



**2018 Paving the Way to Health Care Conference
Workshop Descriptions
Revised 4/27/18**

Day 1 – Friday, June 8, 2018

Session 1 (9:30am – 10:30am)

Keynote Speaker - Aligning population health and system transformation through a focus on data, determinants and disparities – Presented by Abigail R. Averbach, MSc

This keynote address will provide historical context and a working definition of population health from a public health perspective. It will discuss alignment of the population health framework with health systems transformation efforts in Massachusetts, with an emphasis on opportunities to address inequities in health outcomes by addressing the "upstream" social determinants of health. Speaker will present statewide highlights from the Massachusetts Medical Interpreter Program at the Massachusetts Department of Public Health and discuss the role of interpreter services in achieving health equity for everyone in the Commonwealth.

Session 2 (10:45am – 12:15pm)

Understanding Communication with Individuals who are Deaf, Hard of Hearing or Late Deafened – Presented by Jonathan O'Dell, ALB

This presentation focuses on communication modalities employed by people who have different types of hearing loss, which presents significant challenges in medical treatment environments.

Note-taking, a Life-Saver for Conference Interpreters: Note-taking theories and practices – Presented by Yilu Ma, MS, MA, CMI

We all experience embarrassing moments one time or another in our professional life when our mind turns blank and dysfunctions, maybe due to the stress or a distraction. We sometimes could remember the details such as dates and numbers, but fail to figure out the connections among them; we remember the beginning of a discourse but forget the ending. We, relying on our own memory coping strategies, could numerate the questions that the provider asked the patient, but miss one or two symptoms. It happens to everybody, even to very competent and experienced interpreters. When that happens, we wish we would have jotted down a word or a symbol. These embarrassments call for a reliable way of understanding, analyzing speeches in the source language, making sense of what has been said, in order to re-express in the target language. This class starts by talking about what note-taking means for conference interpreters; then introduces basic concepts and theories about note-taking; provides practical approaches on how to go about learning taking notes, including the

technicalities of note-taking, and useful signs and abbreviations, and finally answers questions of the audience.

Cognates: Friends or Foes? – Presented by Esther Bonin, MA (CHI Spanish/English)

As interpreters, we are familiar with working under pressure and strict time limitations. Cognates can help us make quick conversions in our brains from one language to another and they are great allies when learning new terminology. They even help us ‘safe face’ when we encounter Greek or Latin based medical terms that we have never heard before. However, we must remain vigilant. Not all cognates are our friends. False cognates, also known as false friends, can get us into a lot of trouble. In this workshop, we will look at the general guidelines for forming cognates from English into Spanish, we will learn about the difference between total and complete cognates and we will have fun with the most common false cognates that we encounter regularly in our profession.

Bridging the Divide: Cross-Cultural Conflict Resolution in the Interpreter’s Workplace – Presented by Peter Wilner, Principal, PMW Consulting

In this workshop, participants will examine some of the sources of cross-cultural conflict, the interplay of that conflict with the ethical standards with which interpreters must comply, and why principles of workplace conflict resolution can assist them in doing this. Participants will then examine negotiation and mediation principles that can help them address conflict situations that they face in their roles as medical (and other types of) interpreters and discuss situations where they have had to, in their professional capacities, navigate cross-cultural barriers and resulting conflicts. Participants will then have the opportunity to either create scenarios from the outlined situations, use scenarios from their own experience, or use role plays supplied by the facilitator to practice their negotiation and mediation skills in the context of medical (and other types of) interpretation.

Language Access Planning Process for Healthcare Systems – Presented by Samuel Louis, MPH, M.Div

Regulations require that healthcare institutions provide and monitor adequate medical interpretation services. This workshop covers the recently revised Determination of Need (DoN) application section relating to the provision of quality medical interpreter services for limited English proficiency (LEP), American Sign Language (ASL) and non-English speaking patients. The workshop will go over the components of an optimal plan and program for health care institutions, including requirements after approval. It is designed primarily for administrators and managers overseeing, or interested in learning the requirements for, medical interpretation services as defined in Regulation 105 CMR 100.310.

Session 3 (1:15pm – 2:45pm)

Mental Health Interpreting, Deaf Clients, and Self-Care – Presented by Kelly S. Wolf Craig, PhD

The presentation will focus on the unique requirements of mental health interpreting with Deaf clients, the unique interpersonal stressors that accompany this field of interpreting, as well as discussion of important aspects of self-care to ensure healthy interpreters in a high-demand field.

Cultural Brokering – Presented by Lourdes (Lulu) Sanchez, MS, CMI

This presentation allows medical interpreters to reexamine their cultural brokering skills. Medical interpreters learn how to handle cultural brokering during a cross-cultural encounter abiding by all the Standards of Practice of the CHIA, IMIA and NCIHC by reviewing case studies.

How Can You Use Your Multilingual Voice & Talents in the Voice Acting World?

(Portuguese & Spanish ONLY) – Presented by Drita Protopapa Dumont, MA, MPH

In this workshop, participants will get an overview of what the voice over acting industry is all about, including the types of voice over work, the tools needed to set up a successful multilingual voice over business and have the opportunity to practice with several scripts (English, Portuguese and Spanish ONLY) in a small group setting and in front of the entire group. All participants will receive a bibliography for follow up resources to learn more and a discount for coaching sessions with the presenter.

Mastering Simultaneous Interpreting in Healthcare Settings – Presented by Natalya

Mytareva, MA, CoreCHI™

Situations when simultaneous interpreting is used in healthcare settings define communicative intent and speech patterns of the person whose message the interpreter is rendering in simultaneous mode. In these healthcare situations, speakers engage in various types of discourse that are often different from those of other settings (legal, educational, business). Healthcare interpreters may be expected to simultaneously interpret disfluent speech of a psychotic patient, or instructions of a trauma ER team, or an educational session for diabetic patients. Unlike in other settings, healthcare interpreters may need “just to repeat the words” in some cases rather than interpret the speaker’s intended meaning.

The interpreter faces not only linguistic challenges but also those related to managing the encounter and their role as a care team member. Presenter will engage participants to identify the subskills needed to perform simultaneous interpreting. Presenter will offer specific tips on how to develop and improve these subskills.

Learn about MassHealth, from Eligibility to Health Plan – Presented by Sokmeakara

(Kara) Chiev

In Massachusetts the Medicaid program is called MassHealth. MassHealth provides health coverage for eligible individuals living in the Commonwealth. The eligibility criteria and applications are different depending on the individual or applicant’s situation. During this workshop, participants will learn the different eligibility criteria of MassHealth, the coverage types available, the ways in which individuals can apply for coverage, annual renewal/review process and health plan options available for MassHealth managed care members.

How Interpreters Can Work Effectively with Gender and Sexual Minorities – Presented by Timothy J. Moriarty, MPA, CMI, CHI

It is important for students as well as experienced interpreters to understand that at times they will be requested to interpret in situations with which they may have internal conflicts. Claiming a conflict of interest in these cases is not the ideal solution, as it might decrease language access. One area in which many interpreters have very limited knowledge and experience but may have very strong personal feelings is patients who identify as lesbian, gay, bisexual, transgender, intersex, asexual, or those who consider themselves queer. Sessions for these patients may be more challenging than they need to be if interpreters do not evaluate their own biases with regard to LGBTQIA people and do not have the

appropriate knowledge and vocabulary to assist this unique group of patients. Additionally, LGBTQIA individuals face significant barriers in accessing health care that are heightened when that person is also limited English proficient (LEP). This training will provide important information for interpreters about challenges faced by LGBTQIA individuals and will discuss respectful vocabulary that will allow patients and their family members to feel comfortable in opening up to their healthcare provider via an interpreter, regardless of what is being discussed.

Session 4 (3:15pm – 4:15pm)

Understanding the Cultural Differences and Using this Knowledge Interpreting for the Aging LEP Population in the Nursing Home Environment – Presented by Jenya Krein, BA Human Services

Nursing homes are health care facilities – they employ doctors, nurses and CNAs. However, they have a specific environment that differentiates them from other medical settings. Interpreting services there are less regulated than in hospitals and doctors' offices. Staff members have very limited (or not at all) training on serving LEP patients and/or working with interpreters. A large percentage of nursing homes' patients suffer from cognitive impairments and memory loss which creates additional difficulties to interpret for them. Existing courses for medical interpreters, usually, do not include in their agenda the specifics of interpreting in nursing homes. The purpose of this presentation is to address the issues specifically related to interpreting in nursing homes and help interpreters to understand these specifics and provide quality services to nursing homes' staff as well to LEP patients. A PowerPoint presentation and handouts related to the presented topics will be used for illustration and educational purposes.

Engaging Providers from the Start – Harvard Medical School/DFCI Clinical Skills Course Partnership – Presented by Nina Scott, CMI, MSHS

Harvard Medical School and Dana-Farber Cancer Institute's Interpreter Services have joined forces to provide first year medical students with vital exposure to working with medical interpreters. Via its Clinical Skills Course, Harvard University prepares first year students to work with other professionals they will encounter in the provision of healthcare services. Students receive an orientation to the role of the medical interpreter and how to effectively work with medical interpreters, an opportunity to observe an interpreter in action, and a wrap up meeting to reflect on best practices and practical application. The program outcomes show that graduates feel empowered and prepared to engage with medical interpreters early and often when providing care to their patients that prefer to speak a language other than English, and treat medical interpreters as members of the care team.

How Medical Interpreters Weave Change into the Cultural Fabric of a Hospital – Presented by Christopher Kirwan, Jr. PhD & Carla M. Polonsky, CMI

Every healthcare institution faces daily challenges to providing high quality and safe care to their limited English proficient (LEP) and deaf and hard of hearing (DHH) patients. Interpreter services departments seek to overcome obstacles to providing equitable care to these vulnerable patient populations. These efforts frequently take many years and focus on culture changes within the health care institution itself. Interpreters make significant contributions to establishing such an environment of care as members of the health care team who protect patient safety and assume their role in providing high quality and safe care to LEP and DHH patients. Chris and Carla will discuss the evolution of these issues at MGH and the positive impact of the relationships between interpreter services and the other departments and groups within the hospital. These strategies seek to engage staff to be

invested in meeting the needs of LEP and DHH patients and their families. They will also cite specific illustrations of how this relationship has developed with MGH's Emergency Department.

Day 2 – Saturday, June 9, 2018

Please note when you register, there are three tracks on Saturday:

Track I allows for choice between different workshops.

Track II covers Palliative Care Track, Difficult Conversations Part I and II - if you have completed Part I in the past, you can select II.

Track III covers Mental Health Track, Therapist Talk I and II.

Session 1 (9:00am – 12:00pm)

TRACK I:

Decálage is Not a Dirty Word: Simultaneous Interpreting for Healthcare Interpreters – Presented by Elena Langdon, MA, CT, CoreCHI

This hands-on session will present the basic theory and skills necessary to learn, monitor and improve one's ability to interpret in the simultaneous mode. We will start with a framework for understanding the appropriate use of simultaneous in the field of healthcare interpreting, based on the national standards of practice. After examining some theoretical models of interpreting, we will break down this mode into skills that can be learned, and spend much of our time practicing exercises that help build those skills. We will cover apps and software to use when practicing simultaneous, the importance of continuous monitoring and improvement, and groups that can help with future deliberative practice. In order to get the most out of this session, please bring a recording device (including a phone, iPad or digital recorder) and a pair of headphones.

Skill Based Training: Chinese-English Consecutive Interpretation – Presented by Jane Crandall Kontrimas, BA, MS, CoreCHI™; Andrea Zhu, AS, CHI™; Michael Wong CoreCHI; Phan Ly; Juhui (Julie) Mo, BA, CHI™, Kwei Kwong, CoreCHI; Eddie C. Chan.

Skill Based Training for Cantonese-English and Mandarin-English Interpreters.

This program will focus on endocrinology vocabulary and Consecutive interpretation.

Chinese interpreters are invited to join for some serious fun: reviewing and discussing challenging endocrinology vocabulary in the context of an outpatient visit role-play, with the goal of finding the best equivalent vocabulary in the target language. We will keep in mind regional variations and register. Time permitting; we will watch one or two short medical animation videos to get a picture of the anatomy and physiology involved. This course is suitable for working interpreters who have successfully completed a 40 -100 hour introduction to interpretation, and wish to earn Skill based CEs or CEUs. After discussing equivalent terms and having the opportunity to drill vocabulary, you will use your vocabulary insights in consecutive interpreting practice in a prepared role-play that uses the vocabulary discussed.

Skill-Building Strategies for Portuguese<>English Interpreters and Interpreter Trainers

– Presented by Stephen Sanford, BA, MM

Interpreters and would-be interpreters are often at a loss as to how to improve their skills. Working on role-plays is useful, but there are other ways to improve your interpreting. In this workshop, I will present some concepts and activities that I have found useful and interesting in my classes at Boston University's interpreter program over the last 14 years. Be prepared to take an honest look at your strengths and weaknesses, and to have some fun working with your languages, your memory, and your general knowledge. Notepads and pens/pencils will be needed, laptops are welcome. You will be reading, writing, speaking, listening, watching videos, and interpreting. We will not focus on medical terminology. The first part of the workshop could be considered language-neutral, but the activities themselves will require participants to be fluent in both Portuguese and English.

TRACK II:

Palliative Care Track: Difficult Conversations Part I – Presented by Jessica Goldhirsch, LCSW, MSW, MPH

Palliative care and end-of-life conversations are tough. They are wrought with fear, ambivalence and complicated personal and cultural differences. They can leave providers and interpreters emotionally exhausted. We will explore vocabulary used in pain and other symptom management conversations, psychosocial interventions, the MOLST form and other end-of-life conversations. Explore the common cultural concerns, which may arise during these encounters and how to effectively intervene as a cultural broker.

TRACK III:

Mental Health Track: Therapist Talk Part I – Presented by Maria del Farina

This 6-hour workshop will be an information session concerning how as a Medical Interpreter we can focus on the process and emotion during a Mental Health interpreting encounter; we will explain therapy its complexity and the intense emotions all can experience. We will focus on Mood Disorders and PTSD. Participants will be able to define transference and countertransference and understand these roles within the therapeutic relationship and their impact on the medical interpreter, therapist and client. Be able to understand the various diagnoses classified under Mood Disorders, as well as symptoms characteristic of each disorder, understand the definition of Post-Traumatic Stress Disorder and have the ability to define interpersonal trauma and its implications for attachment, affect regulation and the development of interpersonal connection. Also, the role of acculturation: assessment and treatment implications. Part II of this workshop to be held in the afternoon. Participants should attend both sessions.

Session 2 (1:00pm – 2:30pm)

TRACK I:

Diversity for Interpreters – Presented by Julia Ortiz, BS, MS

Interpreters encounter challenging situations throughout their daily professional life. Welcome Diversity! Understanding that cultural background is not the only role player, this workshop brings forth the applicable laws and more. Perfect for the newly trained freelance interpreter or dual language professionals considering a career in medical interpreting. This workshop will examine the legal and the boundaries for the interpreter in alignment with the state of Massachusetts.

Interactive Overview of the National Medical Interpreter Certification – Presented by Nancy K. Esparza, M.Ed, CHES, CMI™; Silvana M. Kirby, CMI-Spanish

This highly interactive workshop designed to review and analyze the critical components of both the CCHI and CMI testing competencies. Participants will be able to practice answering questions live through our audience response system related to the competencies identified in both MI certifications. These competencies include standards of practice, code of ethics, role of the interpreter, cultural competency, medical terminology and ethical considerations. This workshop is limited to 30 participants. Registered participants will receive and are required to present the entrance ticket to workshop in order to participate. Participants are required to arrive to the conference room 15 minutes prior to presentation for proper instructions on utilization of test taking equipment.

Tai Chi for the Medical Interpreter: A Gentle Way to Fight the Emotional Rollercoaster – Presented by Yoshie Ng, AA; Serene Su, BA, MS

Tai chi is an ancient Chinese tradition that was originally conceived as a martial art. Today, it is practiced not only as self-defense, but as a graceful form of exercise, meditation and stabilization of the mind. As interpreters, we experience the ups and downs that our patients' experience. While we do our best to remain impartial, it can be difficult to be unaffected by the situation the patient is going through. Riding that emotional rollercoaster repeatedly takes a toll on our mental state, leaving us completely drained and exhausted, which makes it challenging to do our jobs. If you struggle with your emotional well-being and would like to learn how to become more resilient with tai chi philosophy, come to this workshop. It's meditation in motion, a gentle way to fight stress.

Advanced Spanish Interpretation Challenges: Skill Based Training through Role Play: Spanish<>English and English<>Spanish Consecutive Interpretation – Presented by Eva Chaler, BA, CMI; Sarah Perez de Heredia, BFA, CMI; Natalia Chilcote, BA, MTS, CHI

Always more to learn! There are several reasons why a word or a turn of phrase may challenge interpreters. Some of the challenges stem from: new usage patterns in the home country; new medical vocabulary as new procedures come into being; the same word having different meanings in different geographical areas; interpreters' false friends (false cognates)—words sound the same but have different meanings; lack of equivalent concepts in the language pairs require explanation and/or clarification. Experienced, certified Spanish interpreters will present terms and phrases that challenge interpreters. Participants will share insights and ideas to devise useful approaches for handling them. After the discussion, participants will practice prepared role plays that incorporate these challenges.

TRACK II: (1:00pm – 4:00pm)

Palliative Care Track: Difficult Conversations Part II – Presented by Jessica Goldhirsch, LCSW, MSW, MPH

Palliative care and end-of-life conversations across linguistic and cultural barriers can be both intellectually and emotionally challenging requiring clinicians and interpreters both to employ their skills and with patience, assertiveness and care. It also requires excellent teamwork and partnership between clinicians and interpreters. As these encounters can be infused with fear, ambivalence and complicated personal and cultural differences it is essential that interpreters have the skills required to effectively partner with clinicians. After reviewing palliative care philosophy of communication and commonly used terms taught in Part 1, we will review the skills required for effective communication with palliative care clinicians. Participants will be engaged in unique role plays offering them an

opportunity to practice assertively interjecting themselves into team huddles, interrupting family meetings to provide cultural and other opportunities to practice effective teamwork. In addition, we will discuss the emotional toll serious illness conversations have upon patients, family members and providers while reviewing commonly used scripts for such conversations. Samples of mindfulness based stress reduction will be repeated throughout the workshop to further impart self-care skills among participants

TRACK III: (1:00pm – 4:00pm)

Mental Health Track: Therapist Talk Part II – Presented by Maria del Farina

Continuation of the workshop described in the 9 – 12:00pm section. Participants must attend both sessions.

Session 3 (2:45pm – 3:45pm)

National Certification and Interpreters of Languages of Lesser Diffusion: What next? – Presented by Natalya Mytareva, MA, CoreCHI™

National certification for medical interpreters has been available since 2010. Yet, as with many endeavors of this scale, the number of languages available for performance assessment is limited. At the same time, managers who hire or contract with interpreters of LLD and indigenous languages need to have reliable and standardized tools of testing their skills. Language proficiency testing is not enough for many reasons, including for non-transparency of how these commercial tests are validated and rated. The question is truly about competencies and skills differentiating a competent interpreter from a fluent bilingual, and if these skills can be tested in an English-only modality. Presenters will report about findings of the focus groups discussions that CCHI conducted with industry experts across the U.S. in the fall of 2017. The value, challenges, and limitations of testing interpreting skills in an English-only modality will be discussed. Attendees will be polled about their opinions.

Challenging Encounters: Expecting the Unexpected – Presented by Jane Crandall Kontrimas, BA, MS, CoreCHI™; Yevgeny Kats, BS; Belmiro Mongo, BS

As interpreters, we interact with many people in a variety of situations every day. Most of the time everything goes smoothly, but sometimes we face challenges. Challenges may come in the form of eccentric or difficult personalities, intense medical situations, or unexpected family dynamics. Experienced interpreters will share examples of challenges they have faced and lead a participatory debriefing discussion: in the context of the interpreter's overall goals (good communication in support of good health care), what interventions and approaches may be most effective and useful. We will wrap up by considering how interpreters can maintain peace of mind during and after emotionally stressful situations.

Advanced Arabic Interpretation Challenges: Skill Based Training through Role Play: Arabic<>English and English<>Arabic Consecutive Interpretation – Presented by Omar Alsheikh, MBChB, MD, MPH

Always more to learn! There are several reasons why a word or a turn of phrase may challenge interpreters. Some of the challenges stem from: new usage patterns in the home country; new medical vocabulary as new procedures come into being; the same word having different meanings in different geographical areas; interpreters' false friends (false cognates)—words sound the same but have difference meanings; lack of equivalent concepts in the language pairs require explanation and/or

clarification. Experienced, certified Arabic interpreter will present terms and phrases that challenge interpreters. Participants will share insights and ideas to devise useful approaches for handling them. After the discussion, participants will practice prepared role-plays that incorporate these challenges.

Challenges of Interpreting in a Humanitarian Setting (Live Stream Presentation from London) - Presented by Maha El-Metwally, MAS

With the ongoing refugee crisis in Europe, the demand for interpreters is high. Working in a humanitarian setting is challenging. This talk aims to answer questions pertaining to these challenges. The sheer suffering of the refugees, their anxiousness and the endless waiting until they are registered, interviewed then accepted or rejected, weighs them down. As an interpreter, you need to strike a balance between doing your job with professionalism and compassion and protecting yourself against secondary trauma. How do you achieve that? How do you maintain client confidentiality and keep to a professional code of conduct in the unusual setting of a refugee camp?

Certificates & Completion Requirements: Participants are expected to sign-in and out, attend the entire program, and complete an evaluation. Participants will not receive a certificate of completion until payment has been received. Certificates will be mailed to the participants following the event.