

## ***Unpacking “Effective Communication” in Healthcare: When compliance isn’t enough***

***Presented by - Dr. Jeni Rodrigues***

**Date:** Wednesday, January 10, 2024

**Time:** 6:00 pm – 9:00 pm

**Location:** Live Streaming Via Zoom Events (ZOOM Link will be shared after successful completion of payment)

**Education Level:** Intermediate to Advanced, **ASL interpreters ONLY**

**Credits/Contact Hours:**

**MassRID CEU:** MassRID is an approved RID CMP sponsor for continuing education activities. This learning event is being offered at 0.3 Professional Studies at the "little previous knowledge" content level.

**Workshop Fees:**

Workshop Only - \$35.00

CEU Fee: RID CEUs are free to all members in good standing pending proof of attendance and completion of CEU request form and evaluation.

**Registration:** To register for the workshop please click [here](#).

**Workshop Description:**

This workshop reports on findings from my doctoral study exploring access to effective communication in U.S. hospitals. Deaf patients report that hospitals provide inconsistent interpreting services and struggle to secure access, despite hospital policies, Joint Commission Standards, and federal legislation mandating “effective” communication. I problematize the term “effective” as an ambiguous discursive construct, providing minimal guidance to hospitals, potentially leading entities to assume they have achieved compliance, contributing to disparities deaf patients report. I will share Deaf patients’ and medical professionals’ perspectives on working with interpreters with advanced language skills and specialized healthcare training, and interpreter reflections on the challenges they experience interacting with healthcare staff who hold faulty assumptions about deafness, signed language, and interpreters. Participants will leave the workshop understanding the issue's complexity while coming away with strategies and tools they can incorporate into their practice to interpret confidently and “effectively” in healthcare settings.

## Learning Objectives:

At the conclusion of this session, participants will:

1. Identify factors that prevent deaf patients from receiving access to effective communication in U.S. hospitals.
2. Investigate barriers Deaf patients face when interacting with healthcare staff when an interpreter is present and when one is not.
3. Determine strategies institutions and individuals can implement to improve access for deaf patients in healthcare settings.

## About the Trainer:



**Jeni Rodrigues** is an Assistant Professor in the Department of ASL and Interpreting Education at the National Technical Institute for the Deaf at the Rochester Institute of Technology. She also serves as director for the department's healthcare interpreting program, coordinating the Masters in Health Care Interpretation degree and the Certificate in Healthcare Interpreting program. Jeni has worked as a practitioner for 25 years, specializing in healthcare and mental health interpreting for the past decade. She earned her master's degree in Interpreting Pedagogy from Northeastern University in 2011 and completed her Ph.D. in Interpreting from Gallaudet University in 2022. Jeni's work explores access barriers deaf patients face in healthcare settings and best practices in healthcare interpreting education for ASL-English Interpreters.

**Successful Completion Requirements:** Participants are expected to sign-in at the required time, **must attend the entire program for 3 hours**, and complete a CEU request form and an optional evaluation. Certificates will be distributed to participants by email within 6 to 8 weeks following the program. The moderator will monitor attendance throughout the event.

**Refunds:** No refund provided after 10 full calendar days prior to the date of the program.

**Special Requests:** For any special requests requiring accommodations, please contact Lynn Carson at 508-856-4306 or [Lynn.Carson2@umassmed.edu](mailto:Lynn.Carson2@umassmed.edu) at least 15 days before the training.