



## **Paving the Way Conference 2024 Workshop Descriptions, Objectives and Bios**

### **Day 1- May 31, 2024**

**Keynote presentation 9:30 am to 10:30 am**

**Title – Linguistic Access is Health Care Access**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; IMIA/NBCMI not approved**

**Presenter:** Elizabeth Jacobs, MD

**Abstract:** The evidence for the importance of linguistic access in healthcare is overwhelming; it improves care, reduces disparities, and saves lives. It is also beneficial to health care providers and organizations. In this presentation, I will review the evidence. Using an interactive case-based learning method with the audience, I will present common cases of challenges to provision of linguistic access and provide practical guidance on how to advocate to health care providers and organizations for linguistic access services.

#### **Objectives:**

1. Be able to list the most recent evidence supporting the provision of linguistic access in healthcare;
2. Restate the most common reasons health care providers and organizations say they do not provide them;
3. Apply at least three advocacy strategies to use with healthcare providers and organizations to support the continued provision and growth of linguistic access services.

#### **Bio:**

Dr. Liz Jacobs is a physician leader and investigator with expertise in building research, educational, clinical, and faculty development infrastructure within academic environments and in partnership with other leaders and healthcare and community-based organizations. Her research interests include access to, and cultural specificity of, medical care delivered to patients, the impact of interpreter service interventions on the cost and quality of healthcare, health literacy and numeracy, and the role that trust in health care plays in racial/ethnic disparities in health care. She is passionate about access to equitable, high quality, timely care; the education



of the next generation of health care providers, scientists, and health care leaders; and cultural change to create inclusive environments for all who engage in health care--from those who provide it to those who receive it. She was most recently Vice President for Research at MaineHealth and the Director of the MaineHealth Institute for Research. Prior to joining MaineHealth, she was the inaugural Chief of Primary Care and Valued Based Health, Professor of Medicine and Population Health Science and Associate Chair for Research in the Department of Medicine at the University of Texas at Austin's Dell Medical School. She attended medical school at the University of California at San Francisco and trained as a general internist at Brigham and Women's Hospital in Boston. She completed a Robert Wood Johnson Clinical Scholars Fellowship and an Associate Masters in Public Policy at the University of Chicago.

#### **Session 1: 11:00 am – 12:30 pm**

#### **Title - From Drawing Board to Lived Experience and Back: Co-Producing Language Justice Infrastructure to Advance Health Equity**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Vonessa Costa, CoreCHI-P

**Co-presenter:** Farah Shaikh, CoreCHI

**Abstract:** The number of patients receiving care in languages other than English (LOTE) has increased significantly over the past decade. Still, nearly one-third of U.S. hospitals fail to offer language services, and research indicates that even in hospitals that have language access systems in place, over half of medical communication still occurs without professional interpretation. This workshop will outline how health systems can apply the principles of co-production in building language justice infrastructure that measurably advances health equity. Participants will explore how to adapt tools from the Institute for Healthcare Improvement's "Engaging People with Lived Experiences (PWLE)" resource collection to enlist local communities in language access program co-design and implementation efforts. Participants will be introduced to replicable and sustainable coproduction models and collaborative program evaluation from both the administrative and PWLE perspectives.

#### **Objectives:**

1. Recognize the principles of co-design and co-production in healthcare;
2. Review how to implement IHI tools to engage community members with lived experiences in building your organization's language justice infrastructure;



3. Compare proven models for coproduction in hospital language access programs.

#### Bios:

**Vonessa Costa** is Sr. Director of Quality for the Health Care Interpreter Network, a collaborative of hospitals that share interpreter resources. Vonessa is former director of Multicultural Affairs and Patient Services at Cambridge Health Alliance, named number one in Massachusetts for Health Equity and Community Benefit by the Lown Institute (2021, 2023). She is former director of Cross-Cultural Communication Institute at CCCS, Inc. Vonessa has co-authored articles published by AMA Journal of Ethics and The Joint Commission Journal on Quality and Patient Safety. Vonessa is Chair of the Certification Commission for Healthcare Interpreters, serving as a commissioner since 2020.

**Farah Shaikh** grew up in a Pakistani immigrant family and developed proficiency in Urdu and Punjabi. Experiencing family struggles with language barriers, Farah grew passionate about language access and health equity. Upon completing training with Found in Translation, she pursued healthcare interpreting as a profession, attaining CCHI certification in 2022. Farah's journey as a Patient Partner started in 2014 when her PCP recruited her based on her experiences as a patient and family member. Farah serves on two boards for the city of Revere – the Cultural Council and Woman Encourage Empowerment (WEE). She is a full-time medical interpreter with AMN.

**Title – “From Evidence to Action- How Do Your Providers Rate (on Language Access)?”**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** David B. Hunt, J.D.

**Abstract:** The best way to improve health care interpreting back on track is to provide senior executives, CMO's, CNO's and legal counsel with direct evidence that providers are not following clinical best practices and legal requirements when treating Limited English Proficient and Deaf and Hard of Hearing patients. BCT Partners has created a proprietary, industry-leading tool called the Provider Cross Cultural Medical Assessment to do just that.

The Provider Cross Cultural Medical Assessment is designed to ask and answer two key questions. First, which non-traditional patients are providers best and least prepared to treat? Second, are providers using population-specific, clinical best practices when treating their patients? BCT



partnered with legal experts and clinicians from the CDC, WHO and leading medical schools to create the assessment.

The Provider Cross Cultural Medical Assessment compares providers self-assessed ability to treat a wide variety of non-traditional patients against their use of population-specific, clinical best practices when treating Limited English Proficient, Deaf and Hard of Hearing, immigrants, refugees, racial and ethnic minorities, LGBTQ+, and international travelers. In particular, however, the assessment focuses on LEP and Deaf and Hard of Hearing populations.

The Provider Cross-Cultural Medical Assessment has been administered to eight leading hospital systems across eight states, creating a national database of thousands of provider responses. This database can be used to compare hospital systems against hospital systems, hospitals within those systems to each other and physicians and other providers by medical sub-specialty.

Once providers (MD's, APP's, PA's, and behavioral health professionals) have completed the ten-minute assessment, they receive an individualized feedback report. That feedback report provides specific advice from clinical experts on how to improve the quality and safety of the care that they provide to specific non-traditional patient populations as well as suggestions about how best to comply with federal language access laws. Overall assessment results can then be used to create a Language Access Audit assessing whether an organization's language access systems, policies and practices comply with federal and state language access laws and clinical best practices.

### **Objectives:**

We will share some of the key findings from our Provider Cross-Cultural Medical Assessment including the following:

1. LEP and Deaf and Hard of Hearing patients were two of the four non-traditional patient populations which a national sample of providers were least prepared to treat;
2. Primary care physicians (who see LEP and Deaf and Hard of Hearing patients most often) were least prepared to treat them;
3. Many providers are not aware of legal requirements and clinical best practices for treating LEP and Deaf and Hard of Hearing patients – and their practice behaviors show it.

**Learning Objective #1:** Review existing clinical best practices and legal requirements for caring for Limited English Proficient patients and how well a national sample of providers' actual practice behaviors compare against these best practices.



**Learning Objective #2:** List existing clinical best practices and legal requirements for caring for Deaf and Hard of Hearing patients and how well a national sample of providers' actual practice behaviors compare against these best practices.

**Learning Objective #3:** Discuss how leading hospital systems are using evidence-based data to change provider practice behaviors and improve patient outcomes for LEP and Deaf and Hard of Hearing patients.

**Bio:**

**Mr. David B. Hunt, J.D.,** Senior Director for Health Equity, BCT Partners. BCT Partners is a national, Black-owned, management consulting and training firm specializing in diversity, equity and inclusion and health equity. Mr. Hunt is a former civil rights attorney and national expert on racial and ethnic disparities, the law of language access and the emerging issue of global medicine. Hunt leads BCT's national health equity practice and regularly conducts Provider Cross Cultural Medical Assessments and Language Access Audits for leading hospital systems. His clients have included the NCIHC, The Joint Commission, the DHHS Office of Minority Health, the AHA and many integrated hospital systems and health plans.

**Title - Making Our Voices Heard: Advocating for Our Field & Developing Strategies for Change**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Denise Muro

**Co-presenters:** Maria Vertkin, and Wilda Perez

**Abstract:** Putting language access into practice comes with a number of concerns and potential advocacy issues: How do we ensure that communities whose primary language is not English are properly supported with linguistically and culturally appropriate resources? How do we protect and support language professionals when AI and other factors have contributed to wage stagnation and other threats in the field? How do we support interpreters to be advocates for their communities and for themselves? This presentation will provide an overview of various levels of advocacy important to the interpreting profession and suggest that thinking about advocacy at multiple levels is crucial for the field and can invite more people in to engage in advocacy in ways that feel salient to them. We will then engage in a conversation with professionals with various experiences in the field to discuss pressing advocacy areas and strategies that attendees can adopt. By advocating for the interpreting profession, interpreters and others involved in the field can also support language access as a whole.



### Objectives:

1. Attendees will review multiple levels of advocacy that are relevant to the interpreting field;
2. Attendees will discuss how advocating for the interpreting profession can ensure the sustainability of the field and language access for communities;
3. Attendees will employ experiences and perspectives of presenters to inform their own ideas about advocacy;
4. Attendees will analyze where they see themselves contributing to advocacy efforts and the best use of their strengths and talents.

### Bios:

**Denise Muro** has a background in nonprofit and higher education work in gender and racial justice and equity. She has over ten years of experience working, advocating, and conducting research with immigrant and refugee communities. She also spent four years with UMass Boston's Center for Women in Politics and Public Policy working on women's leadership programming and bringing attention to social and political issues of importance for women, especially women of color and low-income women. She is currently the Interpreting and Translation Manager at Found in Translation, where she coordinates language services, develops client education, and contributes to the organization's advocacy strategies.

### Title - Colorectal Specialty Clinic Part 1 (2-part workshop must attend both parts)

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Jaime Vallejos, PhD

**Abstract:** This 2-part 3-hour program will prepare interpreters who will be providing services to specialty colorectal clinics. In this interactive workshop, interpreters will focus primarily on anatomy and physiology of gastrointestinal system and digestion process. The workshop is designed to review signs and symptoms related to GI system abnormalities and possible diagnostics methods and treatment procedures. Special attention will be given to surgical procedures, cancer treatment, care, and recommendations. Interpreters will also practice having difficult conversations with patients and families which often includes delivering bad news. The interpreter's crucial role in discharge management and providing instructions will be discussed. There will be an opportunity to practice language specific medical terminology discussion on the above topics in language specific breakout rooms after the main session (time permitting). At the



end of this workshop, interpreters will have advanced knowledge and skills on managing various encounters that they will face while working for colorectal specialty clinic.

### Objectives:

1. Interpreters will identify body parts and functions of Gastrointestinal symptoms, physiological process of digestion, signs and symptoms of GI diseases and related diagnostics and treatment methods;
2. Interpreters analyze various outpatients care and instructions related to GI treatment procedures;
3. Interpreters will examine their role in providing pre- surgery prep instructions and discharge instructions post surgeries;
4. Interpreters will prepare tools for having difficult conversations with patients and families which often includes delivering bad news;
5. Interpreters will practice language specific terminologies and have pertinent cultural discussions with their peers on all above-mentioned topics

### Bio:

**Jaime Vallejos**, is a PhD candidate at UMass University Lowell, focusing on Public Health Education Pedagogy, and Minority Youth Educational Outcomes. He has a medical degree for general medicine and surgery from Universidad Nacional Autónoma de Nicaragua, León, Nicaragua. His research interests include analysis of health policies and making recommendations. He serves as faculty at local educational institutions including Worcester State, and UMass Medical School.

### Session 2: 1:30 pm – 3:00 pm

**Title - Decalage is Not a Dirty Word: Simultaneous Interpreting in Healthcare**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Elena Langdon

**Abstract:** This hands-on session will present the basic theory and skills necessary to learn, monitor and improve one's ability to interpret in the simultaneous mode. We will start with a framework for understanding the appropriate use of simultaneous in the field of healthcare interpreting, based on the national standards of practice. After examining some theoretical



models of interpreting, we will break down this mode into skills that can be learned and spend much of our time practicing exercises that help build those skills. We will cover apps and software to use when practicing simultaneous interpreting, the importance of continuous monitoring and improvement, and groups that can help with future deliberate practice.

### Objectives:

1. Participants will identify when simultaneous interpreting is appropriate in healthcare settings;
2. Participants will be able to describe a few basic theoretical principles of simultaneous interpreting including cognitive load, the effort model and deliberate practice;
3. Participants will practice skill building exercises such as shadowing and chunking.

### Bio:

**Elena Langdon, CT, M.A.,** Raised on an island off the coast of Brazil, Elena Langdon is a certified Portuguese-English translator, conference and community interpreter, and interpreter trainer with over 20 years of experience. She has a Master of Arts in Translation Studies from the University of Massachusetts Amherst and took the first Train the Trainer course at the Middlebury Institute for International Studies at Monterey that was offered for healthcare interpreter trainers. She currently teaches healthcare interpreting in the Master of Arts in Conference Interpreting (MCI) program at Glendon College, York University. Elena delivers workshops around the country and abroad and is recognized as an engaging and approachable speaker. She pulls from experience interpreting and translating, managing interpreters, and teaching for programs at the University of Chicago, Boston University, UMass Amherst, and Glendon College.

For over six years, Elena supervised a staff of 50 interpreters and managed internal translations at a Level I Trauma, 734-bed academic medical center in western Massachusetts. A thought leader in the language industry, she volunteered and served on the Board of Directors for the American Translators Association, the New England Translators Association, the National Council on Interpreting in Health Care (NCIHC), and the National Board of Certification for Medical Interpreters. Elena continues to support the production of bimonthly webinars for interpreter trainers for the NCIHC. At present, she is a Director, Training and Assessment for MasterWord Institute.





## Title – DeafBlind Interpreter Job, set 3..2..1..Go! Wait a min you are not ready? Why not? -

**CEUs:** 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs

**Presenter:** Kevin “Keva” Richmond

**Abstract:** This medical interpreter workshop focuses on essential strategies when working with the DeafBlind (DB) community, emphasizing distinctions from the general Deaf community. Participants will debunk misconceptions, address diverse DB consumer’s needs, and tackle environmental and physical challenges unique to this community. This session covers interpreting scenarios, specific terminology, and optimal physical setups. Interpreters must quickly adapt to challenges, considering varied modes for individuals with vision loss. The workshop promotes teamwork, encouraging interpreters to recognize personal attitudes. Culminating in a tactile interpreting experience, it offers a glimpse into the CoNavigator approach. This hands-on session equips medical interpreters to navigate complexities and deliver effective communication in DeafBlind healthcare settings.

### Objectives:

1. Recognize four different interpreting settings and identify various setups for working with DeafBlind client (VRS/Medical/Conference/Education);
2. Name three misconceptions about working with DeafBlind clients;
3. Describe how hearing interpreters can work with a CDI, CoNavigator, and DeafBlind clients in various settings;
4. Demonstrate using visual examples, how they will interpret for DB clients with varying degrees of vision loss;
5. Identify two personal beliefs/values that may impact/influence their interpretations.

### Bio:

**Kevin “Keva” Richmond**, a DeafBlind individual, holds a Master’s Degree in Deaf Education and is the founder and owner of Evolve Access, LLC, previously recognized as ASL and DeafBlind Consultant and Services, LLC. Keva is a Deaf Interpreter and a highly respected lecturer who delivers numerous training sessions (including the presentations at the University of Vermont Medical Center) shedding light on the intricacies of the DeafBlind experience and providing guidance on effectively interacting with Deaf, Hard of Hearing, and DeafBlind patients. Keva’s diverse interests include dark roast coffee, the art of baking, traveling to experience different cultures, and cultivating meaningful connections across the globe. Keva embraces the philosophy



that “Laughter is the best medicine” and spreads his love of adventures to all the people he meets.

### Title - Unpacking Equity Through a Language Justice Lens

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Toc Soneoulay-Gillespie

**Co-presenter:** Anna Lynch

**Abstract:** Ensuring language justice 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 justice 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. Recognize the unique and essential role of an interpreter, service provider, and how together they honor the voices and stories that are often unheard;
2. Identify how power and privilege impacts access to effective communication and information;
3. Prepare interpreting tools and techniques to reduce interpretation errors and improve communication and access.

#### Bios:

**Toc Soneoulay-Gillespie** is a 1.5 generation refugee from Laos. Her work is centered on advocating for communities impacted by inequitable systems and structures of oppression. She



served as a commissioner on the Oregon Commission on Asian Pacific Islander Affairs, a council member on the Governors Behavioral Health Advisory Council, and currently serves on the Governor's Racial Justice Council. Toc was appointed Director of the Office of Immigrant and Refugee Advancement by former Oregon Governor, Kate Brown. Toc holds a Bachelor of Science in Anthropology/Sociology from Eastern Oregon University and a Master of Social Work from the University of Alaska Anchorage.

**Anna Lynch** is the Director of Medicare Network Performance at CareOregon. She leads the execution of Medicare network strategy. Anna has been with CareOregon since 2014 and prior to that, worked as Operations Director for The Wallace Medical Concern where she led the transition from a small volunteer-based clinic into a Federally Qualified Health Center. She has twenty years' experience in healthcare with a background in health promotion and health education, organizational development, and customer engagement. She holds a Master of Public Health from Portland State University and a Bachelor of Arts in Philosophy from Mount Holyoke College.

### **Title: Flip the Rx for Interpreting Medications**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Tatiana Cestari, PhD

**Abstract:** Healthcare interpreted sessions that involve medications may be challenging. Many interpreters report struggling to interpret these sessions because of complicated drug names and lack of knowledge about medications. Since being 'fluent in the language of medications' can take many years, what could interpreters do to overcome the challenge? This session will answer the question by identifying and providing effective solutions based on known interpreting skills and protocols in order to succeed when interpreting sessions that involve medications.

### **Objectives:**

1. To identify basic concepts regarding drugs and medications;
2. To apply certain leveraging interpreting skills to interpret drug-related clinical sessions;
3. To employ certain interpreting protocols to interpret drug-related clinical sessions.

### **Bio:**

**Tatiana González-Cestari**, PhD, CHI-Spanish has 22 years of combined experience as a pharmacist, pharmacologist, researcher, professor, manager, and remote interpreter. Tatiana is passionate about quality, innovation, compliance and cultural sensitivity. She serves as the

Director of Language Service Advocacy at Martti by UpHealth; is the vice chair of the NCIHC Policy, Education and Research committee; contributor to Martti's blog; and co-author of The Remote Interpreter textbook. Tatiana has mentored, developed training, presented at national and international events, published peer-reviewed and non-peer reviewed articles, and lectured at various universities. Tatiana obtained her pharmacy degree and her Ph.D. in pharmacology from Universidad Central de Venezuela.

### **Title - Colorectal Specialty Clinic Part 2 (2-part workshop must attend both parts)**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Jaime Vallejos, PhD

**Abstract:** This 2-part 3-hour program will prepare interpreters who will be providing services to specialty colorectal clinics. In this interactive workshop, interpreters will focus primarily on anatomy and physiology of gastrointestinal system and digestion process. The workshop is designed to review signs and symptoms related to GI system abnormalities and possible diagnostics methods and treatment procedures. Special attention will be given to surgical procedures, cancer treatment, care, and recommendations. Interpreters will also practice having difficult conversations with patients and families which often includes delivering bad news. The interpreter's crucial role in discharge management and providing instructions will be discussed. There will be an opportunity to practice language specific medical terminology discussion on the above topics in language specific breakout rooms after the main session (time permitting). At the end of this workshop, interpreters will have advanced knowledge and skills on managing various encounters that they will face while working for colorectal specialty clinic.

### **Objectives:**

1. Interpreters will identify body parts and functions of Gastrointestinal symptoms, physiological process of digestion, signs and symptoms of GI diseases and related diagnostics and treatment methods;
2. Interpreters analyze various outpatients care and instructions related to GI treatment procedures;
3. Interpreters will examine their role in providing pre- surgery prep instructions and discharge instructions post surgeries;
4. Interpreters will prepare tools for having difficult conversations with patients and families which often includes delivering bad news;

5. Interpreters will practice language specific terminologies and have pertinent cultural discussions with their peers on all above-mentioned topics.

**Bio:**

**Jaime Vallejos**, is a PhD candidate at UMass University Lowell, focusing on Public Health Education Pedagogy, and Minority Youth Educational Outcomes. He has a medical degree for general medicine and surgery from Universidad Nacional Autónoma de Nicaragua, León, Nicaragua. His research interests include analysis of health policies and making recommendations. He serves as faculty at local educational institutions including Worcester State, and UMass Medical School.

**Session 3: 3:30 pm – 4:30 pm**

**Title - SAY WHAT? American English Dialects and Idioms: Understanding them to do your best work!**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Danilo Formolo

**Abstract:** Hey, y'all! Think you speak English? We may all speak a common language that brings us together, but we each have different ways of expressing ourselves. In this fun, fast paced, interactive workshop, we'll take a tour of the nation and explore various American English dialects along with their regional expressions. We'll also examine the interesting history of why these dialects came to be. Finally, we'll discuss the importance of why understanding various American English dialects is critical to the work of the Medical Interpreter and how this understanding can help us become better professionals as we comprehend and interpret vast flavors of English dialects into a language our patients can understand.

**Objectives:**

1. Review the regions of the United States and experience interesting dialects and expressions in a fun and interactive way;
2. Identify the origin of many American English dialects and how they came to be;
3. Analyze to gain insights on how to become a better medical interpreter through the understanding of various American dialects.



**Bio:**

**Danilo Formolo**, is AVP of Language Access at Atrium Health, a large health system in the Southeast. He leads one of the most expansive programs in the country, responsible for 4 regions of the Southeast. He has built a large, scalable infrastructure through the use of technology and strategy to increase access, and create an engaged team of nearly 200 staff interpreters. Danilo earned two Bachelor's Degrees from UNC Charlotte, plus an MBA. Danilo has delivered industry conference presentations around the country. Danilo serves on the board for the local Latin American Chamber, is a CCHI Commissioner, and a Certified Healthcare Interpreter.

**Title – Focus Groups: Update & Revise the National SOP**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Jane Crandall Kontrimas CoreCHI™, M.S.

**Co-presenter:** Maria-Paz Beltran Avery, PhD

**Abstract:** Over the last two decades, the healthcare interpreting field has undergone significant changes. The emergence of new technologies, increased immigration, resulting in a more diverse range of cultures and languages, and advancements in medicine have all contributed to an evolution in our understanding of the responsibilities of healthcare interpreters.

The National Council on Interpreting in Health Care's, responding to input from members, has recognized the need to review and update the Standards of Practice for Healthcare Interpreters. The NSoP Work Group is seeking feedback from interpreters, trainers, and other stakeholders to ensure the revision process includes diverse perspectives.

We encourage interpreters to re-read the NATIONAL STANDARDS OF PRACTICE for Interpreters in Health Care and the NATIONAL CODE OF ETHICS FOR INTERPRETERS IN HEALTH CARE before the workshop.

**Objectives:**

1. Participants will review important aspects of NCIHC's efforts to revise the Standards of Practice;
2. Participants will discuss to ensure deeper understanding of the purpose and value of the Standards of Practice;
3. Participants will formulate their unique perspectives and experiences in the field of interpreting to engage in constructive discussions with their colleagues.





## Bios:

**Jane Crandall Kontrimas** CoreCHI™, M.S., was 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 has been interested in ethics and standards ever since, and currently chairs the National Standards of Practice Workgroup of the National Council on Interpreting in Healthcare. She received the 2016 Paving the Way Tony Windsor Award.

**Maria-Paz Beltran Avery**, PhD, began her work in health care interpreting over 35 years ago. She collaborated with the Massachusetts Medical Interpreters Association developing the Medical Interpreting Standards of Practice (1996). As a member of the National Council on Interpreting in Health Care (NCIHC), Standards, Training, and Certification Committee (STC) of the NCIHC, she collaborated on the development of:

- the National Code of Ethics for Interpreters in Health Care,
- the National Standards of Practice for Interpreters in Health Care and
- the National Standards for Healthcare Interpreter Training Programs

In 2015, she received NCIHC’s Language Access Champion Award.

## Title- Ensuring Effective Communication at Every Point of Patient Contact

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Lourdes "Lulu" Sanchez

**Co-presenter:** Annmarie Bumbalo

**Abstract:** Two language access experts with 25+ years in the language access industry will lead a workshop on how to better understand and improve the patient journey for limited English proficient and Deaf and Hard of Hearing patients. The workshop will walk you through the healthcare journey from the patient’s perspective. This essential practice will help organizations identify barriers to care and opportunities for improvement. Attendees will learn best practices for how to integrate language services across every point of patient contact and optimal utilization of language services to ensure patient safety and quality of care.



### Objectives:

1. Recognize language barriers across patient touchpoints;
2. Analyze how the language services provided are effectively meeting the patient's needs;
3. Explain best practices in training healthcare staff to effectively use language services.

### Bios:

**Lourdes “Lulu” Sanchez, MS, CMI** - Prior to her work as Vice President of Client Experience and Optimization at LanguageLine Solutions, Lulu served for over a decade as the company’s Director of Implementation where she helped organizations improve the provision of language access. She served as Vice President of the International Medical Interpreters Association from 2007-2009, she worked with the NYC Health + Hospitals Corporation as the Director of Interpreting Standards and CLAS Best Practices across their 22 healthcare facilities. She also spent 14 years working in language access and cultural competency at Massachusetts General Hospital.

**Ann-Marie Bumbalo** has worked for Language Line for over 12 years, where she currently manages its Implementation Team, which provides training and implementation support to help operationalize language access services, namely telephonic and video remote interpretation, at organizations throughout the United States. Ann-Marie has worked in the Translation and Interpretation industry since 1996 in a wide range of capacities for different Language Services Providers and Healthcare systems. She has also worked on the front lines as a healthcare and court interpreter and has developed training courses and workshops for novice and experienced interpreters in search of skill-building opportunities.

### Title - Revolutionizing Medical Interpreter Education: Navigating Innovative Training Design through eLearning Evolution

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Valerie Huang

**Abstract:** The presentation thoroughly examines and analyzes the essential components of the existing interpreter training model, with a notable emphasis on seamlessly incorporating eLearning technologies. Furthermore, the presentation highlights the crucial role of workplace learning in solidifying theoretical concepts and fostering practical application. Real-world case studies and success stories will be shared to illustrate the impact of this revolutionized approach on the effectiveness of medical interpreters in diverse healthcare settings. Attendees can expect to gain insights into the benefits of leveraging eLearning tools for medical interpreter education,



strategies for designing engaging and effective training modules, and the symbiotic relationship between formal education and workplace experiential learning in producing highly skilled medical interpreters.

### Objectives:

1. Explain the integration of eLearning technologies and their role in transforming traditional interpreter training methods;
2. Review current innovations in e-learning applicable to both face-to-face settings and technology-enriched learning environments;
3. Analyze the symbiotic relationship between eLearning evolution and workplace learning in shaping highly skilled medical interpreters;
4. Discuss strategies for designing engaging and effective eLearning modules tailored to the unique needs of medical interpreters.

### Bio:

**Valerie Huang** is a dedicated professional serving as the Language Services Manager. With a master's degree in human resource development and completion of the World Language Education licensure program, Valerie brings a wealth of academic expertise to her role. Currently pursuing a doctorate in Education-Human Resource Development, her research focuses on examining practices and supporting factors related to guidance and learning within the workplace, showcasing her commitment to enhancing workplace learning strategies. Valerie integrates academic pursuits with hands-on contributions, playing a pivotal role in empowering interpreters to discern crucial learning strategies for success in the dynamic healthcare environment.

### Title: Healthcare Interpreter Certification: Setting the Course for the Next 15

**CEUs:** 1 CE hr CCHI; RID 0.1 PS units; IMIA/NBCMI not approved

**Presenter:** Vonessa Costa, CoreCHI-P

**Co-presenter:** Alegna Zavatti, CHI-Spanish

**Abstract:** The focus of this interactive session is to engage attendees in visualizing multiple future scenarios about healthcare interpreting in the next 15 years. After a brief overview of the certification history over the past 15 years and a short reflection on where healthcare interpreter certification is today, attendees will discuss in small groups future trends and developments related to the profession. Groups will be assigned different stakeholder perspectives to explore what the future will hold for remote and onsite interpreters, patients and their families, trainers



of interpreters, language services managers, and language companies. Attendees will be encouraged to dream big, with both optimism and pessimism and think about the potential impacts of emerging technologies, cultural shifts, and geopolitical changes.

**Objectives:**

1. Explain how healthcare interpreter certification correlates with professionalism, championing industry standards, and embracing a journey of perpetual learning;
2. List the principles of futurist thinking;
3. Identify paths to professional growth and career enhancement;
4. Analyze three historical developments in national certification, and outline the potential impact of an emerging technology, cultural shift, or geopolitical change on our field.

**Bios:**

**Vonessa Costa** is Sr. Director of Quality for the Health Care Interpreter Network, a collaborative of hospitals that share interpreter resources. Vonessa is former director of Multicultural Affairs and Patient Services at Cambridge Health Alliance, named number one in Massachusetts for Health Equity and Community Benefit by the Lown Institute (2021, 2023). She is former director of Cross-Cultural Communication Institute at CCCS, Inc. Vonessa has co-authored articles published by AMA Journal of Ethics and The Joint Commission Journal on Quality and Patient Safety. Vonessa is Chair of the Certification Commission for Healthcare Interpreters, serving as a Commissioner since 2020.

**Alegna Zavatti** is the Director of Interpreter Services at Boston Medical Center, where she manages and oversees interpreter and translation operations. She graduated from Universidad Central de Venezuela with a bachelor's degree in Translation and Conference Interpretation and completed Boston University's Medical, Legal and Community Interpreting Certificate program. She is a board member of the Forum on the Coordination of Interpreter Services (FOCIS) an organization that aims at creating best practices for interpreter services departments and enhancing language access and is a Commissioner with the Commission for Certified Health Care Interpreters (CCHI).



## **Day 2- June 1, 2024**

### **Session 1: 9:00 am – 10:30 am**

#### **Title – Beyond the Classroom: Self-Analysis Strategies for ASL-English Healthcare Interpreters (ASL interpreters only)**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Jeni Rodrigues, PhD

**Abstract:** Medical interpreters often face the challenge of working in isolation, with limited feedback on the effectiveness of their interpretations. This workshop provides ASL-English healthcare interpreters with practical self-analysis tools to bridge this gap. Building on competencies recommended by the National Consortium of Interpreter Education Centers and the National Council on Interpreters in Health Care, participants will focus on conveying complex medical information to ensure patients receive the care they need and can fully participate in decisions affecting their health. Achieving competence requires advanced language skills, a nuanced understanding of Deaf cultural values and norms, ethical and professional standards, and specialized knowledge of medical terminology, procedures, and healthcare protocols. By the end of the session, interpreters will be equipped with a toolkit for continuous improvement beyond the classroom, ensuring they can deliver equivalent and effective interpretations in healthcare settings.

#### **Objectives:**

1. Identify areas for growth in conveying complex medical information based on the NCIEC/CATIE Center Healthcare Interpreter Domains and Competencies;
2. Discuss Ethical and professional standards in medical interpreting scenarios;
3. Apply self-analysis tools based on principles of discourse analysis and case conferencing;
4. Employ a variety of resources to support continuous learning and development.

#### **Bio:**

**Jeni Rodrigues, PhD**, is an Assistant Professor in the ASL and Interpreting Education Department at the National Technical Institute for the Deaf at the Rochester Institute of Technology. She serves as director for the department's Master's in Health Care Interpretation and Certificate in Healthcare Interpreting program. Jeni has practiced for 25 years, specializing in healthcare interpreting for the past decade. She earned her master's in Interpreting Pedagogy from



Northeastern University in 2011 and her Ph.D. in Interpreting from Gallaudet University in 2022. Jeni's work explores access barriers deaf patients face in healthcare settings and best practices in ASL-English healthcare interpreting education.

### **Title – Integrative Health and Immigrant Communities**

**CEUs: 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs**

**Presenter:** Maria del Mar Fariña, PhD

**Abstract:** This workshop will focus on the social determinates 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. Identify the social determinant of health;
2. Describe the effects of the social determinants of health on the well-being of immigrant communities;
3. Illustrate how to effectively mitigate and address the effects of health care inequities and disparities in their role of interpreter;
4. Apply their role as cultural brokers as medical and mental health interpreters.

#### **Bio:**

Maria del Mar Fariña, PhD, is an associate professor at Westfield State University, MSW Program, adjunct professor at Smith College, School for Social Work, adjunct associate professor at Columbia School of Social Work, and course facilitator at Boston University. Her research in political psychology pertains to American immigration policy, immigrant integration, and rising sociopolitical ideologies-- nationalism, nativism, populism— and white power groups discourse. Her work has been presented in Europe, the United States, and Canada. She is the author of *White Nativism, Ethnic Identity and U.S. Immigration Policy Reforms* (2018); and *Psychological Borders in Europe and the United States* (2023).





## Title – DeafBlind Interpreter Job, set 3..2..1..Go! Wait a min you are not ready? Why not? -

**CEUs:** 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs

**Presenter:** Kevin “Keva” Richmond

**Abstract:** This medical interpreter workshop focuses on essential strategies when working with the DeafBlind (DB) community, emphasizing distinctions from the general Deaf community. Participants will debunk misconceptions, address diverse DB consumer’s needs, and tackle environmental and physical challenges unique to this community. This session covers interpreting scenarios, specific terminology, and optimal physical setups. Interpreters must quickly adapt to challenges, considering varied modes for individuals with vision loss. The workshop promotes teamwork, encouraging interpreters to recognize personal attitudes. Culminating in a tactile interpreting experience, it offers a glimpse into the CoNavigator approach. This hands-on session equips medical interpreters to navigate complexities and deliver effective communication in DeafBlind healthcare settings.

### Objectives:

1. Recognize four different interpreting settings and identify various setups for working with DeafBlind client (VRS/Medical/Conference/Education);
2. Name three misconceptions about working with DeafBlind clients;
3. Describe how hearing interpreters can work with a CDI, CoNavigator, and DeafBlind clients in various settings;
4. Demonstrate using visual examples, how they will interpret for DB clients with varying degrees of vision loss;
5. Identify two personal beliefs/values that may impact/influence their interpretations.

### Bio:

**Kevin “Keva” Richmond**, a DeafBlind individual, holds a Master’s Degree in Deaf Education and is the founder and owner of Evolve Access, LLC, previously recognized as ASL and DeafBlind Consultant and Services, LLC. Keva is a Deaf Interpreter and a highly respected lecturer who delivers numerous training sessions (including the presentations at the University of Vermont Medical Center) shedding light on the intricacies of the DeafBlind experience and providing guidance on effectively interacting with Deaf, Hard of Hearing, and DeafBlind patients. Keva’s diverse interests include dark roast coffee, the art of baking, traveling to experience different cultures, and cultivating meaningful connections across the globe. Keva embraces the philosophy



that “Laughter is the best medicine” and spreads his love of adventures to all the people he meets.

## Title - Concept Based Interpreter Education: Integrating Critical Reflection into Professional Practice

**CEUs:** 1.5 CE hr CCHI; RID 0.15 PS units; 0.15 IMIA/NBCMI CEUs

**Presenters:** Frank Mann Dolce, PhD

**Abstract:** This talk outlines how to train and assess interpreters in focused domains of medicine, sharing how Jeenie has integrated core sub-skills into a comprehensive (and culturally sensitive) system. This presentation further categorizes the challenges that interpreters face within medical settings. It in turn details how conceptual awareness of these challenges can be practically leveraged by interpreters towards skill development.

### Objectives:

1. Review how the myriad challenges faced by medical interpreters can be conceptualized into broader categories of challenges;
2. Recognize how these categories are connected to particular sub-skills (that can in turn be taught and assessed);
3. Discuss how medical interpreters can cultivate a reflective practice that enables them to learn from the challenges they face within specific sessions;
4. Explain how Jeenie is integrating such conceptual awareness and reflective practice into the session-to-session experience of medical interpreters.

### Bio:

**Dr. Frank M. Dolce**, PhD, an applied linguist, oversees Jeenie's efforts to build interpreter skills and community. Dr. Dolce oversees skill and community building among the thousands of professional interpreters who work on the Jeenie VRI platform. Trained as an applied linguist and conversation analyst, Dr. Dolce has a passion for the patterns of interaction that emerge during the triadic engagements of interpreted medical sessions and enjoys infusing these insights into training materials and systems for Jeenie interpreters. Fluent in Mandarin Chinese, prior to this role at Jeenie Dr. Dolce worked as a professor of Chinese language and culture. He holds a PhD in Second Language Acquisition from Carnegie Mellon University.

**Title - It's All About the Drills! Preparing for Certification the Deliberate Way (Part 1) (2-part workshop must attend both parts)**

**CEUs: 1.5 PB CE hr CCHI; RID 0.15 PS units; IMIA/NBCMI not approved**

**Presenter:** Elena Langdon

**Abstract:** Taking a performance exam for national certification (or even to secure a job) can be nerve-racking for newbies and experienced interpreters alike. In this workshop you will learn the component skills that go into rendering a message across languages and culture, and how you can improve your chances of acing a performance exam by practicing drills. You will also learn how to follow the principles of deliberate practice. This workshop is relevant to anyone preparing for a CHI, CHI-P, or CMI credential, and for those who need to pass performance exams for an employer. Additionally, the drills will help you improve your interpreting performance in any setting, including schools and the courtroom. This is a 2-part 2.5-hour long workshop.

**Objectives:**

1. Explain and become familiar with the component skills that are required for language interpreting;
2. Practice drills for improving interpreting performance;
3. Apply deliberate practice principles during drills;
4. Evaluate shortfalls in the performance to improve performance.

**Bio:**

**Elena Langdon, CT, M.A.,** Raised on an island off the coast of Brazil, Elena Langdon is a certified Portuguese-English translator, conference and community interpreter, and interpreter trainer with over 20 years of experience. She has a Master of Arts in Translation Studies from the University of Massachusetts Amherst and took the first Train the Trainer course at the Middlebury Institute for International Studies at Monterey that was offered for healthcare interpreter trainers.

She currently teaches healthcare interpreting in the Master of Arts in Conference Interpreting (MCI) program at Glendon College, York University. Elena delivers workshops around the country and abroad and is recognized as an engaging and approachable speaker. She pulls from experience interpreting and translating, managing interpreters, and teaching for programs at the University of Chicago, Boston University, UMass Amherst, and Glendon College.



For over six years, Elena supervised a staff of 50 interpreters and managed internal translations at a Level I Trauma, 734-bed academic medical center in western Massachusetts. A thought leader in the language industry, she volunteered and served on the Board of Directors for the American Translators Association, the New England Translators Association, the National Council on Interpreting in Health Care (NCIHC), and the National Board of Certification for Medical Interpreters. Elena continues to support the production of bimonthly webinars for interpreter trainers for the NCIHC. At present, she is a Director, Training and Assessment for MasterWord Institute.

### **Session 2: 11:00 am– 12:00 pm**

#### **Title – Language Services for LEP Patient Quality & Safety - Dashboard & Data Driven Process Improvement**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Samuel Verkhovsky

**Abstract:** In this presentation I will discuss how Dartmouth Health has implemented 3 data driven practices to make improvements in language services for LEP patients and the utilization of interpreter services.

#### **Objectives:**

1. How to best identify patients' preferred language needs to discuss healthcare;
2. How to list and document methodically the use of interpreter services in the electronic medical record;
3. How to use a dashboard and data driven process improvement to make overall improvements in language services for LEP patients and utilization of interpreter services.

#### **Bio:**

**Samuel Verkhovsky** is the System Director - Interpreter Services at Dartmouth Health in New Hampshire. His chief job functions include updating, optimizing, standardizing, and streamlining access to high quality interpreting services for LEP and Deaf and Hard of Hearing patients. He has a Master of International Policy from John Hopkins University and a Master of Public Health from Dartmouth Institute for Health Policy and Clinical Practice. He holds Lean Six Sigma Black Belt Certification, and he is a nationally certified medical interpreter.



## **Title – Into the Future with NCIHC**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; IMIA/NBCMI not approved**

**Presenter:** Tom Moriarty

**Co-presenter:** Rosemary Simpson Ford

**Abstract:** Many know the National Council on Interpreting in Health Care as the organization that spearheaded the development of such seminal documents for the language access field as the National Code of Ethics and the National Standards of Practice for Interpreters in Health Care, the National Standards for Healthcare Interpreter Training Programs, the Annotated Bibliography of Language Access Research, and the Journal ACCESS. This is the home of the Home for Trainers and the On the Road podcasts. But what is next?

This workshop will start with a description of the exciting new initiatives that have emerged out of the NCIHC's recent Diversity, Equity and Inclusion Analysis, and a description of how individuals can get involved with these new projects. However, the bulk of the session will be dedicated to small group discussions in which participants will be invited to share their views of the state of language access today, where they think the field is going and what they believe should be the Council's focus in the upcoming years. This input will be documented and shared with the NCIHC board and committees to guide future planning.

### **Objectives:**

At the end of this session, participants will be able to

1. Describe five current initiatives of the NCIHC and identify one in which they would like to get involved;
2. Demonstrate their assessment of major challenges facing language access today and learn about other stakeholder's concerns;
3. NCIHC will have identified key issues of concern to language access stakeholders from across the country.

### **Bios:**

**Tim Moriarty** has been the Manager of Interpreter & Translation Services at Baystate Health in Western Massachusetts for over 20 years, managing a department of 50. He is nationally certified through CCHI and requires the same of his staff. Holding both a BA in Hispanic Studies and an MPA from Columbia University, he has worked in Guatemala, Panama, and NYC with nonprofit organizations assisting homeless and handicapped children, inner city youth, people living with AIDS, and individuals with challenges obtaining work. Tim has been a board member of the



NCIHC for six years, filling roles as the interim vice president and on the Outreach and Membership and Organizational Development Committees.

**Rosemary Simpson Ford** is a nationally certified Oral Transliterater and New Hampshire advanced screened/licensed American Sign Language interpreter. Rosemary oversees the Interpreter Services Department at St. Joseph Hospital-Nashua, NH, St. Joseph Hospital-Bangor, ME and St. Mary's Hospital-Lewiston, ME. In addition, Rosemary leads St Joseph Hospital's Mobile Health Clinic's presence in the community to serve the marginalized and homeless, collaborating with the City of Nashua, local churches, social service agencies and our own parish nurses. Rosemary also works with SJH's Business Health to support local businesses and corporations with their employee wellness initiatives. Rosemary is currently serving her second term as Secretary of the National Council on Interpreting in Health Care.

### Title - How to "Score Wins" in Language Access

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Joanna Larson

**Abstract:** Every day, language access is treated as an afterthought, impeded administratively, or blatantly ignored. It's time to play the game and "score wins" for language access, translating and interpreting and LEPs.

### Objectives:

1. Illustrate techniques to arm interpreters with tools and information to advocate for the profession and its advancement;
2. List steps to promote the use of certified/qualified interpreters and translators;
3. Assess how interpreters align with medical ethics supporting good patient outcomes and educate target audiences on the same.

### Bio:

**Joanna Larson** is vice-chair of NBCMI and a passionate advocate for language access and LEP rights. Joanna received her B.A. in Spanish from Oklahoma State University in 2015. Following this, she began to interpret for the Oklahoma community through a medical interpreting program at Tulsa Community College. She received additional interpreting training through the Bridging The Gap program in 2016 and achieved the title CMI-Spanish through the National Board of Certification for Medical Interpreters in 2021. Ms. Larson currently works as a Spanish interpreter for CHI Health in Nebraska and western Iowa and is the weekend coordinator for the Language Services department. She coaches medical staff how to access remote interpreters, on





equipment/resources available for LEP patients, and how to work with interpreters. She is also responsible for working with fellow interpreters to create and maintain up to date translation templates in Spanish, Somali, Nepali, and Karen in order to ensure that patients leave the hospital with full, accurate information. Ms. Larson is passionate about ensuring equal access to medical care for all patients.

### **Title- Ensuring Effective Communication at Every Point of Patient Contact**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Lourdes "Lulu" Sanchez

**Co-presenter:** Annmarie Bumbalo

**Abstract:** Two language access experts with 25+ years in the language access industry will lead a workshop on how to better understand and improve the patient journey for limited English proficient and Deaf and Hard of Hearing patients. The workshop will walk you through the healthcare journey from the patient's perspective. This essential practice will help organizations identify barriers to care and opportunities for improvement. Attendees will learn best practices for how to integrate language services across every point of patient contact and optimal utilization of language services to ensure patient safety and quality of care.

#### **Objectives:**

4. Recognize language barriers across patient touchpoints;
5. Analyze how the language services provided are effectively meeting the patient's needs;
6. Explain best practices in training healthcare staff to effectively use language services.

#### **Bios:**

**Lourdes "Lulu" Sanchez, MS, CMI** - Prior to her work as Vice President of Client Experience and Optimization at LanguageLine Solutions, Lulu served for over a decade as the company's Director of Implementation where she helped organizations improve the provision of language access. She served as Vice President of the International Medical Interpreters Association from 2007-2009, she worked with the NYC Health + Hospitals Corporation as the Director of Interpreting Standards and CLAS Best Practices across their 22 healthcare facilities. She also spent 14 years working in language access and cultural competency at Massachusetts General Hospital.

**Ann-Marie Bumbalo** has worked for Language Line for over 12 years, where she currently manages its Implementation Team, which provides training and implementation support to help



operationalize language access services, namely telephonic and video remote interpretation, at organizations throughout the United States. Ann-Marie has worked in the Translation and Interpretation industry since 1996 in a wide range of capacities for different Language Services Providers and Healthcare systems. She has also worked on the front lines as a healthcare and court interpreter and has developed training courses and workshops for novice and experienced interpreters in search of skill-building opportunities.

**Title - It's All About the Drills! Preparing for Certification the Deliberate Way (Part 2) (2-part workshop must attend both parts)**

**CEUs: 1 PB CE hr CCHI; RID 0.1 PS units; IMIA/NBCMI CEUs not approved**

**Presenter:** Elena Langdon

**Abstract:** Taking a performance exam for national certification (or even to secure a job) can be nerve-racking for newbies and experienced interpreters alike. In this workshop you will learn the component skills that go into rendering a message across languages and culture, and how you can improve your chances of acing a performance exam by practicing drills. You will also learn how to follow the principles of deliberate practice. This workshop is relevant to anyone preparing for a CHI, CHI-P, or CMI credential, and for those who need to pass performance exams for an employer. Additionally, the drills will help you improve your interpreting performance in any setting, including schools and the courtroom. This is a 2-part 2.5-hour long workshop.

**Objectives:**

1. Explain and become familiar with the component skills that are required for language interpreting;
2. Practice drills for improving interpreting performance;
3. Apply deliberate practice principles during drills;
4. Evaluate shortfalls in the performance to improve performance.

**Bio:**

**Elena Langdon, CT, M.A.**, was raised on an island off the coast of Brazil, Elena Langdon is a certified Portuguese-English translator, conference and community interpreter, and interpreter trainer with over 20 years of experience. She has a Master of Arts in Translation Studies from the University of Massachusetts Amherst and took the first Train the Trainer course at the Middlebury



Institute for International Studies at Monterey that was offered for healthcare interpreter trainers.

She currently teaches healthcare interpreting in the Master of Arts in Conference Interpreting (MCI) program at Glendon College, York University. Elena delivers workshops around the country and abroad and is recognized as an engaging and approachable speaker. She pulls from experience interpreting and translating, managing interpreters, and teaching for programs at the University of Chicago, Boston University, UMass Amherst, and Glendon College.

For over six years, Elena supervised a staff of 50 interpreters and managed internal translations at a Level I Trauma, 734-bed academic medical center in western Massachusetts. A thought leader in the language industry, she volunteered and served on the Board of Directors for the American Translators Association, the New England Translators Association, the National Council on Interpreting in Health Care (NCIHC), and the National Board of Certification for Medical Interpreters. Elena continues to support the production of bimonthly webinars for interpreter trainers for the NCIHC. At present, she is a Director, Training and Assessment for MasterWord Institute.

### **Session 3: 1:00 pm– 2:00 pm**

#### **Title -Standard Brazilian Portuguese in Medical Interpreting: Is there such a thing?**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Laisson DeSouza

**Abstract:** This workshop aims to discuss some trends in the community usage of the Portuguese language, focused on the Brazilian community, and how it may impact the work of medical interpreters. It will also consider some factors when emphasizing regional aspects of the language and challenges that interpreters face when interpreting the language pair English/Portuguese and how to address them, improving the quality of delivery in remote and on-site encounters.

#### **Objectives:**

By the end of this presentation, attendees will be better able to

1. Identify current trends in community usage of Brazilian Portuguese;
2. List and address specific challenges of interpreting in the language pair Portuguese/English;



3. Discuss some vocabulary specificities connected to interpreting in the language pair Portuguese/English.

**Bio:**

**Laisson DeSouza** is a multilingual leader with 10+ years of language access and business development experience leading strategic projects and initiatives to drive quality improvement, accessibility, brand engagement, and customer acquisition in the educational and healthcare fields. Trainer of medical and community interpreting programs.

**Title - Beyond Bilingual Parrots: How interpreters provide better service when empowered to facilitate communication**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Michael H. Lewis

**Abstract:** Today's Interpreter Standards of Practice (SOP) imagines the interpreter chiefly as a simple oral translator, which only works if all other conditions are nearly perfect. In really existing clinical environments, a "bilingual facilitator of communication" framework is more optimal. Good communication necessitates paying attention to many variables: the level of trust each party has in the process and the institution; the time available for conversation; the capacity of the parties to verbalize and retain information; the stated and implied goals and assumptions that influence each party's conversational attitude, and much more. The current SOP acknowledges none of this everyday context, nor the interpreter's aptness to account and adjust for such variables, given that the interpreter is generally the only participant that has absolutely no other role than to constantly listen and retransmit information for understanding. Incorporating this wider "facilitator of communication" framework into how interpreters train and perform can lead to improvements in both patient outcomes and all parties' overall experience with interpreted encounters, thus likely also reducing all parties' resistance to using interpreters.

**Objectives:**

1. Identify the difference [and relationship] between accuracy and good communication;
2. List the situational factors that influence the quality of communication;
3. Recognize how both active and passive approaches to these factors impact accuracy and communication quality;
4. Distinguish between personal bias and professional judgment;

5. Apply communication facilitation into interpreting without straying from the essential interpreter role.

#### **Bio:**

Michael has been a Spanish, Portuguese, Haitian Creole, and French interpreter for over 15 years in diverse medical settings in the Boston area and was certified CMI-Spanish in 2012. Michael's experience includes 4 years of administrative support in an interpreter service office.

#### **Title - The Diversity & Inclusion in Research**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Alegna Zavatti

**Co-presenter:** Kirsten Austad

**Abstract:** Limited English proficiency (LEP) participants represent 2.2% of the population enrolled in clinical trials. In this presentation, we will review step-by-step considerations that hospitals and research teams should take into account when creating research studies that focus on enrollment of limited English proficient patients. These considerations will enable trust building among all parties involved and help increase participation of diverse populations.

#### **Objectives:**

1. Explain how to plan for a research study focused on LEP participants;
2. Illustrate how to recruit for LEP participants in research;
3. Identify and overcome cultural barriers that might decrease participation.

#### **Bios:**

**Alegna Zavatti** is the Director of Interpreter Services at Boston Medical Center, where she manages and oversees interpreter and translation operations. She graduated from Universidad Central de Venezuela with a bachelor's degree in Translation and Conference Interpretation and completed Boston University's Medical, Legal and Community Interpreting Certificate program. She is a board member of the Forum on the Coordination of Interpreter Services (FOCIS) an 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).



**Kirsten Austad** is an Assistant Professor of Family Medicine at Boston University School of Medicine. She received her M.D. from Harvard University and completed her residency at Boston Medical Center. She also completed an M.P.H. in Clinical Effectiveness from Harvard School of Public Health. Dr. Austad is a health equity-focused implementation scientist with expertise in research with limited English proficiency populations, hospital medicine and qualitative methods. As a hospitalist at Boston Medical Center and Medical Director for the HealthNet Inpatient Service, her clinical and leadership roles in Boston always united her global and domestic interest in cultural and linguistic barriers to care.

**Title – “From Evidence to Action- How Do Your Providers Rate (on Language Access)?”**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** David B. Hunt, J.D.

**Abstract:** The best way to improve health care interpreting back on track is to provide senior executives, CMO’s, CNO’s and legal counsel with direct evidence that providers are not following clinical best practices and legal requirements when treating Limited English Proficient and Deaf and Hard of Hearing patients. BCT Partners has created a proprietary, industry-leading tool called the Provider Cross Cultural Medical Assessment to do just that.

The Provider Cross Cultural Medical Assessment is designed to ask and answer two key questions. First, which non-traditional patients are providers best and least prepared to treat? Second, are providers using population-specific, clinical best practices when treating their patients? BCT partnered with legal experts and clinicians from the CDC, WHO and leading medical schools to create the assessment.

The Provider Cross Cultural Medical Assessment compares providers self-assessed ability to treat a wide variety of non-traditional patients against their use of population-specific, clinical best practices when treating Limited English Proficient, Deaf and Hard of Hearing, immigrants, refugees, racial and ethnic minorities, LGBTQ+, and international travelers. In particular, however, the assessment focuses on LEP and Deaf and Hard of Hearing populations.

The Provider Cross-Cultural Medical Assessment has been administered to eight leading hospital systems across eight states, creating a national database of thousands of provider responses. This database can be used to compare hospital systems against hospital systems, hospitals within those systems to each other and physicians and other providers by medical sub-specialty.

Once providers (MD’s, APP’s, PA’s, and behavioral health professionals) have completed the ten-minute assessment, they receive an individualized feedback report. That feedback report provides specific advice from clinical experts on how to improve the quality and safety of the care





that they provide to specific non-traditional patient populations as well as suggestions about how best to comply with federal language access laws. Overall assessment results can then be used to create a Language Access Audit assessing whether an organization's language access systems, policies and practices comply with federal and state language access laws and clinical best practices.

### **Objectives:**

We will share some of the key findings from our Provider Cross-Cultural Medical Assessment including the following:

1. LEP and Deaf and Hard of Hearing patients were two of the four non-traditional patient populations which a national sample of providers were least prepared to treat;
2. Primary care physicians (who see LEP and Deaf and Hard of Hearing patients most often) were least prepared to treat them;
3. Many providers are not aware of legal requirements and clinical best practices for treating LEP and Deaf and Hard of Hearing patients – and their practice behaviors show it.

**Learning Objective #1:** Review existing clinical best practices and legal requirements for caring for Limited English Proficient patients and how well a national sample of providers' actual practice behaviors compare against these best practices.

**Learning Objective #2:** List existing clinical best practices and legal requirements for caring for Deaf and Hard of Hearing patients and how well a national sample of providers' actual practice behaviors compare against these best practices.

**Learning Objective #3:** Discuss how leading hospital systems are using evidence-based data to change provider practice behaviors and improve patient outcomes for LEP and Deaf and Hard of Hearing patients.

### **Bio:**

**Mr. David B. Hunt, J.D.,** Senior Director for Health Equity, BCT Partners. BCT Partners is a national, Black-owned, management consulting and training firm specializing in diversity, equity and inclusion and health equity. Mr. Hunt is a former civil rights attorney and national expert on racial and ethnic disparities, the law of language access and the emerging issue of global medicine. Hunt leads BCT's national health equity practice and regularly conducts Provider Cross Cultural Medical Assessments and Language Access Audits for leading hospital systems. His clients have included the NCIHC, The Joint Commission, the DHHS Office of Minority Health, the AHA and many integrated hospital systems and health plans.



### **Endnote presentation 2:30 pm to 3:30 pm**

### **Title – Embracing the Future: Overcoming Fear in the Age of AI for Medical Interpreters**

**CEUs: 1 CE hr CCHI; RID 0.1 PS units; 0.1 IMIA/NBCMI CEUs**

**Presenter:** Diana Pagano

**Abstract:** Diana Pagano's inspirational speech, "Embracing the Future: Overcoming Fear in the Age of AI for Medical Interpreters," advocates for interpreters in healthcare to embrace AI as an empowering tool, focusing on the significance of adaptability, continuous learning, and optimism towards technological change. This presentation navigates the challenges faced by interpreters in healthcare. Acknowledging fears of job displacement and technological anxiety, Pagano explores the benefits of AI in medical interpretation, emphasizing it as a tool, not a replacement. Inspired by Dorothy Vaughn's proactive approach to technology, she encourages a positive mindset and showcases success stories of interpreters thriving in the AI era. The speech emphasizes the importance of lifelong learning, professional development, and collaborative networking. In conclusion, Pagano highlights the significance of interpreters, the positive impact of AI, and encourages the audience to approach the future with optimism.

### **Objectives:**

#### **1. Dispel Fears and Misconceptions:**

Recognize common fears and misconceptions surrounding the implementation of AI in medical interpretation, highlighting the technology's role as a supportive tool rather than a threat to the profession.

#### **2. Inspire Positive Mindset and Adaptability:**

Illustrate success stories to motivate medical interpreters to embrace change with a positive mindset, drawing inspiration from successful stories and emphasizing the potential for professional growth and development in the evolving landscape of healthcare technology.

#### **3. Empower Medical Interpreters for the Future:**

Demonstrate practical guidance on preparing for the future, emphasizing the importance of lifelong learning, pursuing additional training and certifications, and fostering collaborative networking within the healthcare and AI communities to enhance adaptability and resilience.



## Bio:

Diana Pagano is the Executive Vice President at Interpreters and Translators, Inc., a rapidly expanding multimillion-dollar company located in Glastonbury, CT. In addition to her corporate role, Diana is a highly regarded inspirational speaker and author, specializing in human behavior and the impactful role of mindset in achieving success. She attained licensure as a Master Practitioner of Neuro-Linguistic Programming (NLP) in 2014 and has since become a licensed NLP Trainer, propelling her into the international arena of inspirational speaking and influence.

Diana's profound understanding of the human mind and the crucial role of mindset led her to establish the "Make ings Happen" Movement, adding another milestone to her illustrious career. Devoted to empowering others, Diana provides practical tools to help individuals realize their aspirations, cementing her reputation as a compelling motivational speaker. Her focus centers on empowerment, mindset transformation, and unlocking the full potential of her audience. Diana shares her insights globally, emphasizing the transformative effects of mindset on overall life success.

Formerly based in Scottsdale, Arizona, where she earned numerous awards in real estate from RE/MAX International, Diana now serves as an advisory board member for Baypath University and actively engages in community initiatives. In her leisure time, she enjoys playing tennis and fostering community connections. Diana is also a dedicated spouse and parent, finding joy and balance in her family life with her husband and kids.