

2017 Paving the Way to Health Care Conference

Workshop Descriptions

Day 1 – June 2, 2017

Neuropsychological Testing and the Importance of Interpreter's Role - Presented by Lori Decker, MS, CSP and Tim Moriarty, MPA, CMI-Spanish, CHI

Interpreters may be called to assist limited English proficient or Deaf patients for a neuropsychological battery of tests. These tests, used on children and adults, help to determine challenges in cognition that a patient has because of a learning disability, stroke, neurological illness (dementia, Alzheimer's), etc. This session will expose medical interpreters to the challenging and interesting aspects of a neuropsychological exam. The Psychometrist and interpreter must follow standardize testing procedures and work closely together to ensure the best possible test results for each patient to allow Neuropsychologists to correctly diagnose and, if possible, treat the patient.

Note-Taking Skills for Interpreters – Presented by Andrew Jerger, CHI™ & CMI

Expand your interpreting skills and work opportunities by enhancing your memory aids using the FAST Method, a note-taking technique created by CCCS, Inc.™ This unique tool differs from the traditional shorthand by combining the use of symbols, healthcare acronyms and abbreviations. This interactive session provides interpreters with clear steps on how to develop a personal note-taking style in order to maximize ones memory capacity by practicing through guided exercises. Learning this advanced skill will help facilitate the flow and accuracy of the session as note-taking can be highly personalized.

Interactive Overview of National Medical Interpreter Certification - Presented by Silvana M. Kirby, CMI-Spanish, Nancy K. Esparza, M.Ed., CHES, CMI™

This highly interactive workshop is designed to review and analyze the critical components of both the CCHI and CMI testing competencies. Participants will be able to practice answering questions live through our audience response system related to the competencies identified in both MI certifications. These competencies include standards of practice, code of ethics, role of the interpreter, cultural competency, medical terminology and ethical considerations. This workshop is limited to 30 participants. Registered participants will receive and are required to present the entrance ticket to workshop in order to participate. Participants are required to arrive to the conference room 15 minutes prior to presentation for proper instructions on utilization of test taking equipment.

Problem-Based Learning (PBL) to provide an environment for: promoting critical thinking, analyzing, and problem solving; finding and using appropriate learning resources; working cooperatively in teams.

Participatory Education to: create an interactive supportive learning environment; contextualize the knowledge and skills required for Medical Interpreters; provide the students with the structured built-in group work to share and learn from each other's experiences and best practices.

Translating for Healthcare in the 21st Century – Presented by Eduardo Berinstein; ATA-Certified English-Spanish Translator; Federally Certified Court Interpreter; Interpreter Trainer

Self-driving cars, artificial intelligence, deep learning... Technology is evolving at a breathtaking pace and revolutionizing every single sphere of human activity. Translation and interpreting are no exceptions. In this workshop we will start by reviewing what it means to translate and interpret, we will explore some of the recent developments in translation technology and their implications for interpreters, translators and buyers of translation services, and we will consider how these tools can be leveraged to the benefit of everyone involved, including LEP, NEP and low-literacy patient populations.

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Preserving the Quality of Patient Care While using Technology in Medical Interpreting – Presented by Isabel Pinto Franco/ Graduate of Uni of Coimbra / Core CHI certified/ member of the ATA

Medical interpreting has changed a lot over time. Nowadays when you apply for a medical interpreting job, it will certainly require that you interpret on the phone, via video, and in person. This presentation will focus on the complexity and advantages and disadvantages of each interpreting mode as well as the interpreting theories behind them. It's clear that technology is incredibly useful. Most providers now can access an interpreter with the push of a button. There is less waiting time for patients' appointments. But how does technology affect the daily work of a medical interpreter? Why is it that the interpreting default mode seems to be phone or video interpreting? Which cases should require an interpreter in person, and why? What can the consequences of this new default mode be, and at what cost? These questions point to how essential it is that a protocol be put into practice so that English-speaking staff as well as medical interpreters learn when to use the interpreting modalities and so protect and promote quality of patient care.

Diversity for Interpreters – Presented by Julia Ortiz

Interpreters encounter challenging situations throughout their daily professional life. Welcome Diversity! Understanding that cultural background is not the only role player, this workshop brings forth the applicable laws and more. Perfect for the newly trained freelance interpreter or dual language professionals considering a career in medical interpreting this workshop will examine the legal and the boundaries for the interpreter in alignment with the state of Massachusetts. Teaching methods include power point presentation, handout exercise and group discussion.

Learn about MassHealth from Eligibility to Health Plan – Presented by Sokmeakara Chiev (Kara)

In Massachusetts the Medicaid program is called MassHealth. MassHealth provides health coverage for eligible individuals living in the Commonwealth. The eligibility criteria and applications are different depending on the individual or applicant's situation. During this workshop, participants will learn the different eligibility criteria of MassHealth, the coverage types available, the ways in which individuals can apply for coverage, annual renewal/review process and available health plan options.

Gray Areas: Decision making in the field against the backdrop of Standards of Practice – Presented by Diana Steinberg B.A., CoreCHI™, Jane Kontrimas M.S., CoreCHI™

Enjoy the fun of discussing with interpreter colleagues some of the “tricky” moments in interpreting and share effective ways to handle them with your colleagues. We will present a few realistic scenarios that include challenges to interpreters. You will work in small groups to identify the challenges and discuss way to handle them, and then share your results with the larger group. We will assess approaches to see which would work best in different circumstances. Feel free to bring your copy of the Standards of Practice and the Code of Ethics to refer to during the discussion. This is an opportunity to broaden one's repertoire of responses to challenges by learning from peers.

What every interpreter needs to know about HIV – Presented by Carrington Koebele, MD

The goal of this session is to provide education to medical interpreters regarding HIV that will assist in improving patient understanding and compliance with provider recommendations. This workshop will provide an overview of the disease, current treatment approaches, review of essential terminology and the importance of prevention.

Medical Interpreters As Access Coordinators: Expanding the Standards of Practice for Dual Role Medical Interpreters – Presented by Noreen P. Johnson Smith, MPH; Teuta Kodra, M.D.; Karen Puca Pinho

In primary care and community health settings, Low-English-Proficiency (LEP) patients face multiple barriers to accessing appropriate and timely health care as they navigate complex systems to enroll in insurance, and move through intake appointments, scheduling, pharmacy, radiology, vision, dental, referrals, hospital transfers, food stamp/WIC and other social service supports. For patients with complex medical conditions, low-literacy,

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dementia, depression or other disabling conditions, the barriers to care become insurmountable. The result is disparities in health care utilization and health outcomes among patients who don't speak English. Family Health Center of Worcester is in the third year of a health-center wide initiative to restructure the role of the medical interpreter to better support low-income immigrants, refugees and older adults who are learning English. This workshop will share proposed revisions to the IMIA and NCIHC Standards of Practice for Medical Interpreters that incorporate the role of the interpreter in the setting of a busy primary care health center. Family Health Center's Medical interpreters have new job descriptions, credentials, and responsibilities as members of the care team. Our interpreters are in a unique and trusted position to bridge the gaps for culturally diverse populations to improve access to care, and we have changed the scope of practice, role, workflow, scheduling, technology and training to better meet patients' needs. Learn about steps your organization can take to help Medical Interpreters function as Access Coordinators.

The Challenges of and Training to Interpret Effectively for Sexual Minorities – Presented by Timothy J. Moriarty, MPA, CMI, CHI

It is important for students as well as experienced interpreters to understand that at times they will be requested to interpret in situations with which they may have internal conflicts. Claiming a conflict of interest in these cases is not the ideal solution, as it might decrease language access. One area in which many interpreters have very limited knowledge and experience but may have very strong personal feelings is patients who identify as lesbian, gay, bisexual, transgender, intersex, asexual, or those who consider themselves queer. Sessions for these patients may be more challenging than they need to be if interpreters do not evaluate their own biases with regard to LGBTQIA people and do not have the appropriate knowledge and vocabulary to assist this unique group of patients. Additionally, LGBTQIA individuals face significant barriers in accessing health care that are heightened when that person is also limited English proficient (LEP). This training will provide important information for interpreters about challenges faced by LGBTQIA individuals and will discuss respectful vocabulary that will allow patients and their family members to feel comfortable in opening up to their healthcare provider via an interpreter, regardless of what is being discussed.

Positive outcomes in encounters with bicultural and LEP (Limited English proficiency) individuals with Dementia: An essential role of an interpreter - Presented by Bindiya Jha, Dr. David Young, Laurie Herndon

This workshop is aimed at medical interpreters who will be interpreting for complex encounters for bicultural and LEP individuals with dementia. Interpreters will be learning about the basics of dementia and how it affects individuals along with complexities of providing services for individuals with dementia and their caregivers. These encounters become more challenging when a family is bicultural and has limited English proficiency warranting use of medical interpreters. Medical interpreters have an essential role to play in these encounters and their presence and skills are highly valued in these settings. Outcomes of these encounters highly depend not only on an interpreter's ability to engage in communication but also their role as a cultural broker. During this workshop, interpreter audience can brainstorm about how to achieve positive outcomes in these situations. Also, the workshop will end with a message on self-care for interpreters and will impart some coping skills to interpreters who interpret frequently in these complex encounters.

Who Said Healthcare Interpreting Wasn't Adversarial? A Look at the Non-Linguistic Challenges of an IME – Presented by Elena Langdon, M.A., CT, CoreCHI

Independent Medical Evaluations (IME) are seemingly simple and mostly devoid of difficult medical terminology, yet they present challenges for interpreters because of their "neutral" or "impartial" mandate. This session will describe the steps of an IME for interpreters and explore some of its hidden non-linguistic challenges. Participants will engage in self-reflection and role-play exercises so they can prepare for an IME, which the presenter argues is an adversarial context with competing and ill-stated goals, unlike most healthcare encounters. Whether you are a novice or an experienced interpreter, this session will challenge you to take a deeper look at your role through the lens of an often-ignored part of our profession.

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The Language of Silence: When Communication becomes the Interpreter's Challenge – Presented by María de los Angeles Quiles, M. Ed., CHI-Spanish; Luis Sifontes, Medical Interpreter

UMass Memorial Medical Center (UMMMC) is the trusted academic medical center for central Massachusetts and a safety-net hospital serving a linguistically diverse patient population speaking over 100 languages. UMMMC Interpreter Services program is one of most comprehensive hospital-based program in the country; medical interpreters are highly skilled, their qualifications and training far exceed regulatory requirements, and their role as members of the care team is valued as an integral component in the delivery of quality and safe care to Limited English Proficiency (LEP) and Deaf and hard of hearing (DHH) patients. Even with the years of experience an interpreter may have, and the invaluable knowledge that comes with said time, certain cases will challenge even the most proficient medical interpreter. The case of a patient with no formal language, admitted at UMass Memorial, will be presented. The patient's unique circumstances made it difficult to communicate information about symptoms, conditions and treatment, and challenged interpreters to adopt creative interventions and strategies while remaining within the interpreter roles. This leads to the development and application of a variety of unconventional techniques that helped to facilitate effective communication between the patient and the care team. The resources and interventions used to establish effective communication, along with how the collaboration between the medical team and Interpreter Services had an overall positive impact on patient care. Overall, this presentation will highlight the commitment of a multidisciplinary team to strengthening relationships for and between patients, families and staff in a manner that is respectful, compassionate, engaging, and innovative.

Skill Building for Haitian Creole Translators (for Haitian Creole only) – Presented by Avlot Quessa

Many translators spent times refining their final translated product because they understand that their focus needs to be on their target audience. Just like interpreters, they have to put their best skills to use to insure clear, concise, nicely flow and easy to understand communication to their readers. Yet after spending much time in what I would call "the translation loop", translating, revising, consulting available resources, and their work still suffers, lacks translation qualities, and displays a complete disconnect to the readers. Do you have the tools, knowledge, and more importantly the skills to ensure a final translation project, big or small is not word contaminated, but rather contextual, accurate, intelligible, and takes into account all the linguistic and cultural nuances of the speaker of the target language? What make a translation pleasant to read? What are the key secrets of great translators, if any? This hands-on by and interactive presentation will provide answers to those questions and increase your knowledge and skills in working in the translation field. This is a hands-on workshop and participants are expected to bring in their laptop/writing device so they can be an active participant in the translation exercises they will be doing.

Challenges & Recommendations for Working with Providers in Mental Health – Presented by Melissa L. Anderson, Ph.D., MSCI

During this 45-minute session, Dr. Anderson will draw from her experiences in the Deaf mental health field to make recommendations about how sign language and spoken language interpreters can collaborate with practitioners to provide a higher level of care for mental health consumers.

Considerations for Interpreting in the Mental Health Encounter – Presented by Joy Connell

For those who are new to mental health, this presentation will offer considerations to better prepare the interpreter who will be working in a mental health setting. In particular, participants will have a better sense of whether or not this specialized field is one in which they want to delve based on their own skills, knowledge, and experience, as well as personal attitudes and beliefs related to mental illness.

Workshop Descriptions (cont'd)

The Dental Interpreter in a Bilingual Dental Setting – Presented by Dr. Bertha Creager

According to the 2000 U.S. Census, more than 46 million people in the United States do not speak English as their primary language, and more than 21 million, an increase of 42.3 percent from 1990, said to speak English “very well” ([U.S. Bureau of the Census 2003](#)). Later in 2004, we found in A Report of the [Sullivan Commission on Diversity in the Health Care Workforce 2004](#), that for these residents there are only a few bilingual health care providers in practice or in the medical professional field. A later report produced by Camille Ryan (2013) stated based on the American Community Survey that 60.6 million people spoke a language other than English at home <https://www.census.gov/prod/2013pubs/acs-22.pdf>.

In the Dental area, communication between dentists and patients can be exceptionally challenging when both, the patient and dentist, do not speak the same language. Anytime communication barriers exist, the chance for misunderstanding increases and the delivery of services can also be heavily impacted. It is therefore believed that in order to provide good service and increase patient satisfaction as well as the quality of the care it is important to meet the linguistic needs of the growing number of people with limited English Proficiency immigrating to the US who are in need of dental care. The proposed workshop therefore, aims to mend the communication gap in the care-patient relationship.

This interactive workshop will allow participants to become familiar with the most common terms and terms used in the Dental/Dental Assistant/Dental Hygiene and Front Desk roles. It will offer a quick review of Intraoral structures, dental procedures and dental instruments in Spanish, and finally it will familiarize participants with a range of dental office forms needed to run a successful practice such as consent and authorization forms, post treatment care instructions, etc. Finally, the workshop will allow participants to gain practical skills by engaging in roleplay.

Day 2 – June 3, 2017

Opioid Crisis – Presented by Nicole Gilson

This 3-hour workshop is designed to describe the factors which influence the course of opiate addiction. It is also meant to identify and educate participants regarding the new opiate related changes to the Massachusetts legislature and the new CDC guidelines for Primary Care Physicians that were released in 2016. Discussion will also include alternative methods/modalities and medications that are being recommended for the treatment of acute and chronic pain. We will review signs and symptoms of overdose and proper disposal of narcotic medications.

Where Is the Line and How Do I Draw It? A Deep Dive into Impartiality and Role Boundaries for Healthcare Interpreters – Presented by Elena Langdon, M.A., CT, CoreCHI

For years healthcare interpreters were seen as invisible message conveyors that could not intervene or mediate communication in any way. As the profession has evolved, so have the role expectations and the interpretation of the standards of practice, and yet there are still lines that cannot be crossed. This session explores two commonly misunderstood standards of practice for healthcare interpreters – impartiality and role boundaries – and strategies to uphold them. Both standards are essential to guarantee a patient’s right to equal access, and yet they can be tricky to carry out when a situation challenges personal values or pulls at heartstrings. We will look at how an interpreter’s visibility, implicit bias, and self-awareness can help or impair communication. Attendees will leave with concrete suggestions on how to better visualize the lines they cannot cross and manage an encounter in which they are asked to step out of their role.

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Rounding the Bends of Your Boundaries While Balancing on Your Code of Ethics – Presented by Jessica Goldhirsch, LCSW, MSW, MPH; Isabel Pinto-Franco, BA, CoreCHI

Have you ever worried that your thinking-on-your-feet resulted in stepping outside of your boundaries but somehow you still managed to follow your code of ethics? Or, you hope so? Do you have cases which you still mull over one year later, wondering how you may have intervened differently or better? Does suffering and grief stay with you making you wish that you could have done more? Do you ever wonder what others do or would do in those tough situations? This workshop will offer a safe space to explore difficult cases which may trigger an interpreter's values, biases or emotions, provoking them to step outside their comfort zone to intervene during an encounter. Participants will deconstruct prepared cases with their colleagues and learn skills to identify their own triggers, emotions, values and biases to be able to respond rather than react during challenging encounters.

US Dental Literacy – Presented by Dr. Andrew Behsay

Attending this workshop will expose you to the basic understanding needed to embark on providing interpreting services in a dental setting. Instead of just translating dry dental terms, you'd rather convey to patients what the nature of their oral health/disease and is how wisely to manage such a situation, by thoroughly understand each of the following topics: Treatment planning objectives; Dental materials properties, indications and limitations; Postoperative instructions to assure the patient; Various consent forms, documents and the included terms; Patient's cultural/religious habits that might interfere/enhance the result of the dental procedure.

Skill Based Training: Chinese English Consecutive Interpretation (for Mandarin and Cantonese only) – Presented by Kwei Kwong CoreCHITM; Xueshizi (Stephanie) Liang M.A., J.M., CHI™ ; Andrea Zhu, A.S, CHI TM; Michael Wong CoreCHITM ; Eddie C. Chan ; Juhui (Julie) Mo B.A., CHI™; Jane Crandall Kontrimas B.A., M.S., CoreCHI™

This Skill-Based Training is for Cantonese-English and Mandarin-English Interpreters. This program will focus on Gastroenterology vocabulary and Consecutive interpretation. Chinese interpreters are invited to join for some serious fun: review and discuss Gastroenterology vocabulary, with the goal finding the best equivalent vocabulary in the target language, while keeping in mind regional variations and register. We may watch a short medical animation video (or two) to get a picture of the anatomy involved. Next you will use your vocabulary insights consecutively interpreting a prepared role play that uses the vocabulary just discussed.

Breathe In, Breathe Out: Mindfulness Fundamentals for Wellness and Resilience – Presented by Jenifer Goldman Fraser, PhD, MPH

The goal of this workshop is to raise awareness of the power of mindfulness and mindful self-compassion as core inner resources that can mitigate stress in work and life. This 1.5-hour workshop provides an engaging introduction to the fundamentals of mindfulness and mindful self-compassion, drawing on principles from the Mindfulness-Based Stress Reduction program (MBSR) - an evidence-based health promotion program developed at the University of Massachusetts Medical Center's Stress Reduction Clinic. Participants will learn about the substantial health and wellness benefits of mindfulness and meditation and be introduced to brief meditation practices that can help increase focus, decrease stress, and cultivate and sustain compassion towards oneself and others.

"She thinks she knows me": Patient Perspectives on the Interpreter as Culture Broker – Presented by Vonessa Phillips Costa, CoreCHI™

Among the medical interpreter's traditional roles is cultural go-between (often described in training publications as "broker", "interface", "liaison", or "coach"). Cultural go-betweens may serve as intermediaries' at the most basic level - constructing a general framework for deeper understanding by communicating

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differences and similarities between cultures. Yet taking on this role also implies having knowledge of the particular beliefs, practices, and life experiences of individual patients, though often the interpreter and patient are meeting for the first time. Through case studies, this presentation explores the intersect of several distinct layers of culture - societal, identity group, and individual - and their implications on the interpreter as culture broker. Personal narratives will open a window into what real patients from a variety of ethnic backgrounds actually think about how their interpreters have exercised the culture broker role as it relates to the interpreter's effectiveness as a communicator and the patient's own satisfaction and experience of care. Attendees will discuss minimally intrusive alternatives to the traditional culture broker approach.

Certificates & Completion Requirements: Participants are expected to sign-in and out, attend the entire program, and complete an evaluation. Participants will not receive a certificate of completion until payment has been received. If the certificate cannot be presented at the event, the participant will be mailed the certificate.