

Paving the Way to Health Care Access Conference 2022 Workshop Descriptions, Objectives and Bios

Day 1- Friday, June 3, 2022

Keynote presentation: (11:15 am to 12:15 pm)

TITLE – Ready, Steady, Go: Finding your mark, improving your stride, and sustaining progress through partnership in healthcare language access

Presenter: Vonessa Costa

Abstract: Language access quality improvement is urgent work. It's continuous work. It's everyone's work. But what needs to be done next depends on where you are now – as an individual or as a healthcare organization.

Just as proper running form and strong training partners can help an athlete run faster, longer, and avoid injury, finding one's mark, improving one's stride, and sustaining progress through partnership are essential for any interpreter practitioner, language access leader, or language justice activist invested in the long haul.

In this talk, the presenter will provide a vision of the "running course" through today's healthcare language access landscape and will help attendees to identify their lane and firm up their starting position. Inspired by the athlete's mantra "*Start where you are, Use what you have, and Do what you can*", participants will explore proven strategies for enhancing language access quality through the coordination of key interests at the personal, organizational, and community levels.

Objectives:

1. Describe and contrast the pre-pandemic and current healthcare language access landscapes.
2. Identify your personal role in language access quality improvement at the individual or institutional level.
3. Explain how an interpreter, language access leader, or language justice activist can find their mark, improve their stride, and sustain progress through strategic partnerships.

Bio: Vonessa Costa is a CoreCHI™ practitioner credentialed by the Certification Commission for Healthcare Interpreters, and a CCHI Commissioner since 2020. She is Sr. Director of Quality and Member Engagement for the Health Care Interpreter Network, a collaborative of health systems that share interpreter resources. Vonessa was director of Multicultural Affairs and Patient



Massachusetts Medical Interpreter Training

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

Services at Cambridge Health Alliance, home to one of New England's largest healthcare language access programs. Vonessa is a graduate of the America's Essential Hospitals Fellows Program, and a 2019 MassAHEC Tony Winsor Award recipient. She has served as secretary of the Forum on the Coordination of Interpreter Services, and on the Education Committee of America's Essential Hospitals.

SPONSOR EXHIBIT HALL (12:30 pm – 1:15 pm)

Session A: (1:15 pm – 2:45 pm)

TITLE - Walk a Mile in My Shoes

Presenter: Salome Mwangi

Abstract: Living life with cross-cultural relevance takes effort and the pay-off is well worth it. Through this workshop, we aim to deepen awareness of diversity by -

Objectives:

1. Exploring the cultures that own you
2. Identifying your blind spots
3. Beginning to live life with cross-cultural relevance

Bio:

Salome Mwangi has called Boise, Idaho home since relocating here 17 years ago via the refugee resettlement program from Nairobi, Kenya. She has a professional background in Banking, Finance & IT, which she gained while working in Kenya. Since moving to the US, she uses her multi-lingual skills to foster communication between former refugees and their service providers as they navigated different systems in making Idaho home. Along the way, Salome has become a cultural broker, realizing that the culture behind each language bears weight in living life with cross-cultural relevance. She unfolds more about this in her TEDx Boise 2020 talk. Salome is an accomplished trainer in matters pertaining to storytelling and living life with cross-cultural relevance. She currently manages the Refugee Speakers Bureau at the Idaho Office for Refugees where she works with speakers from different countries and cultures, supporting them as they shape their stories and share them within this community and beyond.

TITLE - Demystifying Rape Interpreting Encounter

Presenter: Patricia A. Alonzo



Massachusetts Medical Interpreter Training

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

Abstract: The webinar/workshop seeks to demystify a rape or sexual assault encounter for interpreters. To provide the interpreter with an understanding of what is rape, sexual assault, victimology, violent crimes, myths, and facts. With the intent of creating a broad base of knowledge on the topic to be prepared to interpret while staying within the confines of the role. To recognize if they have the capacity to handle the emotional context of this work, that can cause vicarious trauma or haunt the interpreter for a long time. The code of ethics will be reviewed, to discuss boundaries, they will learn about the national statistics on rape and sexual assault (female/male), how to approach an LEP/Deaf victim, the best “mode” of interpretation, and many resources for pre, post, and during the session. Graphic language, visual of areas that are most impacted during a rape/assault will be shown, as well as an in-depth explanation of a medical forensic examination, and a video of the exam. The intent is to demystify it and educate so there isn't apprehension when interpreting in this setting but instead are confident and within the role.

Objectives:

4. Build a foundation of understanding, best practices, and the role of the interpreter in a rape or sexual assault interpretation.
5. How to best serve the LEP patient, while staying in the interpreter role, in a situation that is emotionally charged and has legal connotation.
6. Know best practices, preferences, how to engage the legal aspect of the encounter, working with officers.
7. To recognize the EMT / Ambulance impact on the patient's care and the medical exam in the emergency room.
8. Will have a clear view of how to serve the LEP and all those involved in the encounter/session with precision, empathy, and without ever stepping out of his/her role.

Bio: Patricia A Alonzo is a Trilingual Interpreter. Her interpreting experience and background are working with Spanish Limited English individual and the Deaf and Hard of Hearing Community. With a focus on the Spanish Deaf Community. She holds a bachelor's degree from Columbia College Chicago in American Sign Language Interpreting a Master's in Education and is currently a doctoral candidate with a research focus on LEP health outcomes when using an interpreter. She works for AMN Language Services, formerly known as Stratus Video, and has been a Language Operations Manager and now the Hiring Manager for the Language Operations Team. Where she has the pleasure of growing the interpreting team. Her passion is bridging the gap of communication. Making sure all individuals have the power and dignity to make good healthcare decisions in their language.

TITLE - Diversity Matters at Play in Health Care: What can Language Access Professionals do?

Presenter: Görkem Cilam



Massachusetts Medical Interpreter Training

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

Abstract: What percent of the workforce at a hospital mirror the demographic characteristics of the patient population served? Why and how does that matter? Race, gender, cultural identity, national and religious background, socioeconomic status, and diverse abilities all interplay in health care just as they do in everyday life. While we have certainly more awareness now than before, this is an ever-growing field. We will cover health equity through the lens of diversity. We will cover patient experience as well as workplace/department diversity. The presenter aims to create a dialog in a safe space with language access professionals (managers, medical interpreters, translators, and others) to review experiences and offer best practice tips to thrive while embracing diversity related challenges with a growth mindset.

Objectives:

1. Be aware of and identify unconscious bias.
2. Discuss about health equity in light of diversity related matters.
3. Brainstorm on becoming a better communicator in the role of language access professional.

Bio: Görkem Cilam has 20+ years of translation/interpreting/consulting industry experience. She is currently the Manager of Interpretive Services and Community Outreach at Holyoke Medical Center and previously held the position of Assistant Director at the Translation Center at the University of Massachusetts Amherst. In these roles, she advised and collaborated with state and government agencies, educational and health care institutions, corporations, and individuals on language access while also offering a variety of foreign language services in 80+ languages. She has a BA in Economics and German Cultural Studies from Mount Holyoke College and completed further course work on race at UMASS Amherst. A fluent speaker of Turkish, English, German, and a learner of other languages, she is genuinely committed to (and a learner of) diversity, multiculturalism, and inclusivity.

TITLE - Interpreting Challenges vs. Challenging the Interpreter: From Interruptions to Rare Medical Terminology (For Spanish Speakers only)

Presenter: Alvaro Vergara - Mery, PHD, CMI

Abstract: The job of the medical interpreter offers multiple challenges. The interpreter is constantly adapting to and facing those challenges head on without warning. From maintaining register to finding the appropriate meaning, to understanding the cultural implications behind words, the interpreter is constantly striving for accuracy to render the best possible interpretation despite those multiple challenges.

This workshop presents actual case studies and will allow participants to be part of those challenges via live scenarios (Spanish <> English) and discussion of the possible options to have a



Massachusetts Medical Interpreter Training

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

successful outcome and maintain the clinical importance of the session. Scenarios presented will vary depending on time allotted.

Objectives:

1. Identify multiple challenges in an interpreting encounter that impacts accuracy and overall performance
2. Discuss case studies and live scenarios presented by the presenter
2. Utilize possible options to have a successful outcome and maintain the clinical importance of the session.

Bio: Alvaro Vergara-Mery, PHD, CMI is a Senior Certified Medical Interpreter and licensed trainer in the Cultural and Linguistic Services Department at University Medical Center in Las Vegas, Nevada. He is in charge of interpreter education, training, language proficiency, translation, and cultural competence. He has extensive experience as a practicing medical interpreter in a Level I Trauma center that serves a large population of Spanish-speaking patients and he is nationally recognized for his advanced level workshops for medical interpreters. Alvaro teaches Medical Interpreter Training Classes at University of Nevada - Las Vegas, Berkeley City College and is an instructor at the Hispanic Institute's MA program of Translation and Interpretation at LaSalle University.

TITLE - Reframing Systemic Change in Healthcare (for ASL Interpreters only)

Presenter: Corey Axelrod

Abstract: Regardless of healthcare moving towards a model focused on cultivating relationships, Deaf and hard of hearing individuals continue to face numerous disparities and inequities in healthcare. While there are significant benefits to having interpreters present in healthcare settings, the presenter will discuss how interpreters may inadvertently perpetuate and exacerbate the long-standing barriers and challenges the Deaf community faces in healthcare. With this foundation, the presenter will then explore how the interpreting industry can effectively position Deaf and hard of hearing individuals at the forefront of efforts to dismantle systemic barriers negatively impacting patient-provider interactions.

Objectives:

1. Recognize systemic barriers Deaf and hard of hearing individuals encounter in healthcare settings.
2. Identify techniques to mitigate common issues that may arise between Deaf individuals, interpreters, and service providers.



Massachusetts Medical Interpreter Training

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

3. Utilize strategies to amplify the messages and actions of marginalized communities in healthcare settings.

Bio: Corey Axelrod, MBA, is the founder and CEO of 2axend, a Deaf-owned strategic consulting and training firm working with organizations to provide user-centric experiences to Deaf and hard of hearing individuals. Corey is sought after as a consultant, thought leader, and trainer to organizations in the education, healthcare, healthcare education, government, and language services industries on issues of communication accessibility, inclusive organizational design, unconscious bias, risk management, and Deaf awareness and cultural humility.

TITLE - Speaking While They Speak: Tips to Enhance Your Simultaneous Interpreting Skills

Presenter: Gabriela Espinoza Siebach

Abstract: Although the codes of ethics and standards of practice that guide and direct our practice advise us to "[disclose] skill limitations with respect to particular assignments" and to "accurately represent [our]... training and pertinent experience," stakeholder expectations and market needs have forced many of us to attempt simultaneous interpreting using our instinct and consecutive skills to guide our practice. In this interactive presentation, participants will have an opportunity to explore the mysteries of simultaneous interpreting and learn new ways to continuously develop and enhance their skills in one of the most challenging modes of interpreting.

Objectives:

1. Describe the primary elements of simultaneous interpreting that distinguish this mode from other modes of interpreting.
2. Identify the area in which our own simultaneous interpreting technic needs the most improvement.
3. Apply one strategy to enhancing and/or developing our own simultaneous interpreting skills.

Bio: Gabriela Siebach, Conference Interpreting Services Manager at Cesco Linguistic Services, has over 15 years of professional experience. She has spearheaded the development of training and assessment programs. Gabriela holds a graduate degree in Spanish translation and interpretation from the world-renowned Middlebury Institute of International Studies at Monterey. A former Board member of the NCIHC (2019-2021), she currently leads various Council initiatives as Chair of the Policy, Education & Research Committee. Gabriela also Co-chairs the AAITE Job Task Analysis Committee and is a member of the American Translators Association, the Carolina Association of Translators and Interpreters, and ASTM.



TITLE - Until Proven True - What Interpreter Services Future Holds?

Presenter: Yilu Ma, MS, MA, CMI

Abstract: The pandemic accelerated the expansion of technology and virtual care is on the rise. Work from home and hybrid mode are here to stay. Staff interpreters are not paged or booked as much as before due to the availability of iPads and quick access to remote interpreting by the vendors and companies. Interpreters and staff are worried and concerned that they will be replaced by technology and it's just a matter of time. Are we fighting a losing battle to technology, or the future is that bleak? The presentation will focus on the strategies and efforts to strengthen in-person interpreting and lay out the specific initiatives to win the battle and be successful.

Objectives:

1. Review the legitimate concerns about technology expansion.
2. Recognize the positivity and promising aspects of the issue.
3. Apply strategies and efforts to be successful
4. Engage in an interactive conversation and ask questions.

Bio: Yilu Ma, MS, MA, CMI is the Director of the Interpreter Services Department at the Brigham and Women's Hospital for 11 years. An experienced interpreter himself, he is adjunct professor at Boston University, he teaches interpreting and translation courses. He holds a BA and a post-graduate degree in linguistics from Beijing Foreign Studies University, a MA in international relations from the Fletcher School of Law and Diplomacy, Tufts University, and a MS in computer science. He co-authored and published the New-Age Chinese-English Dictionary in 2000. He is an editor of the Heart & Science, a monthly publication of the Brigham.

SPONSOR BREAK (2:45 pm – 3:30 pm)

Session B: (3:30 pm – 4:30 pm)

TITLE - Welcome to the National Board's Medical Interpreter Credentials Programs

Presenter: Maggie Hong

Abstract: The mission of the National Board is to foster improved healthcare outcomes, patient safety, and patient/provider communication, by elevating the standards for and quality of medical interpreting through a nationally recognized and validated credentials for medical interpreters.



Massachusetts Medical Interpreter Training

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

In this presentation, we will review the CMI and Hub-CMI programs, explain the process and exams, and how to maintain your credential once you've earned it.

Objectives:

1. Differentiate between a CMI certification and a Hub-CMI credential.
2. Review the process and steps for the exams.
3. Follow the procedures to maintain the credentials.

Bio: Miao (Maggie) Hong is a professionally trained conference interpreter, federal court professionally qualified mandarin interpreter, state court certified Mandarin interpreter, certified medical interpreter, and published translator. She has over 10 years of experience in conference interpreting and has interpreted for over 20 subject matters. She earned two MA degrees in Conference Interpretation from two UN MOU graduate programs (Middlebury Institute of International Studies at Monterey and Guangdong University of Foreign Studies). She is also a frequent presenter at Interpretation and translation conference.

TITLE - What's EtoE Got To Do With Me?

Presenter: Vonessa Costa

Abstract: National certification for healthcare interpreters has been available since 2010. Yet, the number of languages in which a performance-based exam is available remains limited. In 2020, CCHI conducted a national study of 249 interpreters on the validity of assessing competencies and skills differentiating a competent interpreter from a fluent bilingual in an English-to-English (EtoE) format. The study compared their performance on a dual-language certification exam and the monolingual EtoE exam. Presenter will outline the EtoE Study design, results, and implications for interpreter training, assessment, and certification. Attendees will learn about interpreting subskills that can be tested in an English-only modality -- deepening their understanding of the interpreting process -- and will identify key strategies for improving interpreter performance.

Objectives:

1. Review the objective, hypothesis, and design of the EtoE Study.
2. Interpret the study results in relation to interpreter training, assessment, and certification.
3. Identify which interpreting skills/subskills can be tested in an English-only modality.
4. Articulate the potential impact of EtoE in promoting a culture of safety in healthcare.

Bio: Vonessa Costa is a CoreCHI™ practitioner credentialed by the Certification Commission for Healthcare Interpreters, and a CCHI Commissioner since 2020. She is Sr. Director of Quality and Member Engagement for the Health Care Interpreter Network, a collaborative of health systems



Massachusetts Medical Interpreter Training

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

that share interpreter resources. Vonessa was director of Multicultural Affairs and Patient Services at Cambridge Health Alliance, home to one of New England's largest healthcare language access programs. Vonessa is a graduate of the America's Essential Hospitals Fellows Program, and a 2019 MassAHEC Tony Winsor Award recipient. She has served as secretary of the Forum on the Coordination of Interpreter Services, and on the Education Committee of America's Essential Hospitals.

TITLE - Why not? - When disruption leads to modernization and improvement

Presenter: Laisson DeSouza

Co-presenter: Flavia Perry

Abstract: Interpreters are well aware of the disruption caused by the Covid-19 pandemic in the industry. However, as there were many challenges involving providing services to individuals and organizations during these tumultuous times, this presentation will focus on how a department of interpreter services at a nonprofit organization used the circumstances to implement different measures that modernized and digitalized the operation processes and training and development curriculum and delivery. The "Why not?" question that at times may be a barrier to improvement, in this case led to positive developments that will also be discussed during this workshop. In this case study, we will discuss possible hurdles to the modernization of management in interpreting services, the reasons behind accepting the challenge to update systems and operations, and finally the outcomes of such endeavor.

Objectives:

1. By the end of this workshop department managers and interpreters will be better able to identify obstacles for implementing modernization of processes and standards.
2. By the end of this workshop department managers and interpreters will be better able to identify opportunities for modernization and improvement of current standards and operations.
3. By the end of this workshop department managers and interpreters will be better able to promote an open-to-improvement environment in their management or individual professional approach.

Bio(s):

Laisson DeSouza is a Multilingual (Portuguese, English, Spanish, and Brazilian Sign Language) professional with 9+ years of sales management and business development experience leading strategic projects and initiatives to drive sales, brand engagement, and customer acquisition in the educational and healthcare fields. Certified Portuguese and Spanish medical interpreter,



Massachusetts Medical Interpreter Training

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

currently the Assistant Director of the Interpreter Services department at the Center for Health Impact.

Flavia Perry is a nationally certified medical interpreter in the pair Portuguese-English. She currently directs the operations of the department of interpreter services at the Center for Health Impact (Language Link) and coordinates the Medical Interpreter Program and regular professional improvement workshops at the same organization.

TITLE - Working in a Dialysis Unit (For Spanish speakers)

Presenter: Maria Schwieter

Abstract: Interpreting in a dialysis unit presents a challenge and requires a specific skill set and knowledge of the dialysis vocabulary and knowledge of the dialysis process. Providing quality interpreter services is necessary to assist the individual in their understanding of their condition and treatment and to provide adequate and proper communication between the provider and the patient.

Objectives:

1. Review and recognize basic understanding of the common problems.
2. Describe and explain some of the common treatments.
3. Restate and review the vocabulary of the dialysis process in English and Spanish.

Bio: Maria has been working in the health care field/medical interpreting for over 40 years. She holds bachelor's degrees in psychology and nursing and a master's in mental health counseling. She developed a curriculum for and teaches an 80-hour language specific medical interpreter's course. Her unique mix of work experience includes: Trauma nurse specialist, bilingual therapist, medical interpreter, and interpreter trainer. In the past, she has served as chair of the National Board of Certified Medical Interpreters (NBCMI), as a board member of the National Council of Health Care Interpreters (NCIHC) and the Midwest Association Translators Interpreters (MATI). Maria is a certified Health Care Interpreter (CHI).

Day 2- Saturday, June 4, 2022

Session C (11:00 am – 12:00 pm)

TITLE - Culturally Sensitive Awareness in Medical Settings

Presenter: Shamso Ahmed, QMI

Abstract: Cultural sensitivity can impact the effectiveness and outcome of medical appointments. Many medical professionals do not have the knowledge or understanding of these cultural differences and can be assisted by interpreters when needed for successful interactions with patients and families served. This session will explore the following four topics. #1. Understanding how body language and hand gestures from different cultures can become either acceptable or offensive when used without understanding of their cultural significance. #2. Some words in the target languages are viewed as culturally offensive and should be avoided in medical appointments. Some of those words will be identified and alternatives will be made available. #3. Some of the general cultural differences in countries around the world will be explored. Representative examples from different languages and religions will be provided. #4. Ways in which the interpreter can convey the importance of cultural nuance and custom to medical professionals and assist them in responding to their patients and families in a culturally sensitive manner.

Objectives:

1. Identify body language and gestures that are specific to different cultures.
2. Identify verbiage that is either considered appropriate or inappropriate in a cultural context.
3. Identify basic cultural differences in various regions of the world.
4. Review appropriate ways to educate the medical professional regarding cultural sensitivity while maintaining interpreter role and professionalism.

Bio: Shamso Ahmed, President and founder of the International Translation Company (ITC) was born in Somalia. She relocated to Boston, Massachusetts where she obtained her Bachelor of Arts degree in Accounting and Finance from Northeastern University, and her interpreter training at AHEC at University of Massachusetts in Boston. Her core professional competencies include business operations & development, accounting & finance management, staff development & management, customer relationship management, and cross functional leadership.

Her passion for bridging the communication gap between immigrants and the services they need was inspired due to growing up in an immigrant family and seeing other immigrants be treated unfairly because of their lack of English proficiency. This fueled her desire to create a company that serves as an advocate for immigrants and helps to bridge the cultural gaps here in the United States. Therefore, ITC was founded in 2010 and provides high quality interpretation and translation services in over 110 languages and dialects, including languages of lesser diffusion



Massachusetts Medical Interpreter Training

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

which are spoken in Africa, Asia and the Middle East as well as the more widespread languages of Latin America and Europe.

TITLE - Fair Working Conditions for Interpreters

Presenter: Gaye Gentes

Co-presenter(s): Maria Vertkin and Lisa Walker, IHP

Abstract: As our profession evolves there needs to be consensus and industry standards on what are fair labor conditions for interpreters. Generally speaking, working conditions cover a broad range of topics and issues, from working time to remuneration, as well as the physical conditions and mental demands that exist in the workplace. Stories of interpreters doing remote interpreting in basement 'sweat shop' conditions, not being issued protective gear and working with one-hour minimums and prohibitive non-compete clauses all diminish and marginalize our profession. Found in Translation is planning to both create a Best Practices for the industry to follow and/or a white paper drawing from conversations with working interpreters and the industry. This is your opportunity to join the conversation and contribute to the long-term future of our profession.

Objectives:

1. Highlight the NCIHC Standards of Practice objective under Professionalism that charges interpreters with upholding the public's trust in the interpreting profession. "The interpreter advocates for working conditions that support quality interpreting" as well as other standards in the interpreter profession that charge interpreters with assessing and reporting impediments to performance.
2. Interpreters will brainstorm and identify best practices in the profession.
3. Interpreters will review strategies to advocate successfully for fair and respectful working conditions.

Bio(s):

Gaye Gentes was born in New York but grew up in Guadalajara, Mexico, where her family moved permanently when she was eleven. After earning a B.A. in English from Southwestern University in Georgetown, Texas, she moved about the country, living in Florida, New Orleans, and Chicago, before settling in the Boston area. From jobs in bilingual education and marketing she stumbled into the interpreting profession. She had been working as a legal and medical interpreter, at first freelance and then full-time, when she was appointed the Director of Interpreter Services for Tufts New England Medical Center. In her five years there, she oversaw an increase in staff interpreter positions and the standardization of services. In 1998 she received the Lifespan



Massachusetts Medical Interpreter Training

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

Cultural Diversity Award for her effort in cultural awareness training. In 2001, she became the Manager of the Office of Court Interpreters at the Trial Court of Massachusetts, where she supervised the statewide program for the provision of interpreters. Her department was honored by the National Center for State Courts as a National Model of Effective Management. In her thirteen-year tenure, she oversaw great progress in both broadening and systematizing linguistic access to previously under-served linguistic minorities. At Found in Translation for five years she served as the Program Director of their Medical Interpreter Training program for low-income bilingual women, there she oversaw both professional development and the certificate program. Her current position is Interpreter Resource and QA Director at CCCS/Embracing Culture. She has served as a Board Member and as the Treasurer of the NCIHC. She serves on the Board of Found in Translation.

Maria Vertkin was born in Nizhniy Novgorod, Russia and lived in Kadima, Israel before immigrating to the United States. In addition to English, Maria speaks Russian, Hebrew, Spanish, and a little Portuguese. Maria studied Social Work at Regis College and began her career at the nonprofit Rediscovery. There she worked with adolescents transitioning out of foster care and led two pilot programs: a summer jobs program for at-risk youth and an innovative school-based program for homeless, unaccompanied high school students. She has also worked with survivors of domestic violence, was a mentor to girls at Big Sister of Greater Boston, a support group facilitator at Parents Helping Parents, a phone counselor on the state-wide Parental Stress Line, and translated for the grassroots media project Alive in Mexico to raise awareness of social justice issues in Mexico.

For her service and dedication to the community, Maria has received several awards, including the 2009 Veronica Award from the Superstars Foundation, the 2010 Pearson Prize, the 2011 Women of Peace Award from the Women's Peacepower Foundation, the 2011 Kip Tiernan Social Justice Fellowship, which has enabled her to launch Found in Translation, the 2013 Echoing Green Global Fellowship, the 2015 Richard Cornuelle Award for Social Entrepreneurship from the Manhattan Institute, the Innovator for Social Justice Prize from Grinnell College. She is profiled in the 2016 Chronicle of Philanthropy 40 Under 40 list, and in the 2016 Forbes 30 Under 30 Social Entrepreneurs.

Lisa Walker is a physician assistant (PA) and the founding Program Director of the Physician Assistant program at MGH Institute of Health Professions. Before entering the PA profession in 1994, Lisa worked as an American Sign Language interpreter in medical settings. She teaches and consults extensively on the topics of cultural competency, patients with disabilities, medical interpreting, and communication access. She is the co-author of a chapter on patients with disabilities in the widely used text *Physician Assistant: A Guide to Clinical Practice*. She currently serves on the Board of Found in Translation.



TITLE - "More than Just Pronouns: Training Interpreters about Sexual Orientation & Gender Identity Data"

Presenter: Malvina Gregory

Co-presenter: Brandy Brown, LCSW

Abstract: In an interest to better serve their LGBTQ+ patients and be in compliance with Section 1557 requirements, hospitals are moving to record sexual orientation and gender identity information in the patient chart. However, are our Interpreters ready to interpret these conversations? This presentation will examine a recent training offered to the Interpreter staff at Maine Medical Center, the pre-and post-training findings, and engage in a conversation about the course design, complexities encountered, and share some lessons learned from the experience.

Objectives:

1. Attendees will come to demonstrate the importance of ongoing SOGI training for Interpreters.
2. Attendees will review (from content experts) the material that should be covered in these trainings.
3. Attendees will analyze some of the complexities involved in teaching this material and will engage in a conversation about next steps for tackling this important subject area within our profession.

Bio(s):

Malvina Gregory (she/her) is the Director of Interpreter and Cross-Cultural Services at Maine Medical Center. She has more than two decades of experience in cross-cultural work and language access. A graduate of the Boston University Medical interpreting program, she has worked to establish standards and training for both medical and legal interpreters in the State of Maine and has been a strong advocate for language access and immigrant rights, helping to found the SMCC Interpreting Program, the Maine State Courts' interpretation program, and Maine Immigrant Rights Coalition. She speaks Portuguese and Spanish and has a bicultural family, having lived seven years in rural Brazil.

Brandy Brown, LCSW (they/she) is the Program Manager for The Gender Clinic at Maine Medical Partners / Barbara Bush Children's Hospital. They are the Founding Chair of the EMC DEI Equitable Patient Care Committee and a Clinical Assistant Professor of Psychiatry at Tufts University School of Medicine, which does clinical training at Maine Medical Center. They are also the President of the NASW-ME Board of Directors, and the Acting Chair of their JEDI Committee (Justice, Equity, Diversity, & Inclusion)- formerly LGBTQ+ Advocacy Committee.

TITLE - What can Doctors and Interpreters Learn from Each Other?

Presenter: Zara Latif, MD

Co-presenter: Jane S. Kontrimas, CoreCHI™

Abstract: Although the collaboration between clinicians and interpreters shapes the way we provide care for LEP patients and bridge cultural and linguistic gaps; limited research has been done on the challenges interpreters face daily during both in person and remote encounters. At our institution, clinicians collaborated with the interpreter services department to conduct a qualitative research project examining the challenges interpreters face while delivering care to LEP patients. The study included 20 interviews with interpreters working at our institution. We analyzed the interviews and identified several challenges that interpreters highlighted as hindering their ability to be effective members of the care team. Challenges tended to be either systematic or interpersonal. In this presentation we will share some of the most frequently cited challenges interpreters identified, and ways to enhance the interpersonal interactions involved in medical encounters. Participants will also have the opportunity to discuss scenarios with each other and share with the group suggestions for approaches that may be helpful in various situations. Lastly, we will highlight ways for interpreters and clinicians to collaborate in order to improve interpreters' integration into the medical team.

Objectives:

1. Examine recent research into the most common challenges faced by interpreters during medical encounters and address similarities/differences to challenges the participants have encountered.
2. Discuss some of the common scenarios faced by interpreters on a daily basis and work together to generate approaches to address them.
3. Be better prepared to support and encourage collaboration between interpreters and clinicians to create a cohesive team and a collegial environment at any institution.

Bio(s):

Zara Latif MD., Internal Medicine Resident Physician and Katherine Swan Ginsburg Humanism in Medicine Fellow, is a native Arabic speaker with a strong passion for studying disparities facing Limited English Proficiency patients in our healthcare system. Her research is focused on enhancing cardiovascular care to non-English speakers by integrating interpreters into the care team and highlighting the degree of disparities facing LEP patients. Additionally, she has worked on multiple projects aimed at understanding the obstacles of incorporating palliative care in the care for LEP patients.

Jane Crandall Kontrimas CoreCHI™, M.S., Interpreter Training Coordinator & Ethics Liaison, has



Massachusetts Medical Interpreter Training

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

been a Russian Interpreter at Beth Israel Deaconess Medical Center since 1979. In 1985 she cohosted the first interpreter meeting that became the MMIA (Massachusetts Medical Interpreter Association), now called the IMIA.

She chaired the MMIA Standards of Practice committee developing “Standards of Practice for Medical Interpreters” @ <https://www.imiaweb.org/uploads/pages/102.pdf>. She chaired the MMIA Certification Committee until December 2007. She received the 2016 Paving the Way Tony Windsor Award. She continues contributing to the field and expressing her passion by training interpreters, and health care providers in many settings.

Lunch Break (12:00 pm – 1:00 pm)

SPONSOR EXHIBIT HALL (12:15 pm – 3:00 pm)

Session D (1:00 pm – 2:30 pm)

TITLE – Demand Control Schema: An Introduction for Sign Language Interpreters and Spoken Language Interpreters

Presenter: Patricia A. Alonzo

Abstract: The presentation will be an introduction of the Demand Control Schema theory and its benefits. The presentation will focus on explaining the theory and how it has favorably impacted ASL interpreters and now it’s incorporation in spoken language interpreting. The presentation will use direct structure, outline, examples, and practice activities from the Demand Control Schema book and those created by the presenter. It will highlight practices that can be added to an interpreter “toolbox” for application in day-to-day interpreting encounters to ensure the interpreter stays within the scope of his/her practice while serving LEP, Deaf, and Hard-of-Hearing patients. The presenter will highlight how this model can be used onsite, over the phone interpreting (OPI), and in vide remote interpreting (VRI) to the participants can use in any modality. The intent of the presentation is to bring light on a “new” theory and model to support interpreters within their day-to-day interactions with the LEP, deaf, and hard-of-hearing community.

Objectives:

1. The participants will demonstrate an understanding of the Demand Control Schema model.
2. The participants will review benefits of applying this model in their interpreting encounters.
3. The participants will practice how to apply the model for onsite, OPI, and VRI interpreting.



Massachusetts Medical Interpreter Training

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

4. The participants will review how American Sign Language Interpreters have embraced and applied this model to their interpreting practice.
5. The participants will practice how they can apply this model to spoken language interpreting and make their encounters more successful.
6. The interpreter will be challenged to participate in small group discussions during the presentation.

Bio: Patricia A Alonzo is a Trilingual Interpreter. Her interpreting experience and background are working with Spanish Limited English individual and the Deaf and Hard of Hearing Community. With a focus on the Spanish Deaf Community. She holds a bachelor's degree from Columbia College Chicago in American Sign Language Interpreting a Master's in Education and is currently a doctoral candidate with a research focus on LEP health outcomes when using an interpreter. She works for AMN Language Services, formerly known as Stratus Video, and has been a Language Operations Manager and now the Hiring Manager for the Language Operations Team. Where she has the pleasure of growing the interpreting team. Her passion is bridging the gap of communication. Making sure all individuals have the power and dignity to make good healthcare decisions in their language.

TITLE: Integrative Health and Immigrant Communities

Presenter: Maria del Mar Farina

Abstract: This workshop will focus on the social determinants of health and in particular on their impact on immigrant communities in the United States. The social determinants of health will be introduced and discussed, focusing on both physical and mental health well-being. The experience of immigrant communities will also be highlighted, in terms of adaptation to the United States and medical and mental health outcomes. The role of medical interpreters and specifically, their ability to function as cultural brokers will be explored and illustrated through case examples. Attention will be paid to health inequities and the effects of oppression and marginalization.

Objectives:

1. Participants will identify the social determinants of health.
2. Participants will demonstrate understanding of the effects of the social determinants of health on the well-being of immigrant communities.
3. Participants will explore how to effectively mitigate and address the effects of health care inequities and disparities during the interpreting encounter.
4. Participants will explore how to serve as cultural brokers within their role of medical and mental health interpreters.



Massachusetts Medical Interpreter Training

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

Bio: Maria del Mar Fariña Ph.D. is an Associate Professor, Graduate Chair and MSW Program Director at Westfield State University, MA; and, an Adjunct Professor at Smith College School for Social Work. She maintains a private practice working primarily with the Latino community, and is a clinical consultant, specializing in the examination of race, ethnicity and culture. Her research pertains to American immigration policy, immigrant integration and White Nativist discourses. Some of her most recent academic publications include, *White Nativism, Ethnic Identity and U.S. Immigration Policy Reforms: American Citizenship and Children in Mixed Status Hispanic Families* (2017). Her work has been presented in the United States and Europe, including at the International Society of Political Psychology (ISPP), and at the CSWE Annual Program Meetings.

TITLE - Interpreting as a Natural Interaction

Presenter: Marlene Elliott, CI/CT

Abstract: Interpreters are often trained to think of their work as translating words and sentences and their duty as faithful representation of those words. Cecilia Wadensjö's seminal research found that community interpreters actually participate in a unique form of dialogue and interpret interactions – with their duty shifted to the goals of the people involved. Wadensjö's insights can lead us to a more natural approach to interpreting, examining the functions of utterances (spoken or signed), and allowing us to use the natural language that we possess. This session will explore the application of Wadensjö's theory to our everyday work and invite interpreters to naturally reorient our priority to the people who do not share a language and their reasons for being in dialogue.

Objectives:

1. Interpreters will review Wadensjö's theory and how it can apply to their daily work.
2. Interpreters will recognize the functions of talk and how it can guide interpretations.
3. Interpreters will be able to create templates to guide the natural exchange in typical encounters.

Bio: Marlene Elliott, CI/CT is a sign language interpreter with over 30 years' experience. She is a lifelong student of interpreting theory, diagnostic assessment of interpreters, the relationship between hearing interpreters and the deaf world, and Paulo Freire's Pedagogy of the Oppressed. For the past 8 years she has been designated interpreter for Dr. Wyatt Hall, a deaf researcher on language deprivation. Together they have published and presented on the application of Freire's work to interpreter education.



TITLE – Rock, Paper, and Scissors – Medical versus Legal Interpreter Ethics

Presenter: E. Zoe Schutzman, MA, NYS CCI, CHI™

Abstract: Where do the two meet? Where do they not? How does the professional interpreter embody the respective codes and standards of practice? In this workshop, we journey inwards towards a deeper understanding of each code. Only through understanding what is foreign do we truly know ourselves (or so it is said). Once the stage is set, attendees engage in scenario-driven discourse, tasked with considering how each code of ethics dictates, demands, guides the professional interpreter’s conduct and technique. In so doing, participants hone their agility vis-à-vis challenges that they inhabit daily, be they in medical, legal, or both, and achieve sharpened ethical and strategic clarity.

Objectives:

1. Review practitioners’ codes and standards of practice.
2. Engage in context-driven comparative analysis of said codes and standards.
3. Achieve greater ethical and strategic clarity through collegial discussion, analysis, and self-reflection.

Bio: E. Zoe Schutzman, MA, New York State Certified Court Interpreter and Certified Healthcare Interpreter™ (Spanish), is Co-founder and CEO of Cloud 18 Productions, Inc., an international technology-driven and multidisciplinary creative enterprise. Zoe has taught at institutions of higher education, trained nascent and seasoned interpreters, as well as developed, enhanced, and implemented curricula, assessment, and quality improvement protocols. She has provided linguistic and culturally appropriate expertise to varied research and creative endeavors, propelled system-wide strategic initiatives, supported new avenues for sustainable professional growth, and forged high-value partnerships with community and institutional stakeholders. Since 2020, Zoe has served as Commissioner at the Certification Commission for Healthcare Interpreters (CCHI).

TITLE – Tapping into the Whole Brain: Rediscovering the joy of your inner child and the wisdom of your elder self to manage stress and burnout

Presenter: Malka Yaacobi, DMA, CHI™, ACC

Abstract: Interpreter’s witness and give voice to many traumatic situations, such as the effect of acute illness on families and even death. In some cases, the shared language of a medical interpreter is the only link patients have to their life in the outside world. All of these factors can ultimately lead to compassion fatigue and burnout. Add months and months of COVID-19, and



Massachusetts Medical Interpreter Training

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

the price is even higher. In general, the left hemisphere or side of the brain is responsible for language and speech. According to neuroanatomist and author Jill Bolte Taylor, when we use that part of the brain, we become analytical, organized, focus on details, and are past and future oriented. She calls that character or persona the "Task Master." Sometimes when we get locked in that rational part of the brain, it is difficult to access self-compassion, empathy, and connection. In her book, *Whole Brain Living: The Anatomy of Choice and the Four Characters That Drive Our Life*, Dr. Bolte Taylor shows us how to connect with our own Four Characters, located in different brain parts. And when our Four Characters work together and balance one another as a whole brain, we gain a radical new road map to navigate stressful situations and improve teamwork.

Objectives:

1. Explain the basic anatomy of both hemispheres of the brain.
2. Get acquainted with our Four Characters and their characteristics.
3. Recognize how language and bilingualism reinforce specific circuitry of the left brain that is analytical and task-oriented, Character 1.
4. Identify and differentiate which parts of the brain we and others embody at any moment in time.
5. Practice the Inner Child and the Wiser Elder Self meditations to connect to the right hemisphere.
6. Evaluate strategies to boost whole-brain synergy to manage stress and enhance teamwork.

Bio: Malka Yaacobi, DMA, CHI™. Before becoming an interpreter, Malka earned a DMA from the Eastman School of Music and served as the conductor of the Tufts University Symphony Orchestra. She and the group performed in over 15 countries and offered workshops to thousands of children nationally and internationally. Malka is a Certified Healthcare Interpreter, a Qualified Mindfulness-Based Stress Reduction Teacher, and trained in Internal Family Systems with its founder, Richard Schwartz. She works at the Cambridge Health Alliance as a Spanish Interpreter and leads workshops on Mindfulness-Based Stress Reduction. She is committed to patient advocacy and sharing her passion for Mindfulness and Positive Psychology with the community.

TITLE - The Essentials of Pharmacology 100+ Prescribed Drugs

Presenter: Thomas P. Carey Jr., RTT MPH

Abstract: The purpose of this workshop is to provide a framework of knowledge that can be acquired within a limited time frame. This workshop is appropriate for those who will be interpreting in an encounter where medications will be administered. Those employed in health



Massachusetts Medical Interpreter Training

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

care professions now have increased responsibilities for providing the necessary information to patients regarding the safe administration of medications, side effects and interactions. Continuing education is essential in the medical interpreter field and it is imperative to understand what information is being conveyed.

Objectives:

1. Classify and identify the top 100 prescribed drugs.
2. Comprehend and identify drugs that affect the human body systems.
3. Recognize common medical abbreviations.
4. Recognize and identify pharmacologic agents.

Bio: Thomas holds a M.P.H., from the University of Massachusetts; a B.S., from the State University of New York, Upstate Medical Center College of Health-Related Professions; and an A.A.S., from Hudson Valley Community College. He currently holds a Healthcare License in Respiratory Care.

Thomas currently serves as the Program Director of the Respiratory Care Program at Berkshire Community College and has been a Professor of Allied Health at the college for 38 yrs. His teaching experience includes such course as Respiratory Care program courses, Pharmacology, Pathophysiology, Nutrition, Medical Terminology, Anatomy and Physiology 1 and 2 with labs, Chemistry, Microbiology, and the Fundamentals of Human Disease.

TITLE – ¿Tú me estás hablando a mí? El lenguaje inclusivo en el español (Are You Talking to Me? Inclusive Language in Spanish) –(For Spanish Speakers Only)

Presenter: Carmen “Coqui” Negrón

Abstract: This workshop will introduce best practices around the use of inclusive language in Spanish for people providing health education, prevention, interpretation, and translation services. Participants will reflect on the challenges and importance of using inclusive language. The workshop will give a brief history of the Spanish language, an overview of terminology, and an opportunity for participants to practice making language more inclusive. This presentation will be facilitated primarily in Spanish and would not be appropriate for participants who speak only English.

Objectives:

1. Identify a historical influence on inclusive language in Spanish.
2. Replace common gendered terms in Spanish with more inclusive phrases.
3. Describe the role of culture in the context of translation.



Massachusetts Medical Interpreter Training

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

Bio: Carmen “Coqui” Negrón is a Bilingual Community Health Educator at Planned Parenthood League of Massachusetts. She is a health educator and trainer with over thirty years of experience in the HIV field, sexuality education and public health. Coqui is also an interpreter, translator, and language coach for medical interpreters in training. Coqui has a bachelor’s degree in Spanish and Mathematics and a Master’s degree in Health Education from Worcester State University

SPONSOR BREAK (2:30 pm – 3:00 pm)

Keynote presentation: (3:00 pm to 4:00 pm)

TITLE – “Be...longing” –

Presenter: Toc Soneoulay-Gillespie, MSW

Abstract: Ensuring language access in all of our systems is essential to upholding the integrity of how we serve community. Without careful attention to providing meaningful and equitable language access, many people will face a process that places unfair and unconstitutional burdens on their ability to fully participate. With that said, there is often a misconception that having a certified/qualified interpreter solves the issue of communication across languages. To provide meaningful and equitable access, it’s important to recognize that interpreters and providers both bear certain responsibilities that ultimately ensure equitable and meaningful language access. Frequently, interpreters and providers do not have a shared understanding of what a fully effective language access framework looks like and inadvertently, make it challenging for clients to know what to look for or expect in meaningful interpreting. This can create a disparity in the client’s ability to have a full understanding and comprehension of the situation in which they are engaged. Although this is no one’s intention, by being unaware of these factors, we can promote this unwittingly.

Objectives:

1. Celebrate the unique and essential role of an interpreter, service provider, and how together, they honor the voices that are often unheard.
2. Recognize how power and privilege impacts communication and access to information.
3. Share an interpreting tool to reduce interpreter error and improve access.

Bio: Toc Soneoulay-Gillespie serves as the Director of Community Health at Health Share of Oregon, a Coordinated Care Organization (CCO) serving Oregon Health Plan members in



Massachusetts Medical Interpreter Training

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

Clackamas, Multnomah, and Washington county. In her role, she works to identify opportunities to advance health equity and improve health outcomes in collaboration with community partners. Prior to joining Health Share, she served as the Social Services Manager at CareOregon. Before making the leap from social services to healthcare, she served as the Director of Refugee Resettlement at Catholic Charities of Oregon. Her life's work has been focused on advocating for communities impacted by inequitable systems and structures of oppression. As a 1.5 generation refugee, she also brings a unique perspective for understanding the strengths and complexities of this historically underserved community. Toc is also a consultant and trainer who is deeply committed to raising awareness about meaningful language access through a workshop that is delivered locally and nationally. Both her undergraduate and graduate research comprised of the use of participatory action framework to explore and address the disparities in meaningful language access for limited English proficient individuals in healthcare and the U.S. Citizenship & Naturalization process. Toc serves as a commissioner on the Oregon Commission on Asian Pacific Islander Affairs and was a council member on the Governors Behavioral Health Advisory Council. She holds a Bachelor of Science in Anthropology/Sociology from Eastern Oregon University and a Master of Social Work from the University of Alaska Anchorage.