



Paving the Way to Health Care Access Conference 2023 Workshop Descriptions, Objectives and Bios

Day 1- Friday, May 19, 2023

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

TITLE – “Translation is not a matter of words only; it is a matter of making intelligible a whole culture” – Italo Calvino

Presenter: Dr. Matilde Castiel

Abstract: From the shores of Cuba, the story of a young immigrant girl unfolds with an enthusiastic career serving our most vulnerable populations in our communities today, especially in the city of Worcester, MA. The major concerns of how to reach and include our vulnerable populations when they are suffering every day by inequities in healthcare because of language access. The impact of the social determinants of health highlighted throughout the presentation and illustrating areas where interpreters can help to address the root causes of these disparities for clear communication, understanding and better living conditions.

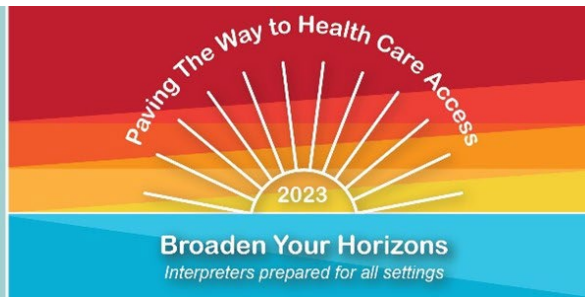
Objectives:

1. Identify various social determinants of health and their interactions with each other.
2. List 3-4 examples of disparities on healthcare outcomes based on inequities that are prevalent in any communities (Worcester being an example case)
3. Illustrate comparative charts using healthcare data to recognize differences in health outcomes.
4. Demonstrate how mitigating language barriers can narrow these gaps in any communities.
5. Analyze needs for interpreting resources beyond the healthcare setting to address root causes for such disparities.

Bio: Mattie Castiel, M.D. has always held a professional and personal mission to work with the underserved. She was born in Camaguey, Cuba and immigrated to the U.S. in 1962 as part of Operation Peter Pan. Raised and educated in California, she completed her medical training at the University of California-San Francisco after earning a B.S. in Cellular and Molecular Biology from California State University - Northridge. Dr. Castiel moved to Massachusetts to complete her residency at UMass Memorial and she has worked as a Board certified physician in Internal Medicine in the Worcester community for over 30 years, including working at UMass Memorial

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Medical Center and Family Health Center of Worcester and also as an Associate Professor of Internal Medicine, Family Medicine and Psychiatry at UMass Medical School. In 2009, Dr. Castiel founded the Latin American Health Alliance (LAHA), a nonprofit organization in Worcester dedicated to combating homelessness and drug addiction and at present she continues to serve as its Medical Director. In 2015 LAHA opened Café Reyes on Shrewsbury Street, an innovative jobs training program for the residents at Hector Reyes House and transitional houses. In September of 2015, Dr. Castiel was appointed as the City of Worcester's Commissioner for Health and Human Services, where she oversees the divisions of Public Health, Youth Services, Human Rights and Disabilities, Veterans Affairs, and Elder Affairs, and Homelessness along with advancing important new initiatives. Most recently, she has been awarded the UMass Medical School Chancellor's Medal for Distinguished Service, 2019, Edward M. Kennedy Community Health Award, 2019, LIFT Community Hero award 2019, WBJ 2021 Hall of fame award 2021, Abby Kelley Foster award 2021.

LUNCH BREAK (12:15 pm – 1:15 pm)

SPONSOR EXHIBIT HALL (12:30 pm – 4:30 pm)

Session A: (1:00 pm – 2:00 pm)

TITLE - Interpreters as Community Catalysts: Leveraging Multilingual Social Media to Advance Health Equity

Presenter: Vonessa Costa, CoreCHI

Co-presenter: Tereza Marinho, CoreCHI

Abstract: Meeting patients 'where they are' is a public health imperative. From flexible care delivery models to effective health outreach in underserved communities, eliminating barriers to care involves bringing resources to patients at home, at work, and, increasingly, through social media. Internet users spend an average of 2.5 hours a day on social networks worldwide. Healthcare organizations in the U.S. and abroad are successfully leveraging social media to combat misinformation, share accurate health messaging, connect patients to services, and promote community engagement. Using a "from the community, for the community" approach, this presentation outlines how healthcare organizations can tap into the power of local interpreters as multilingual digital content advisors to advance health equity in linguistically diverse populations. The presenters will share lived experiences from their work as interpreters



and social media administrators in a Massachusetts public safety-net hospital and integrated health system.

Objectives:

1. Assess pathways to establishing a multilingual social media presence for your healthcare organization.
2. Explain how local healthcare interpreters are best positioned to synthesize local and international public health information in the curation of language-specific content tailored to an immigrant community.
3. Analyze proven strategies for upskilling yourself and your interpreter team as community catalysts in the digital era.

Bios:

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 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 Windsor 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.

Tereza Marinho, CoreCHI, is a Brazilian native. She has been working as a medical interpreter since 2008. She has a degree in Journalism from Brazil. Tereza has worked for agencies and hospitals. Currently, she is a full time Portuguese medical interpreter at Cambridge Health Alliance, where she started as a per diem in 2009, a per diem at Boston Children's Hospital since 2009, and Language Coach for Language Connections since 2020. Tereza has also done translation work for Newton Public Schools. Tereza is passionate about interpreting and for her a good interpretation happens when a patient understands everything that was said by medical professionals about their health.

TITLE - Interpreting for Spiritual Care

Presenter: Yuliya Speroff, CoreCHI™

Abstract: Spiritual Care plays a unique yet essential role in caring for patients, whether the patient practices a particular religion or needs an additional layer of support in the face of a life-changing health event. Even the most experienced interpreters may feel uncertain when



interpreting for spiritual care encounters - concerns can range from not being familiar with sacred texts to being able to do a good job when you don't share the patients' beliefs. This presentation will introduce the participants to the work of spiritual care providers, outline specific challenges that interpreters may face when interpreting during spiritual care encounters and discuss strategies for overcoming them.

Objectives:

1. Describe the work Spiritual Care providers perform.
2. Discuss challenges interpreters may face when interpreting during spiritual care encounters.
3. Perform skill developing exercises.

Bio: Yuliya is a Russian-English CoreCHI™- and WA DSHS-certified medical and social services interpreter. In her current role of a supervisor with Harborview Medical Center in Seattle, Washington, Yuliya supports a team of staff medical interpreters and manages translation projects. Yuliya's passion for teaching is realized through the work she does for a non-profit organization Americans Against Language Barriers, where she is engaged in curriculum development and training medical interpreters, as well as providing continuing education workshops for medical interpreters. Yuliya is the author of the Medical Interpreter Blog, which focuses on providing medical interpreters with resources for professional development.

TITLE - Implicit Bias and Interpreting in Health Care

Presenter: Chris Kirwan

Abstract: This presentation will introduce the participant to the concept of implicit bias, how it is active in healthcare, and how it can affect care delivery to patients with language access needs. Studies show that a significant number of providers have biases toward patients, implicit and explicit. The Joint Commission shows that patients with language access needs are twice as likely to suffer from an adverse event because of communication issues than English speakers. Implicit bias is a contributing factor to sub-standard care that is delivered to underserved populations, particularly those with language access needs. Interpreters are keenly aware of when a provider or patient's implicit biases are affecting communication and hence care. This workshop will present the data and strategies to address these realities, on an institutional, professional and personal level.

Objectives:



1. The participant will review implicit bias and the various types of implicit bias with specific examples from the healthcare world.
2. The participant will demonstrate how implicit bias contributes to healthcare disparities among communities with patients of limited English proficiency.
3. The participant will apply strategies to identify and manage their own implicit biases and how they can affect their approach to medical interpreting.

Bio: Chris (he/him) is the Director of Interpreter Services at Massachusetts General Hospital and Coach of the MGH Collaborative Governance Diversity and Inclusion Committee. He holds a doctorate in ethics from the Accademia Alfonsiana in Rome, Italy. He taught in the field of social ethics for many years before coming to MGH in 2006. Chris is the President of the Board of Directors of FOCIS (Forum on the Coordinators of Interpreter Services). Chris has co-authored several articles in peer reviewed journals on the importance of the use of interpreter services for vulnerable populations.

TITLE - Idiomatic Expressions: Do Cats and Dogs Fall Out of the Sky?

Presenter: Heidi Hobson

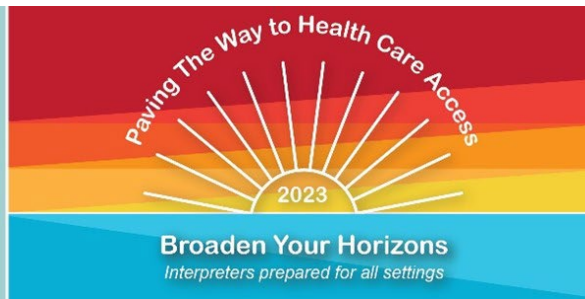
Abstract: Idiomatic expressions are units that can easily derail the true delivery of a message. The knowledge of these cultural expressions is required to be able to truly comprehend what is being said. In this presentation, I will encourage the discovery of the equivalent expressions in each cultural background, that will result in the delivery of the actual message regardless of the vocabulary utilized during the rendition. The end result will be an empowering and assurance of the delivery of the message, without questioning oneself as the interpreter in the process.

Objectives:

1. Interpreter will recognize idiomatic expressions as complete units, that require cultural knowledge for comprehension.
2. Interpreter will express the equivalent expressions in the target language to facilitate effective communication.
3. Interpreter will construct an equivalent statement regardless of the actual words spoken, and therefore deliver the true spirit and content of the message spoken.

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Bio: Ms. Heidi Hobson was born and raised in Guatemala, where she learned English and discovered her love for languages. Heidi began interpreting as a Volunteer for International Medical Mission Campaigns throughout rural areas of Guatemala and El Salvador. Heidi served as a relay medical interpreter for multitudes of Indigenous and Spanish speaking patients for free immunization campaigns, dental, speech therapy, nutrition, and surgical clinics, with experience in a variety of other disciplines and fields. She taught Medical Interpretation focusing on the Ethics and Standards of care, for fellow employees. She is a qualified Court Interpreter for the State of Florida.

TITLE - HIPAA Compliance: What Freelance Interpreters Need to Know

Presenter: Gustavo Negrete

Abstract: Protecting and maintaining the integrity of protected health information (PHI) is the responsibility of all who access, use, disclose, or transmit PHI in the course of their work. In a study of the language profession performed by CSA Research, 75% of respondents report that they are self-employed (freelancers). Despite this, many freelancers are unaware of what their true responsibilities are regarding both the Privacy and Security Rules of HIPAA.

Objectives:

1. Interpreters will evaluate their current HIPAA compliance
2. Interpreters will describe changes made to covered entity classification due to the American Recovery and Reinvestment Act of 2009 and how this affects freelance interpreters.
3. Interpreters will analyze changes to HIPAA privacy and security requirements due to the HITECH Act and how freelance interpreters can become compliant.
4. Interpreters will restate recent and upcoming changes to the Omnibus Rule and present and future compliance requirements.

Bios:

Gustavo Negrete is the current Chair of the NBCMI and had previously served as the Secretary of the National Board. He is the President and CEO of a micro interpreting and translation company and is the new managing director of TransInterpreting. He is a Certified HIPAA Privacy Expert and has over twenty years of experience in health care having served in several clinical roles and departments before becoming an interpreter. He is a staunch advocate for language access, LEP rights, and the interpreting profession as an active participant in organizations that lobby and promote these causes.



TITLE - Interdisciplinary Collaboration to Address Language Access gaps for LEP Patients

Presenters: Yilu Ma, MS, MA, CMI

Co-presenter : Deborah L. Darveau, RN, BSN

Abstract: In early 2022, a collaborative care case review by the Department of Quality and Safety at the Brigham and Women's Hospital identified potential risk factors that contributed to a near-miss incident involving a patient who speaks a language other than English, calling the hospital for an on-call service outside the normal business hours. Language access was identified as a contributing factor that hampered ready access to the clinical care. Interpreter Services followed up on this issue and provided options to resolve the problem. However, to fundamentally address this access challenge and provide a long-term solution called for collaborative and coordinated efforts among all parties to close the communication gaps and disconnects. A group of professionals from different departments and units, including Interpreter Services, Department of Quality and Safety, Obstetrics and Gynecology, Operators Services, formed a task force, formulating a strategy, processes, and timeline to implement a pilot of DirectResponse program of LanguageLine Solutions. We have learned so much from this whole implementation process and experiment and believe the lessons can be potentially useful for others.

Objectives:

1. Audience will identify key stake-holders for the pilot programs
2. Audience will evaluate processes for customization of DirectResponse to the local needs.
3. Audience will be able to formulate the new program to all on-call services of the hospital.

Bios:

Yilu Ma, MS, MA, CMI, is the Director of the Interpreter Services Department at the Brigham and Women's Hospital, affiliated with Harvard Medical School. Before the current position, he was the Director of the Interpreter Services Department at Tufts Medical Center. Prior to that, he was the Manager of the Interpreter Services Department at Boston Medical Center. He is a very experienced medical interpreter, having interpreted in most major hospitals in Boston. Yilu is also a competent simultaneous interpreter, with years of experience in conference interpreting. He used to be an adjunct professor at Cambridge College and Boston University, teaching interpreting and translation courses. He holds a BA in British and American literature, a post-graduate degree in linguistics, both 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 for River College. He co-authored and published *the New-Age Chinese-English Dictionary*



in 2000, by the Commercial Press. As an editor of the Heart & Science, a monthly publication of the Brigham and Women's Hospital, he regularly contributes and writes about health and illness in different cultures and about the roles of medical interpreters in bridging the linguistic and cultural gaps.

Deborah Darveau, RN, BSN, Senior Patient Safety Specialist, earned her Bachelor of Science in Nursing from Rhode Island College. She worked as a staff nurse in Labor & Delivery and the Step-Down ICU at Women and Infants' Hospital in Rhode Island. She was also a member of the Rapid Response and Code Teams. There she participated in Shared Governance Committee working to solve systems problems, update policies and procedures. Deborah's career is multifaceted ranging from founding a fitness business, to managing an OB/GYN practice, then working on HEDIS metrics for an insurance company. Her many skills and interests lead her current focus on coordinating quality, safety, compliance, and risk programs. She has been in the Mass General Brigham family since 2016 when she started working at Newton Wellesley Hospital (NWH) as a Quality and Patient Safety Specialist. Deborah is a past Director on the Board of New England Health Care Quality, serving on the Membership Committee. She joined Brigham and Womens Hospital (BWH) Department of Quality and Safety in 2020 while maintaining a Postpartum per diem staff nurse position at NWH.

BREAK (2:00 pm – 2:30 pm)

Session B: (2:30 pm – 4:00 pm)

TITLE - Eu falo! ¡Yo hablo! Je parle! я говорю! Reaaly? Prove it!

Presenter: Carla Fogaren

Abstract: Overview of Section 1557 specifically focuses on testing bilingual clinical staff for clinical language fluency, sharing best practices, and reviewing some of the newly required provisions. Having a good understanding of Section 1557 is essential to running an effective and efficient language services program. This workshop will walk you through the essential components and help you to understand the impact of Section 1557 of the ACA and what you need to know to be compliant. Specific focus to testing of bilingual clinical staff and sharing best practices. Being prepared and knowledgeable about Section 1557 reduces liability, increases patient and staff satisfaction. This presentation is not intended to provide legal advice or interpretation of the law, and its only goal is to highlight the changes contained in Section 1557 in a clear and concise manner to the audience.



Objectives:

1. Define Section 1557 of the Affordable Care Act (ACA) and identify requirements for language access compliance
2. Restate key requirements of Section 1557 for testing bilingual clinical staff and how to explore solutions and resources to support testing.
3. Review new provisions related to translations, clinical algorithms , Medicare Part B, Section 1557 Coordinator.

Bio: Carla has served as the System Director of Diversity Initiatives, Interpreter Services and ADA/504 and Section 1557 Coordinator for 42 hospitals, 6000 providers in 11 states. Carla is known nationally as a pioneer in the field of medical interpreting as well as a national consultant on language access, health disparities, disabilities and regulatory requirements for hospitals.

She had created and implemented bilingual clinical staff language assessment to comply with Section 1557. Carla has performed over 30 gap analysis for hospitals and clinics to assess compliance with Joint Commission, DNV, ADA and other federal and state requirements.

TITLE - Dual Language and Translated Prescription Labels

Presenter: Sharla Glass

Abstract: New technologies and an increased awareness of health inequities have led to a growing number of states are passing legislation requiring pharmacies to provide accessible and translated prescription labels. Learn more about how accessible prescription labeling can improve the health literacy of those who cannot access printed English prescription labels, which pharmacies are providing these innovative services and how to advocate for them locally.

Objectives:

1. Define what dual language and talking prescription labels are and explain how they work.
2. Identify current participating pharmacies.
3. Restate (cite) laws relating to the right to accessible prescription labeling access.
4. Employ strategies for accessible prescription labeling locally.

Bio:. Sharla Glass is the Public Policy and Community Outreach Liaison for En-Vision America, where she has worked for 17 years. In her current role she advocates for accessible prescription



labeling and supports grass-root organizations working on disability and language access policies and legislation. Prior to working for En-Vision America she earned an MA in Pastoral Ministry from St. John's University Collegeville, MN and worked for 7 years in Marriage and Family Life Ministries and Faith Formation.

TITLE - Sight Translation: A Skills-Focused Workshop

Presenter: Rachel Herring

Abstract: Sight translation—converting written text in one language into spoken (or signed) text in another—is an important skill for interpreters. In this workshop, we will talk about the challenges inherent in the task and discuss strategies for practicing and improving sight translation skills. We will also touch on ethics and sight translation and review scripts for using when agreeing (or not agreeing) to sight translate a document.

Objectives:

1. Describe the value of sight translation in the interpreter’s toolkit.
2. Explain common difficulties encountered in sight translation.
3. Apply strategies for practicing sight translation

Bio: Rachel E. Herring is Director of the Translation and Interpreting Program at Century College (Minnesota), a language-neutral program focused on dialogue interpreting, and a per diem staff interpreter at Children's Minnesota. Rachel holds an M.A. in Translation and Interpreting from the Monterey Institute of International Studies, a Masters of Advanced Studies in Interpreter Training from the University of Geneva, and a PhD in Interpreting from the University of Geneva. She has presented on interpreting and interpreter training in a variety of venues, both nationally and internationally. Her academic work centers on cognitive processes, skill acquisition, and expertise in dialogue interpreting

TITLE - Simultaneous interpreting in healthcare: An effective practice choice for language-discordant families and prolonged teaching sessions

Presenter: Andrea Henry

Abstract: Healthcare interpreters are often taught that simultaneous interpretation (simul) is used almost exclusively in encounters where there is a prolonged emotional utterance which compromises the interpreter’s performance. In other words, the interpreter is not given enough



pauses to render an accurate consecutive interpretation (consec) during dialogue, which then provokes the interpreter to spontaneously change their practice from consec to simul. The presenter will argue in favor of re-evaluating our field's de facto position on this and encourage the use of simul in other dynamics, as well. She will argue that simul can be an effective practice when the interpreter has the opportunity to be more deliberate in planning for it. The presenter will explore when and why we might choose to employ simul (and/or simul combined with consec) and how to negotiate its use with the other parties. She will explore its potential in certain settings to result in effective interpreter performance and accuracy, especially with language-discordant families (e.g., English-speaking patient and LEP caregiver) and prolonged unilateral teaching sessions (CPR, extensive home care teaching, etc.) The presenter will ultimately share the limitations of short-term memory in complex consec and how to improve both consec and simul performance by understanding the role that long term memory plays with retention and recall.

Objectives:

1. Analyze our respective experience as interpreters employing simultaneous in healthcare
2. Judge the assumption that dialogue in healthcare exclusively manifests as "easy dialogue" or short, rapid-fire utterances
3. Recall the types of encounters that merit the use of simul, and/or simul combined with consec
4. Employ skills to start negotiating your practice choice with other parties (beforehand or during) by employing scripts and confidence

Bio: Andrea has enjoyed working professionally in the field of healthcare interpreting for over 25 years. Most of those years have been in face-to-face interpreting of dialogue in both adult and children's healthcare settings. Andrea's areas of interest and expertise include specialization (e.g., pediatric cancer, pediatric heart defects, etc.), outside-the-box methods for navigating technical speech and sociolinguistic bumps, and value-added scripting for improved encounter interaction. Andrea is strongly invested in moving our field forward by sharing strategies that improve communication and the patient's clinical outcome, as well as raise our perceived value. Finally, Andrea is the principal investigator for grant-funded research on development and validation of a tool that measures complexity and mental fatigue in the healthcare encounter. She was named a CCHI commissioner in 2021.



TITLE - Medical Interpretation in Research

Presenter: Alegna Zavatti

Abstract: This workshop contains the description of the differences between a medical encounter and a research encounter. It analyzes elements of each of these encounters and differences between the two.

Objectives:

1. Distinguish the main differences between a clinical encounter and a research encounter.
2. Discussing the different points of contact in which an interpreter is needed in research encounters.
3. Identifying disparities in research.
4. List Key terminologies for review.

Bio: Alegna Zavatti is the Director of Interpreter Services at Boston Medical Center, where she manages and oversees interpreter and translation operations since 2019. She graduated from Universidad Central de Venezuela with a bachelor's degree in Translation and Conference Interpretation in 2008. Presently, she is a board member of the Forum on the Coordination of Interpreter Services (FOCIS) a nation-wide organization that aims at creating best practices for interpreter services departments and enhance language access and is a Commissioner with the Commission for Certified Health Care Interpreters (CCHI).



TITLE - Decision-making: Institutional Intrusion and Interpreter Agency

Presenter: Laurie Shaffer

Abstract: The interaction between policy and resulting procedures can erode interpreter and patient autonomy and sense of agency and may be more in control of our conduct decisions than we realize. This presentation will examine questions of how various social institutions intersect with the everyday work of American Sign Language-English interpreters and illustrates how the work of interpreters is socially organized, how the local moment is orchestrated by institutions of power and how interpreters' local actions perpetuate or resist the pull of various institutional forces. Giving interpreters insight into what social institutions are penetrating their work in the medical context increases awareness for interpreters that can lead to more critical thinking about work processes that may or may not empower them, the LEP and Deaf patients, and the medical professionals as they work together to create quality healthcare.

Objectives:

1. Evaluate the potential institutional influences on self and resulting conduct.
2. Explain the construct of social forces and their interaction with interpreters' work.
3. Differentiate the source of professional decisions – self or system.

Bio: Laurie Shaffer has been a practicing ASL/English interpreter for over 30 years. She now is director in the ASL/English Interpreting degree program at University of New Hampshire-Manchester. She coordinated services at two universities – Boston University and University of Virginia. She did her doctoral studies in interpretation and Translation at Gallaudet University, completing her degree in 2018. Her dissertation "In-Between: The Social Organization of American Sign Language-English Interpreters in the Medical Context" applies a unique sociological framework to the work interpreters do.

BREAK (4:00 pm –4:30 pm)

Session C: (4:30 pm – 6:00 pm)



TITLE - Peer to Peer Interpreting

Presenter: Fabiola Munafo

Abstract: Peer-to-peer shadowing is one of the most valuable tools to help interpreters identify and address improvement areas. However, many interpreters would agree that peer-to-peer shadowing is an uncomfortable experience that can generate fear or feelings of inadequacy. Therefore, preparing interpreters for shadowing experiences by modeling vulnerability and fostering psychological safety is vital. In this presentation, I will share my experience introducing a team of interpreters to regular peer-to-peer shadowing practices. I will share the tools I found helpful and the lessons I learned.

Objectives:

1. Attendees will list 2-3 recommendations on how to set interpreters for success when engaging in peer-to-peer shadowing exercises.
2. Participants will explain how modeling vulnerability and fostering a culture of physiological safety can help interpreters increase their comfort level with shadowing exercises.
3. Learners will practice peer-to-peer shadowing exercise in which they will apply concepts learned throughout the presentation.

Bio: Fabiola Munafo is a certified healthcare and legal interpreter with experience in OPI, VRI, and In-Person interpreting. She holds a Masters in Health Administration and is expected to obtain a Ph.D. in Strategic Leadership this year. Currently, Fabiola works for Cincinnati Children's Hospital as the manager of Language Access. In her role, she supports a team composed of Spanish, Arabic, and ASL interpreters. Fabiola is also in charge of Cincinnati Children's Hospital's Qualified Bilingual Staff program. Fabiola is developing a comprehensive training program for interpreters who wish to work in pediatric settings.



TITLE - Building Simultaneous Interpreting Skills Strategically

Presenter: Andrew Schweiter

Abstract: Simultaneous interpreting is a complex task made up of smaller overlapping tasks. Focusing on those component tasks individually can allow interpreters to learn and improve more quickly than approaching it monolithically.

Objectives:

1. Name the component skills of simultaneous interpreting.
2. Identify specific practice exercises for those component skills.
3. Measure your performance on those practice exercises.

Bio: Andy Schwieter leads the language access team at Cincinnati Children's Hospital Medical Center, helping them systematically turn language barriers into opportunities. Andy has worked as a Spanish interpreter since 2006, was certified by the Supreme Court of Ohio in 2013, and was certified by the National Board of Certification for Medical Interpreters in 2015. He recently co-authored a paper published in Hospital Pediatrics on improving discharge instructions for hospitalized children with limited English proficiency.



TITLE - "What You Need to Succeed in VRI"

Presenter: Eliana Lobo

Abstract: Best practice recommendations for interpreters, along with practical tips and suggestions for working telehealth appointments and interpreting assignments from home, as independent contractors. This language neutral workshop looks at best practices for remote interpreting from home. Increasingly, during the pandemic, many onsite interpreters have made this shift as independent contractors. Telehealth is booming, and despite the easy commute when one works from home, assignments have gotten tougher, as remote interpreting requests have grown in scope and increasingly are scheduled for complex encounters, during this pandemic. Guidelines for choosing equipment, workstation set-up and connectivity requirements, observing HIPAA, and managing clients during the session are shared. We'll look at how to: enhance one's remote persona, and utilize scripts to enforce best practice (pre-session, confidentiality, transparency and managing the flow). Local and Federal law governing call center employment practices will be examined. Links will be shared for materials and exercises to assist interpreters with skills assessment and enhancement.

Objectives:

1. Discuss how to triage requests to the appropriate modality
2. Describe how to configure your home or call center workstation for best user experience
3. List the importance of continually self-assessing one's interpreting skills; knowing where to find resources and training materials for ongoing development and improvement in one's skillset

Bio: Eliana Lobo M.A., DSHS-WA medical interpreter, certified Trainer of Trainers (ToT™) of Medical Interpreters, certified CoreCHI™ healthcare interpreter.

Formerly, Harborview Medical Center's Interpreter Services Trainer/Supervisor, National Director of Interpreter Quality for InDemand, and currently the Director of Lobo Language Access in Tacoma WA. Lobo Language Access consultancy develops interpreter training curricula. An Adjunct Professor at Highline College, Eliana teaches a 120-hour Professional Healthcare Interpreter course biannually. A frequent speaker at conferences, host for NCIHC's "Home for Trainers" webinars, she's hosted >50 webinars since 2015. A former CCHI Commissioner, current NCIHC Board member and Chair, of the Standards & Training Committee.



TITLE - Note-Taking for Consecutive Interpreting

Presenter: Ursula Sendra

Abstract: This workshop is for interpreters with an intermediate level of experience who want to develop their consecutive interpreting skills further and make their interpreting experience less stressful. Note-taking as part of consecutive interpretation is an essential skill for any interpreter – whether we are an in-person, over-the-phone, or remote interpreter. In this course, we aim to debunk common misconceptions about note-taking by analyzing cognitive processes that take place when taking notes—incorporating proven methods when note-taking has an enormous impact on the success of our interpretation.

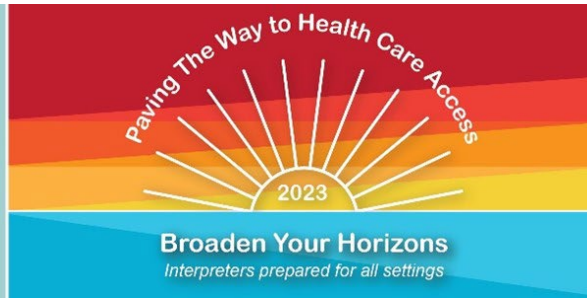
Objectives:

1. Assessing prior knowledge, interpreters will review the definition of consecutive interpreting.
2. Interpreters will review cognitive functions and processes on which consecutive interpreting relies by listing cognitive functions such as memory, comprehension, speech analysis, and note-taking.
3. Given the various cognitive processes involved in consecutive interpreting, interpreters will analyze the advantages and the need for applying note-taking principles and techniques that save time and intellectual effort.
4. Interpreters will describe effective note-taking methods that involve analyzing and understanding ideas without limiting the process to writing down ‘words’.
5. Given interpreting principles and gold standard practices such as clarity, consistency, and efficiency, interpreters will select note-taking as a complement to short-term memory rather than a replacement for it.

Bio: Ursula Sendra is a cultural liaison expert with more than a decade of experience in interpreting and translation (ENG-SPA). After obtaining her bachelor’s degree in Interpreting and Translating from the *Instituto de Estudios Superiores Inter México* in 2016, she started working as a freelance simultaneous, conference, and bilateral interpreter in various fields, such as healthcare, education, social activism, music entertainment, among others. In 2021, Ursula became part of AMN’s Language Services training department and had the invaluable opportunity to train new colleagues in interpreting and customer service. Currently, she works as an instructional designer in the same department and is responsible for the development of materials for continuous professional development.

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Day 2- Saturday, May 20, 2023

Session D (10:30 am – 11:30 am)

TITLE - Getting a Word in Edgewise—How to Include Yourself as Part of the Clinical team

Presenter: Zara Latif

Co-presenter: Jane Kontrimas

Abstract: Clinicians and interpreters are advised to hold pre-encounter huddles but how often does this happen? How often are interpreters expected to jump in and start interpreting without prior knowledge of the topic, the setting, or even the participants? In part, this may happen due to time constraints or perhaps interpreters are not always seen as members of the clinical team. In this presentation, we will examine some of the challenges facing interpreters during clinical encounters, especially highlighting consequences of poor interpreter integration in clinical teams. We will share perspective from an interpreter and a clinician on actions interpreters can take to be included in pre-encounter huddles, team debriefs, and team meetings to prepare for challenging encounters. Participants will discuss scenarios in small groups and then share their suggestions with the larger group. Finally, we will highlight ways for interpreters and clinicians to collaborate in order to improve interpreters' integration into the medical team.

Objectives:

1. Name common challenges facing interpreters during clinical encounters as a result of poor integration into the team.
2. Discuss how to put into action steps interpreters can take to be included in pre-encounter huddles, team debriefs, and team meetings to prepare for challenging encounters.
3. Identify multiple avenues available for interpreters to educate, investigate, and advocate for better integration in clinical teams.

Bios:

Zara Latif MD., Third year Internal Medicine Resident Physician, incoming Chief Medical Resident at BIDMC, 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. She is currently working on establishing an educational curriculum for first year internal medicine residents to teach best practices while working with interpreters.



Jane Crandall Kontrimas CoreCHI™, M.S., Interpreter Training Coordinator, has been a Russian Interpreter at Beth Israel Deaconess Medical Center since 1979. In 1985 she cohosted the first meeting of interpreters that became the MMIA (Massachusetts Medical Interpreter Association), now called the IMIA, and chaired the MMIA Standards of Practice committee developing “Standards of Practice for Medical Interpreters” @ <https://www.imiaweb.org/uploads/pages/102.pdf> . She has served as a CCHI subject matter expert, an NCIHC Director for two years, and received the Tony Windsor Award in 2016. She continues expressing her passion by training interpreters, and health care providers in many settings.

TITLE – Idiomatic Expressions: Do Cats and Dogs Fall Out of the Sky?

Repeat from Day 1, please view descriptions included earlier in this document.

TITLE - Simultaneous interpreting in healthcare: An effective practice choice for language-discordant families and prolonged teaching sessions

Repeat from Day 1, please view descriptions included earlier in this document.

TITLE - Ownership Equals Value: How to Protect and Increase the Value of Your Work through Copyright Ownership

Presenter: Aleece McKnight, Esq

Abstract: This presentation seeks to educate interpreters on their civil right to owning intellectual property. The lack of knowledge and understanding of intellectual property law results in creators unknowingly releasing ownership in their assets. This presentation will discuss the basics of copyright law for interpreters and what needs to be done to address the growing concern of protecting one’s work. As content is increasingly rising as a highly lucrative product, many individuals who create content are forced to see other businesses and organizations profit from their work without receiving the adequate compensation - this is almost never the original creator’s intent. Owning a copyright in original work is a valuable asset. This presentation will address potential solutions derived from understanding contract law relating to intellectual property ownership and protection.

Objectives:



1. List what is protectable under copyright law
2. Discuss ownership: who owns the content created
3. Review how to maintain and leverage ownership of your work
4. Identifying, understanding, and obtaining key contract clauses

Bio: Aleece McKnight, Esq. is the Chief Esquire Officer at the Law Office of Aleece McKnight, a firm focused on trademarks, copyrights, business formation, and contracts. She provides dynamic legal services and legal education while creating an avenue for creative entrepreneurs to have access to an attorney. With years of experience, she’s been able to ride in the passenger seat with her clients as they grow their businesses and expand their brand. Aleece has been featured on several podcasts, in articles, and as an expert speaker at conferences discussing copyright and trademark protection. She is also a Board member for several organizations.

BREAK (11:30 am – 11:45 am)



Session E (11:45 am – 12:45 pm)

TITLE – Using Division of Energy Framework to Broaden Interpreting Skills

Presenter: Marlene Elliott, CI/CT

Abstract: This presentation introduced the Division of Energy Framework and discusses how it can be used to improve interpreter performance. Interpreters engage in a unique process of multi-tasking that is fluid and dynamic. Recognizing the various parts of the process that require attention and energy can reveal underlying patterns of process management. Interpreters who learn to manage the distribution of energy with intention can improve performance and further development. This short session will introduce the main concept behind the Division of Energy framework and suggest ways it can be used for self-analysis to improve interpreting.

Objectives:

1. Interpreters will discuss the Division of Energy framework.
2. Interpreters will apply the Division of Energy concept to better understand their own work.
3. Interpreters will identify ways the Division of Energy framework can improve their own performance.

Bio: Marlene Elliott, CI/CT is an ASL interpreter with 35 years of experience interpreting and over 30 years of experience teaching working interpreters. Her passion is supporting working interpreters to reach their full potential. Marlene recently retired from the University of Rochester where she served as Dr. Wyatte Hall’s Designated Interpreter for the past 9 years. She is now focused full-time on supporting interpreter development.

TITLE: Pediatric Interpreting

Presenter: Fabiola Munafo

Abstract: A discussion on the unique dynamics and ethical dilemmas presented in pediatric medical encounters. Interpreters working in pediatrics face ethical and session management challenges that are rare occurrences in other medical settings. There is a need for interpreters that work in pediatric settings to complete specialized training in encounter management and ethical decision-making. This presentation will cover the nuisance of in-person and VRI interpreting in pediatrics and offer recommendations on interpreter training.



Objectives:

1. Participants will review strategies about session management and decision ethical decision-making challenges in pediatrics.
2. participants will analyze on why interpreters need to engage in specialized training when working in pediatrics.
3. participants will construct a roadmap to the topics that should be covered in pediatric interpreting training.

Bio: Fabiola Munafo is a certified healthcare and legal interpreter with experience in OPI, VRI, and In-Person interpreting. She holds a Masters in Health Administration and is expected to obtain a Ph.D. In Strategic Leadership this year. Currently, Fabiola works for Cincinnati Children's Hospital as the manager of Language Access. In her role, she supports a team composed of Spanish, Arabic, and ASL interpreters. Fabiola is also in charge of Cincinnati Children's Hospital's Qualified Bilingual Staff program. Fabiola is developing a comprehensive training program for interpreters who wish to work in pediatric settings.

TITLE - Making a Difference: How to Contribute to the Professionalization of Interpreting

Presenter: Gabriela Espinoza Siebach

Abstract: In the United States, each interpreting specialization (such as legal, health care, education, social services, conference, etc.) and language group (i.e. American Sign Language, Spanish, etc.) have started their own journey towards professionalization, with each subgroup sitting at a different stage. In this presentation, we will explore the general trajectory of professionalization for interpreting and advances in particular interpreting subgroups. Participants will also discuss how each interpreter can contribute to professionalization efforts.

Objectives:

1. Analyze the current state of interpreting professionalization in the United States.
2. Identify two ways in which to increase the visibility of the interpreting profession.
3. Employ one new strategy to contribute to the professionalization of each interpreting subcategory.

Bio: Gabriela Siebach, Director of Interpreting Services at Cesco Linguistic Services, has accumulated more than 15 years of professional experience. She has spearheaded the development of multiple training and assessment programs throughout her career. 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 CATI and ATA.

TITLE – Practice with Purpose? Supporting the Development of Effective Practice Skills

Presenter: Rachel Herring

Abstract: This presentation will provide an overview of the characteristics of effective practice and discuss approaches to structuring skills-focused practice for learners. Development of interpreting skills requires practice, but not all practice is created equal. Trainers cannot assume that learners will automatically know how to practice effectively; rather, trainers must be prepared to scaffold learners as they develop good practice habits and learn to reflect on and critically assess their performance. This presentation will provide an overview of characteristics of effective practice and discuss approaches to structuring skills-focused practice for learners, including concrete examples of learning activities. While the session is primarily aimed at interpreter trainers, the material is relevant and will be of interest to mentors, internship supervisors, and lifelong learners.

Objectives:

1. Describe the importance of skill-development-focused practice for interpreters
2. Illustrate aspects of effective practice
3. Recognize the importance of goal-setting as part of effective practice.

Bio: Rachel E. Herring is Director of the Translation and Interpreting Program at Century College (Minnesota), a language-neutral program focused on dialogue interpreting, and a per diem staff interpreter at Children's Minnesota. Rachel holds an M.A. in Translation and Interpreting from the Monterey Institute of International Studies, a Masters of Advanced Studies in Interpreter Training from the University of Geneva, and a PhD in Interpreting from the University of Geneva. She has presented on interpreting and interpreter training in a variety of venues, both nationally and internationally. Her academic work centers on cognitive processes, skill acquisition, and expertise in dialogue interpreting.

LUNCH BREAK: 12:45 pm – 1:30 pm



SPONSORS 11:30 am – 2:30 pm

Session F: (1:30 PM – 2:30 PM)

TITLE – Sections: Understanding Mental Health & Civil Commitments

Presenter: Dr. Paul Bail, PhD & PJ Taucer

Abstract: The medical and legal systems are specialized cultures with their technical language, procedures, and sometimes mystifying ways of making decisions. Both the courts and the hospitals can be at times unfamiliar, irritating, and confusing even to the average person growing up in this culture. The unique demands these settings make upon interpreters has led to procedures for curricula of specialized certification for medical and legal interpreters. But sometimes the medical and legal arenas overlap, particularly in the area of mental health and substance abuse. The purpose of this session is to help to clarify some of these medical legal situations, particularly the involuntary commitment of people with alcohol and drug programs to detox and rehab facilities, and the involuntary commitment of mentally ill individuals to psychiatric hospitals. Even if interpreters, do not always internally agree with the decisions made in these forums, it is important to be able to understand and appreciate unique logic of the medical and legal systems and their intersection. In the medical-legal arena, the government's power is used to enforce decisions that at times the patients disagree with and at times the family disagrees with. Patients may be angry with the family's ability to exercise control over them through the state's power. And similarly, families are sometimes can be frustrated about the limits to which the state will intervene to promote what the family sees as their loved one's well-being. Interpreting in these situations involves both the usual technical challenges, as well as an ability to deal with one's own emotions, and not be vicariously triggered by the families and patients' upsets.

Objectives:

1. Demonstrate knowledge about the civil commitments under Massachusetts General Laws Chapter 123 Mental Health i.e., filing a section 12 or a section 35 on someone who has just been arrested.
2. Describe different sections and their intended purpose and who are authorized to sign the petitions - Who can file a section 35 for the commitment of an alcohol or drug



abuser? And what type of evidence do they need? What happens after the commitment is over?

3. Compare the intersection of law and psychiatry for interpreters who may internally feel some of the confusion, frustration, and irritation of the family members and patients that they are assisting.
4. Recognize triggers when interpreting in mental health settings.

Bio: PJ Taucer, M.Ed., CMI, is a Case Manager at the Massachusetts Department of Mental Health and a recipient of its 2022 Citation for Outstanding Performance. With more than three decades of professional experience as a freelance interpreter in the medical and mental health field, she also serves as staff language coach at The Center for Health Impact promoting the advancement of interpreters. She is the vice-president of the Wachusett Medical Reserve Corps, where she volunteers educating communities about public health and emergency preparedness. Born in Bolivia, PJ is passionate about achieving equal access to healthcare for the LEP population.

Bio : Paul Bail, PHD, has a doctorate in psychology from the University of Michigan. In his career, he has worked in school, hospital, and outpatient counseling settings, and as a graduate school professor. For the past 30 years, he has specialized in evaluations for the courts. He has had a lifelong interest in meditation for psychological well-being and continues to host a weekly online meditation group open to the general public at no charge.

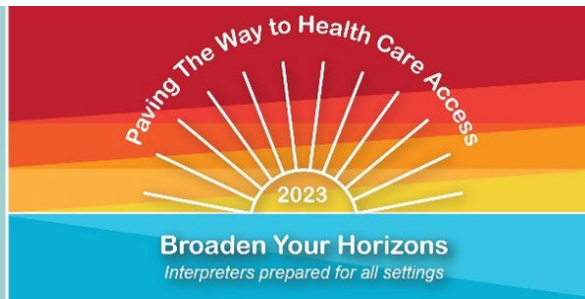
TITLE - Trainer Reactions Beyond Expectations

Presenter: Loly Lopez-Desola

Abstract: Managing the unexpected while remaining collected and ending the session properly. I have gone through successful training experiences and have learned from scary situations that have only enriched my life. All of us have been successful controlling cases not included in our training curriculum or agenda. I want to share experience managing the unexpected while keeping the remote group collected and regain control to end any training session successfully. During these situations, we have learned to maintain self and group control; we have learned to use common sense while remaining calmed. We have exercised empathy and emotional intelligence and rendered excellent results.

Massachusetts
**Medical
Interpreter
Training**

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



Objectives:

1. Assessing that though technical knowledge is necessary, being prepared for the unexpected is essential.
2. Demonstrate techniques applied under stressful cases, while remaining collected, to end the session successfully.
3. Recalling other trainers' experiences that relate to the content of this presentation.

Bio: Before joining LLS, for five years Loly taught Spanish at Rollins College. Also worked at the Orlando Naval Base 54th MIBN. She developed and implemented LLS' web-based training. She oversees all training activities and implementation of interpreter training programs ensuring compliance with customer and regulatory requirements. Loly leads a team of over 150 trainers for LLS. Loly has been a presenter at professional interpreter conferences, such as IMIA, and CHIA. She is a member of International Medical Interpreters Association, California's Health Information Association, the National Council on Interpreting in Healthcare and is a Certified Medical Interpreter.

TITLE – Dual Language and Translated Prescription Labels

Repeat from Day 1, please view descriptions included earlier in this document.

TITLE – HIPPA Compliance: what freelance interpreters need to know

Repeat from Day 1, please view descriptions included earlier in this document.

SPONSOR BREAK (2:00 pm – 2:30 pm)

Endnote presentation: (2:30 pm to 3:30 pm)

Title: Artificial Intelligence is here to stay: Let's make the most of it

Presenter – Katharine Allen

Abstract :

After years of heralding its imminent arrival, artificial intelligence (AI) is suddenly, unavoidably here. AI applications are rapidly inserting themselves into many aspects of human



communication, including interpreting and medicine. We can't avoid the disruption, but we can choose to actively engage with these new technologies to help make sure their use promotes meaningful multilingual communication, language access and equity in our services. Don't miss this engaging and hopeful look at our near future and how we can be in the driver's seat of change.

Objectives:

1. Identify three important AI trends impacting the interpreting profession.
2. Describe three or more strategies for using AI to protect language access.
3. Identify three or more groups or organizations to engage with about AI's impact on communication and interpreting, especially in healthcare.

Bio - Katharine Allen is a community and conference-trained interpreter with over three decades of experience interpreting, training, and designing curricula. She is a licensed trainer and co-author for The Indigenous Interpreter(R), The Community Interpreter(R) International and The Remote Interpreter(R) textbooks and training programs. As co-President of InterpretAmerica, she worked for 10 years to raise the profile of interpreting. Katharine is an instructor for the UMASS Amherst Translation and Interpreting program and is a former president of CHIA. Katharine recently started working at Boostlingo as their Language Access Training Specialist. She has an MA in Translation and Interpretation from the Middlebury Institute of International Studies.