

The Advanced Ethical Decision Making

Presented by – Johanna Parker

Date: November 30, 2023

Time: 6:00 pm – 9:15 pm

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

Education Level: Intermediate to Advanced

Credits/Contact Hours:

CCHI: Application has been made to the Certification Commission for Healthcare Interpreters (CCHI) for approval of CE hours.

IMIA: Application has been made to the International Medical Interpreters Association for approval of CE hours

Workshop Fees:

Workshop Only: \$35.00

CEU Fee: \$45.00 (\$41.62 fee + \$3.38 service fee)

Workshop + CE Credits: \$80.00

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

Description: Even the most experienced health care interpreters face situations that challenge their ethics. In certain situations, different ethical principles may seem to indicate contradictory responses or appear to be in conflict with customer service protocols or even basic human empathy. In this session, we will review interpreter codes of ethics and standards of practice, as well as guidelines for ethical decision making. We will analyze different possible outcomes of real-life ethical dilemmas that interpreters have faced and engage in script development exercises to help navigate and resolve these situations when they arise with patients and providers.

Learning Objectives: At the conclusion of this session, participants will:

1. Discuss the underlying principles of health care interpreter codes of ethics and standards of practice
2. Consider real-life ethical dilemma case studies and analyze possible interpreter actions and their outcomes
3. Share ethical dilemmas that they have faced and discuss how they could handle them in the future
4. Develop scripts that may be used to appropriately navigate and resolve ethical dilemmas with patients and providers

About the Trainer:



Johanna Parker holds an M.A. in Translation and Interpretation (Spanish <>English) from the Middlebury Institute of International Studies at Monterey (MIIS) and is a federally and California certified court interpreter and CCHI Certified Healthcare Interpreter™. She is a freelance conference interpreter, a contract seminar interpreter for the U.S. Department of State, and Interpreting Lead for String & Can, a boutique interpreting company. Johanna trains interpreters around the country, is Lead Interpreter for Education and Training at Stanford Health Care, and is an adjunct professor at MIIS, where she teaches community and medical interpreting. She was awarded the California Healthcare Interpreting Association's Trainer of the Year award in 2015.

Successful Completion Requirements: Participants are expected to sign-in at the required time, **must attend the entire program for full 3 hours and 15 minutes**, and complete an evaluation. Certificates will be distributed to participants by email within 6 to 8 weeks following the program. 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: If you are hearing impaired, or are a person who is differently abled who requires accommodations, please contact Lynn Carson at 508-856-4306 or lynn.carson2@umassmed.edu at least 15 days before the training.