Speaking Together Panel

The Joint Commission and Institute of Medicine have recently made recommendations and highlighted the importance of providing culturally and linguistically appropriate health care services. With organizations now required to address language barriers as part of health care delivery, hospitals can benefit from the learning and strategies that have been demonstrated to improve access to effective language services. Because few hospitals have applied quality improvement techniques and standardized performance measures and data to guide delivery and operations of language services, the experience of the hospitals in Speaking Together is a critical step towards eliminating language barriers in health care.

Presenters will discuss of the importance of new language services measures developed specifically for the field and how the measures provided a contextual shift from an interpreter services department focus to a patient focus. The overall results of the collaborative will be presented in addition to individual measure focused presentations from three Speaking Together hospitals, The University of Michigan Health System, Cambridge Health Alliance and Bellevue Hospital Center. Individual hospital focused presentations will include strategies to improve language screening, ensuring patients receive language services, ensuring language services are timely and incorporating language services into clinical processes to reduce disparities in care delivery.

Speakers (Please see Bio Section):

Marsha Regenstein, PhD., M.C.P. Director. Speaking Together National Program Office

Catherine West, M.S., R.N. Speaking Together National Program Office

William B. Bateman, MD Bellevue Hospital Center

Loretta Saint Louis, PhD. Cambridge Health Alliance

Michelle Harris, MBA University of Michigan Health System
Standards of Practice Panel

Undoubtedly, the international medical interpreting community has benefited from the many standards of practice that have been published around the world. Last year, the IMIA started a national campaign to promote the various standards of practice that are followed by major groups of interpreters in the US. Our goal is to present these standards as a framework for client education. We also believe that many practicing interpreters will benefit from becoming more familiar with these standards, since each one is unique and brings a different perspective to the field. For example, while one standards may focus on competencies and roles, another may link interpreting principles to a code of ethics.

Five standards will be represented at our 2008 annual conference in a panel presentation format. Participants will also have the opportunity to learn more from each of these standards, as each organization has kindly accepted our request to also present a workshop on their particular standards during breakout sessions. The Standards workshops have been scheduled for different time slots so that attendees will have the opportunity to experience each presentation.

The different standards represented by this panel validate each other and therefore characterize medical interpreting as a well-established field with a universal set of core values that should be followed by interpreters and employers alike. We invite you to further explore medical interpreting standards of practice with the following speakers.

*We recommend that you read the standards prior to hearing this panel speak*

Standards Panelists (Please see Bio Section):

**Danyune Geersten, LLS,** Key Member of ASTM Interpreting Committee, American Society of Testing and Measures *(ASTM Standards)*

**Elizabeth Nguyen,** CHIA President California Healthcare Interpreting Association (CHIA) *(CHIA Standards for Healthcare Interpreters)*

**Vonessa Costa,** IMIA Secretary International Medical Interpreters Association (IMIA) Medical Interpreting Standards of Practice *(IMIA and EDC Standards of Practice)*

**Lola Bendana,** Critical Link Canada Standards and Training Committee *(Canada National Standards)*

**Shiva Bidar-Sielaff** National Council on Interpreting in Health Care (NCIHC) *(NCIHC Standards of Practice)*