division and Committee Meetings
June 2012
Medical interpreters:

BE THE BEST THAT YOU CAN BE!

Dear medical interpreter,

Joining the IMIA increases your work development potential and can open up new career opportunities. Become an IMIA medical interpreter. You’ll feel a renewed sense of pride and confidence because IMIA medical interpreters are respected as the best in their field. Ample opportunities for professional development include:

- Committee Engagement
- Job Announcements
- Monthly Briefings
- Annual Conferences
- National Advocacy
- Leadership Development

JOIN THE IMIA

www.imiaweb.org

PROMOTING THE PROFESSION WORLDWIDE
“Medical terminology is essential to medical interpreters.” - IMIA Administration

**8 Hour Medical Terminology Boot Camp™**

*Language Neutral*

*A review course for all interpreters*

**MEDICAL TERMINOLOGY 101 FOR INTERPRETERS™**

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, the class will be divided into groups to work together and practice, bring your dictionaries and a notebook. This session is language neutral and does not address the translation of terms, but the meaning of the terminology in English.

**HUMAN BODY**


**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.

**DATES:**
- March 3rd: 8 Hour Boot Camp (Concord, NH)
- April 29th: 8 Hour Boot Camp (Tulsa, OK)
- May 12th: 8 Hour Boot Camp (Orange, CA)
- June 2nd: 8 Hour Boot Camp (New York, NY)
- July 15th: 8 Hour Boot Camp (Fayetteville, AR)
- Sept. 15th: 8 Hour Boot Camp (Providence, RI)
- Nov. 10th: 8 Hour Boot Camp (Boston, MA)

**8 HOUR BOOT CAMP RATES:**
- IN ADVANCE: $179 Members / $199 non-members
- ON SITE: $199 Members / $250 non-members

**CEUs:**
- 0.8 IMIA CEU credits will be given to participants.
- 8 ATA (American Translators Association) Continuing Education Points (CEPs) will be given to participants.

To request RID CEUs, please send an email to the MassRID Certification Maintenance Program at cmf@massrid.org, or contact your local CMP Coordinator.

**IMIA BOOT CAMP INSTRUCTORS**

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

Aricia Coelho Diabate
IMIA Vice President

Marlene Vicky Obermeyer, MA, RN

Yadira Willmann, MD

Alvaro Vergara-Mery, PhD, CMI
IMIA Nevada Chapter State Rep

**SPECIAL OFFER!**

Get a 1 year IMIA Individual Membership (new or renewal) for $45 (that’s a $15 savings) if you pay for the membership while registering for this event! See option on the registration form—link below.

For Information & Registration go to: [http://www.imiaweb.org/conferences/bootcampseries.asp](http://www.imiaweb.org/conferences/bootcampseries.asp)
Continuing Education Programs exist so that professionals can quantify and earn credit for all the continuing educational programs they participate in. Professional interpreters should earn and keep track of continuing education credits, as determined by IMIA guidelines. Certified medical interpreters, CMIs, in order to maintain their certification credential, will need to obtain 3 Interpreter CEUs® (30 hours of continuing education within 5 years). Certified Interpreters are therefore given five years to accumulate 30 hours of documented credit. (30 hours of CEU documented continuing education within 5 years for the National Board Exams Certification, and 32 hours or documented continuing education within 4 years for CCHI certification).

To learn how your program can qualify to offer IMIA CEUs, please visit:
http://www.imiaweb.org/education/ceuprogram.asp

Your Ad Here
For $100/month!

The IMIA eNews reaches more than 2,000 professional medical interpreters. There is no better way to target the buyers in your market. For more information go to
http://www.imiaweb.org/corporate/advertising.asp

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www.IMIAWeb.org • info@imiaweb.org
Who are we?

The National Board of Certification for Medical Interpreters is a certifying body composed of professionals representing all key stakeholder groups, including medical interpreters, trainers, employers, providers, and regulators. It is an autonomous division of the International Medical Interpreters Association and is the first national certification body developed by interpreters that has as its home the only national medical interpreter association. The National Board has 501c3 public charity status, the non-profit status that ensures activities are for the public good. A list of the Board Members is on the National Board website, at the link below.

What do we offer?

The National Board offers a credible, valid and reliable national certification program for healthcare interpreters, with exams that have been scientifically validated. Interpreters who work in any language can apply to take the National Board written exam. Spanish interpreters can take the oral exam in order to qualify for the Certified Medical Interpreter (CMI) credential.

Where are the exams offered?

The written exam is offered nationwide, at hundreds of proctored sites. The oral exam is available in key cities in the U.S. The lists are on the National Board website, at the link below.

*All exam content is based on our extensive 2009 job analysis of medical interpreters nationwide

What are the steps to get certified?

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

What’s tested on these exams?

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

**Oral Exam**
- Consecutive interpreting skills in context, in both working languages
- Sight translation (oral interpretation of written materials from English into target language)
- Cultural awareness in context
- What's NOT on these exams?
  - Simultaneous interpreting skills — Sight translation from target language into English — Written translation skills

Questions? Please refer to our CMI Candidate Handbook available for download from the National Board website, where there is also a schedule of our monthly webinars.

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

Become a professional – get certified!

www.certifiedmedicalinterpreters.org