



Massachusetts Medical Interpreter Training

Helping bridge communication barriers faced by patients accessing health care services.

Paving the Way to Healthcare Access Conference 2022

Keynote Speaker - Saturday, June 4th



Vonessa Costa is the Sr. Director of Quality and Member Engagement for the Health Care Interpreter Network (HCIN), a collaborative of health systems that share interpreter resources. Prior to her current position, Vonessa was director of Multicultural Affairs and Patient Services at Cambridge Health Alliance (CHA), named the number one hospital in Massachusetts for Health Equity and Community Benefit by the Lown Institute (2021). She was a project lead for CHA's video interpreting initiative honored with a 2014 Amerinet Healthcare Achievement Award for technological advances that have enhanced capacity to care for a diverse patient population, over forty percent of which receives care in a non-English language. Prior to her work at CHA, Vonessa was director of the Cross Cultural Communication Institute at CCCS, Inc., where she

specialized in curriculum development for interpreter and provider training and lectured nationally on topics related to intercultural communication and language access.

Vonessa is a Core Certification Healthcare Interpreter™ (CoreCHI™) credentialed by the Certification Commission for Healthcare Interpreters, and a CCHI Commissioner since 2020. She is a past secretary of both the Forum on the Coordination of Interpreter Services and the International Medical Interpreters Association. Vonessa is a graduate of the America's Essential Hospitals Fellows Program (2018-2019).

Vonessa has co-authored articles on strategies to improve care for LEP patients, published in the AMA Journal of Ethics (2017) and The Joint Commission Journal on Quality and Patient Safety (2019). She was a featured presenter for the 2018 MGH Disparities Solutions Center web seminar series in partnership with Hospitals in Pursuit of Excellence (HPOE) and the American Hospital Association.

Vonessa was the 2019 Tony Winsor Award recipient, chosen by the MassAHEC Network for her advocacy for the professionalization of medical interpreting.

Supported by MassHealth and Disability & Community-based Services, a division of Commonwealth Medicine, UMass Chan Medical School, 333 South Street, Shrewsbury, MA 01545