

## **2019 Paving the Way to Health Care Conference Workshop Descriptions**

### **Day 1 - Friday, June 7, 2019**

**Welcome & Ernest "Tony" Winsor Award (9:00am - 9:30am)**

### **Session 1 (9:30am - 10:30am)**

#### **Keynote Speaker - How Interpreters Construct Messages**

*Presented by Enrica Ardemagni, Ph.D., CHI*

Interpreters are, at a minimum, bilingual. How communication takes place goes beyond that for an interpreter as we must become an essential part of the healthcare delivery team and need to understand how our communication crosses language boundaries. This presentation digs deeper into how interpreters navigate the cultural and linguistic components of an encounter, specific attitudes and beliefs, and what is happening when we are going in and out or switching languages. It covers concepts such as code-switching, translanguaging, and proficiency that will help interpreters understand how the lens changes in communication, the key to an interpreting encounter and how our proficiency assessment needs to take this into consideration.

### **BREAK (10:30am - 10:45am)**

### **Session 2 (10:45am - 12:15pm)**

#### **Simultaneous in Mental Health**

*Presented by Cristiano Mazzei, Ph.D.*

Spoken language interpreters in mental health often make use of simultaneous interpreting as a mode that best provides language mediation in settings such as group therapy. Like other common modes of interpreting, simultaneous has a specific set of skills and strategies that interpreters need to develop. This workshop will provide an overview of the importance of spoken language in mental health diagnosis and include practice and recommendations for individual practice of simultaneous interpreting skills.

#### **When and How to Intervene as an Interpreter**

*Presented by Diana Steinberg, CoreCHI™ & Jane Crandall Kontrimas CoreCHI™, M.S.*

In the course of interpreting medical encounters, some run very smoothly and the interpreter need only convey the speaker's meaning to the listener. Some interactions are less straightforward and effective intervention may help both parties. Interpreters benefit from conscious awareness of their own thinking processes because self-awareness puts people in control of their own actions. Thinking through various types of challenging situations ahead of time makes it easier to handle them effectively in the moment when similar situation occur in on the job.

Workshop participants will consider three scenarios that likely warrant interpreter intervention, and analyze the decision steps interpreters take when deciding whether and how to intervene; participants will work together to develop effective and diplomatic scripts to use when intervening.



## **Show me the Money! How interpreters contribute to the bottom line!**

*Presented by Carla Fogaren, RN*

Healthcare organizations are continuing to evolve, adapting to meet the needs of their patients, their staff members, and reimbursement sources. These changes hardly come easily, and our organizations are continuously challenged with doing more with less money and resources. Even in this fiscally challenging environment, there is certainly a business case to be made for language access in all healthcare organizations. This workshop will speak to strategies to ensure the sustainability of Interpreter Services as well as provide ideas on how to improve the efficiency, quality, productivity and cost efficiency of Interpreter Services.

## **The Role of the Interpreter in End of Life Situations**

*Presented by Wilson Pedraza, BA, MM, CMI*

This 1.5 hour workshop focuses on the role of the medical Interpreter in end of life situations. Some of the most challenging situations an Interpreter faces are when a patient is dying, and the Interpreter has to be the conduit of bad news to the family.

## **Medical Interpreter Skill Development through Self-directed Learning**

*Presented by Valerie Huang, MA, CHI™-Mandarin*

This workshop engages students in the development of interpreting skills, focusing on further development of processing skills associated with interpreting. We will walk through examples that illustrate how to come up with creative solutions and seek out opportunities, skill development and independent learning.

## **Position Yourself to Be Successful as a Prospective or New Medical Interpreters**

*Presented by Avlot Qnessa*

Repeatedly, hiring managers of interpreter services have found interpreter candidates unready to tap into the job market. This can be due to a number of reasons such as having a resume that hides the true skills of the candidate instead of displaying them, difficulty competing on an online application, lack of responsiveness, not lining up appropriate references, not preparing for the interview, etc. When hiring managers find candidates who rise to the occasion and overcome these first steps of the hiring process and hire them, their trouble does not end there. They sometimes find themselves with new hires who are expected to be spoon fed, who are not proactive in identifying resources, who do not listen but are rather defensive with management and colleagues, and who ultimately lack the professional responsibility that the profession calls for, etc. If you have the skills, knowledge, and credentials to be a qualified interpreter, do you effectively communicate them to an employer who is looking to hire you? Are you aware of the things hiring managers hate to hear in an interview? Are you a team player? Are you open and flexible? Why should they hire you over a number of other candidates? This interactive workshop will provide answers to those questions, and increase your chance to get and keep the job you have worked so hard to get.



## **Neuropsychological Testing and the Importance of the Interpreter's Role**

*Presented by Lori Decker, MS, CSP & 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, Parkinson's), etc. This session will expose medical interpreters to the challenging and interesting aspects of a neuropsychological exam. The Psychometrist and interpreter must follow standardized 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.

## **LUNCH & NETWORKING (12:15pm - 1:30pm)**

### **Session 3 (1:30pm - 3:00pm)**

## **Informed Consent - A Patient Right and Responsibility**

*Presented by Cynthia Peinado, CMI-Spanish*

Interpreters face a dilemma when providers need assistance in obtaining consent for procedures, admitting or other treatment. Interpreters are met by the provider or clinician who extends a multiple page consent form expecting the interpreter to sight translate the document or to read it in target language, then walk away. Providers need to ensure informed consent is obtained for any treatment. This workshop covers what informed consent involves, navigating difficulties of Limited English Persons, even those with limited education or reading ability and how interpreters and providers can work together to ensure informed consent and full communication is taking place.

## **Sight Translation**

*Presented by Enrica Ardemagni, Ph.D., CHI*

This workshop will focus on two aspects of sight translation, some brief discussion on what interpreters are asked to translate and how to approach these texts. The second portion of the workshop will be allocated to practice, with recommended strategies and techniques on how to approach a written text and how to analyze the content to produce a fluid and accurate oral rendition. Using peer reviews, participants will comment on others, especially noticing delivery, backtracking, and accuracy. The instructor will share a method of self-study on how to continuously improve sight translation skills.

## **Interpreting for Gender and Sexual Minorities**

*Presented by Jorge U. Ungo*

Individuals with limited English proficiency face significant barriers in accessing health care, as do individuals who are lesbian, gay, bisexual, transgender, intersex or asexual. These barriers are heightened when a person is both LEP and LGBTQIA. While societal views on LGBTQIA people vary greatly, recent events in the U.S. like marriage equality have brought more visibility to this marginalized population. Interpreters should be prepared to handle sensitive (and possibly uncomfortable) discussions between patients and their providers. This session is intended to approach the topic in a sensitive manner allowing for open discussion from diverse viewpoints in a safe environment.

## **Managing the Flow of Communication to Reduce Interpreter Fatigue**

*Presented by Jonathan Fitzgerald*

Frequently, professional medical interpreters face burnout during lengthy and emotionally taxing encounters. This presentation will look at the importance of the interpreter's ability to manage the flow of communication with the specific purpose of avoiding this danger. Managing the flow of communication will also be examined as it is impacted by the code of ethics. Situations will be raised where an interpreter may face ethical dilemmas raised by the need to conserve mental energy and avoid fatigue in the midst of such challenging encounters. The goal of this workshop is to spark a fruitful dialogue on these situations. This in turn will help the interpreter to develop effective strategies which balance the professional and ethical delivery of language access services, protect patient safety and the quality of care and optimize the communication between patient and provider.

## **Health Insurance Literacy for Interpreters: Understanding Insurance Terminology and Meaning**

*Presented by Debi Lang, MS & Debbie Raymond, AS*

Understanding how health insurance works is critical to selecting, paying for and using a health plan. There are dozens of terms that define insurance benefits and patient responsibility. Yet, health insurance terms can be difficult to understand, let alone to interpret. In this workshop, you will learn the meaning of some basic health insurance terms (such as Deductible, Co-payment, Out-of-Pocket Limit, In-Network Provider) and how they apply to patients in order to increase your ability to interpret health insurance terminology in English and a non-English language. A glossary of health insurance terms will be available in English and several other languages.

## **Preparation for the Oral National Examination (for Spanish Speakers)**

*Presented by Nancy K. Esparza, M.Ed., CHES, CMI™ & Silvana M. Kirby, CMI-Spanish;*

This hands-on workshop is designed to review and analyze the critical components of both the CCHI and CMI oral testing competencies. Participants will be able to practice interpreting phrases live through our audio recorder system related to the competencies identified in both MI certifications. These competencies include consecutive, simultaneous and sight interpretations. In this workshop, the trainers create an environment that simulates the setting of the testing. This oral practice session provides candidates with the experience to self-evaluate their ability to interpret segments that contain two to three units of thought. Participants will practice interpreting from and to target language. This workshop is limited to 30 Spanish speaking participants. Registered participants are required to bring their smart phones and a note pad. Participants are required to arrive to the conference room 15 minutes prior to presentation for proper instructions on utilization of test taking equipment.



## **Medical Interpreters in today's healthcare system: Luxury or necessity? Passive or active? Part of the care team or tool? A look into how the profession has evolved, and the road ahead**

*Presented by Sandy Habashy, Manual Vilar & Luciana Canestraro, CMI*

Medical interpreters are a fundamental part of any clinical encounter involving LEP patients and families. Providers, hospital staff and leadership alike all agree. However, it is not very clear to some providers or even some interpreters that working with an interpreter, is an obligation and not an option. Interpreters are often placed in the lower ranks of the care team hierarchy when in fact, such encounters would simply not take place without their valuable mediation. In the worst scenarios, interpreters are seen as “tools” to be “used” when needed. This workshop will discuss the current landscape of the medical interpreter status within organizations. The presenter will address the critical importance of legal, bioethics and culture change that would integrate interpreters into the multidisciplinary care team of any healthcare institution, regardless of size. Although such culture change would be most efficiently implemented from the top down, there is something that can be done from the bottom up. The presenter will discuss steps interpreters can take to bring about a positive change, one provider at a time. The presenter will also highlight the cost factor of the medical interpretation and explore if it is a real saving or expenditure.

### **BREAK (3:00pm - 3:30pm)**

### **Session 4 (3:30pm - 4:30pm)**

#### **The Interpreter Ambassador – Working together to provide equitable and accessible patient centered cancer**

*Presented by Nina Scott, CMI; Rachel Allende, LICSW; Maritza Nassif, M.Ed.; Nancy Peña, OPN-CG*

Dana-Farber Cancer Institute is a comprehensive cancer center that offers a uniquely individualized experience to patients and families. This experience includes extensive services designed to best support patients and families in their management of the impact of cancer. Among these services are integrative therapies, the resource center and its specialists, and social workers. DFCI's Limited English Proficiency (LEP) patient population accesses supportive services at a significantly lower rate than English speaking patients. Language and cultural barriers prevent our LEP patients from fully accessing and therefore benefiting from the relief supportive resources bring. DFCI set to remedy this inequality by creating an ambassador role in collaboration with the Interpreter Services Department. This will be implemented first with our largest LEP patient population (Spanish-speakers). An Interpreter Ambassador (IA) is assigned to each new Spanish speaking LEP patient and serves as both a medical interpreter and as an Ambassador to the Institute. The main duties and responsibilities of the IA are to greet the patient upon arrival at DCI and escort patient to all appointments, to act as medical interpreter, to perform reminder calls for future appointments, and to serve as the link to facilitate connections between patients and resources in a meaningful manner, thus enriching and supporting their unique patient experience. Our group's participation in the George Washington University TEAM training, has provided us with expertise and tools to enhance the current work and further develop the role to provide an equally supportive, culturally competent and inclusive environment for faculty, staff, volunteers, patients and their families.



## **Romancing the C-Suite: How to Build Buy-in from Hospital Leadership**

*Presented by Cynthia E. Roat, MPH*

How do you get your CEO or CFO to take language access seriously? In this environment of shrinking resources and burgeoning need, it is easy for the Executive Suite to dismiss language services as an expense they cannot afford. Learning to talk to healthcare executives about language services in a way that makes sense to them is becoming more and more important, both for advocates and interpreter managers. This workshop will introduce participants to both the language and concerns of upper management, teaching them how to present their arguments for language services in a way that managers can understand and support.

## **Developing a Character Strengths Language/Perspective to Manage Burnout and Compassion Fatigue**

*Presented by Malka Yaacobi, DMA, CHI™*

The medical Interpretation profession brings with it many responsibilities, a stressful working environment, and high expectations. Interpreters also witness and give voice to many traumatic situations, such as the effect of acute illness on families, heartbreaking stories during counseling sessions, and even death. All of these factors can ultimately lead to compassion fatigue and burnout. Character strengths are the basic building blocks of a flourishing life. Everyone has a unique profile of strengths that reflect their identity. However, many people don't have an active awareness of their strengths and the power they possess by harnessing them. By recognizing character strengths in themselves and others, interpreters can develop a positive language and perspective to navigate stressful situations and improve teamwork.

## **Vicarious Trauma, Self-Care, and Demand-Control Schema: What do they have in common?**

*Presented by Danilo Formolo, MBA*

Medical interpreters are faced with a variety of challenging demands every single day. Exposure to a variety of scenarios can cause "emotional residue" in which the interpreter actually experiences some of the same feelings, emotions, and physical symptoms experienced by our patients and staff. After interpreting for a sensitive case, how does one "get it together" effectively before moving on to the next assignment, with the expectation of providing high quality service? An accumulation of these emotions can eventually lead to post-traumatic stress and create a variety of emotional and physical symptoms. Applying proper techniques can help reduce this emotional residue and allow one to perform and optimal levels. Learn in this interactive discussion that it's okay to talk about your work, and that it is absolutely critical as our customers depend on it.

## **Promoting Health Equity in Healthcare through Cultural Humility**

*Presented by Samantha Rosario*

This one hour session is designed to introduce the participants to fundamental concepts and issues surrounding health equity in today's rapidly changing healthcare environment. Conducted in an interactive format, this workshop will use educational strategies and tools that promote cultural humility and is designed to address issues related to social determinants of health and unconscious bias. This training program has been adapted from the National Center for Suburban Studies at Hofstra University in collaboration with Long Island Health Collaborative, Nassau Queens Performing Provider System and Suffolk Care Collaborative.





## Massachusetts Medical Interpreter Training

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



### **Change Management: Implementing and Improving Workflow Management Process**

*Presented by Siisi Adu-Gyamfi, Annette Thomas, Casey O'Leary, and Elida Acuna-Martinez* This session will highlight obstacles and solutions FQHCs in MA are facing. Does your department or FQHC want to Improve Care Coordination, Improve Patient Experience, Increase Efficiency, Reduce Costs, and streamline the workflow? Our presentation will include an introduction to cutting edge workflow management software developed by staff at a FQHC, a FQHC Representative panel discussion and Q&A. Our Executive Panel will give healthcare attendees the opportunity to learn about the experiences and obstacles of successful change management and employee engagement in departments such as; integrated behavior health, transportation and interpreter services. Panelists will discuss the growing power and influence technology plays in healthcare, community, and beyond. Focus on identifying key opportunities for the digital health industry to support the unique challenges of providers, patients and support staff. Be inspired as they share personal experiences and advice for the next generation of change makers!

## 2019 Paving the Way to Health Care Conference Workshop Descriptions

Day 2 - Saturday, June 8, 2019

**IMPORTANT: If you choose the "Interpreting Prenatal Genetics Track" you MUST register for BOTH TRACK I & TRACK II. No other workshops will be available for you to choose due to the time overlap.**

**Interpreting for Prenatal Genetics TRACK I - (9:00am - 12:00pm)**

**Interpreting for Prenatal Genetics TRACK II - (1:00pm - 3:00pm)**

*Presented by Cynthia E. Roat, MPH*

As one of the fastest changing fields in medicine, genetics a topic that is coming up more often in more healthcare settings. But highly technical vocabulary and complex medical concepts can present real challenges to interpreters who are not familiar with the concepts and vocabulary related to genetics.

This 5-hour workshop is a special opportunity for interpreters to learn to work in the fast-changing field of prenatal genetics, using a new curriculum developed by veteran interpreter instructor Cindy Roat in collaboration with the American College of Medical Genetics and Genomics. This workshop introduces basic concepts in genetics and addresses the role of the genetic counselor, common prenatal genetic tests, and the most common genetic issues that arise in pregnancy. Technical vocabulary is introduced and exercises help the interpreter learn the vocabulary both in English and a non-English language. Finally, interpreting exercises based on real-life prenatal interviews create opportunities for practice. Language-specific glossaries and practice exercises are provided in Spanish, Cantonese, Vietnamese and Arabic.

**BREAK (10:30am - 10:45am)**

**Session 1 (9:00am - 12:00pm)**

**Note Taking for Healthcare Interpreters**

*Presented by Liz Essary, CHI™*

Note taking is a useful tool that supports accuracy in healthcare interpreting, yet many interpreters shy away from it. In this 3-hour interactive workshop, the presenter begins with an exploration of when note taking is useful, and then explains the fundamentals of what to note, and how. The presenter gives live note taking demonstrations for monologues and dialogues, and participants practice in pairs and as a group, using different approaches in a supportive, goal-based atmosphere. Participants receive a handout of note taking symbols.





## **Mad Skills: Handy Tools and Techniques to Strengthen your Sight Translation and Consecutive Interpreting Performance**

*Presented by Elena Langdon, M.A., CT, CoreCHI*

In this hands-on workshop you will learn about the skills you can practice outside an encounter to strengthen your sight translation and consecutive interpreting performance. We will cover techniques, technology, and accountability. For sight translation, we'll also review the do's and don'ts in healthcare interpreting, with special emphasis on delivery. For consecutive interpreting, we will focus on active listening, memory, and note-taking. Make sure you have headphones and a voice-recording app on our phones so you can get lots of focused practice during this session. Attendees will receive a handout with tips for further practice, including how to set up sessions on their own or in pairs for future practice and skill enhancement.

## **Everyday Challenges for Healthcare Interpreters**

*Presented by Laura Nakazawa, CMI*

This workshop facilitates discussion of Code of Ethics for healthcare interpreting; review of values and associated principles. It includes presentation of cases for small group discussion and large group sharing to identify how the values and principles manifest in everyday healthcare scenarios.

## **Diabetes 101: An Overview of Diabetes and its Management**

*Presented by Michael See, MS, RCEP, CDE*

Diabetes is a chronic metabolic health condition that affect over 30 million US adults and 1 in 4 don't even know they have it. In addition, 1 in 3 Americans have prediabetes and at risk of diabetes. The economic and quality of life implications of diabetes are staggering. The burden of diabetes is greater among minorities and lower socioeconomic populations. This presentation will provide an overview of diabetes in its many forms and the therapeutic and lifestyle management strategies. Through activities and case studies participants will have the opportunity discuss patient care strategies. This presentation on Diabetes 101 will cover the description of criteria for diagnosis and symptoms of diabetes. Presentation will discuss the risk factors and pathophysiology of diabetes and list the target for blood glucose, blood pressure and lipids. The role of nutrition and the benefits of physical activity in the management of diabetes along with complications and long-term risk of diabetes will be presented. The role of diabetes self-management education will also be discussed. Within this presentation there will be an opportunity for a workshop to involve audience participation. Participants will be involved in an interactive mock patient visit utilizing motivational skills. This will allow the attendees to learn how their skills can empower patients to change their behaviors to gain better control and self-management of their diabetes. A glossary of diabetic terminology is provided to conference participants and will be addressed during this session.

## **Reducing Hospital Readmission for Limited English Proficiency Patients (LEP); An interpreter-based Quality Improvement Model**

*Presented by Connie Camelo et al*



The UMass Memorial Medical Center, interpreter services department is one of largest and most comprehensive hospital-based programs in the country, serving a highly diverse and multicultural patient population. The interpreter department integrates sophisticated quality improvement processes and systems with the goal of providing high-value language access services for Limited English Proficiency (LEP) patients. This presentation aims to demonstrate how the application of structured quality improvement methodology, using root cause analysis, rapid-cycle improvements, and strategy development can be used to increase access to quality language services, to make a meaningful impact in reducing preventable 30-day readmissions of LEP patients with Congestive Heart Failure (CHF) diagnosis. Hospital readmission rates have been an important quality measure of effective and responsible care, but since the Affordable Care Act (ACA) of 2010 established the readmission reduction program, hospitals are taking strategic action to reduce unnecessary readmissions, avoid financial penalties under the government reimbursement system, and improve patient satisfaction scores (HCAPS). One in four patients who are admitted with CHF are readmitted within 30 days. At UMass Memorial Medical Center, LEP with CHF have a higher 30-day readmission rate than English speaking patients. This presentation outlines the pilot intervention model developed by the UMass Memorial Interpreter Services department, which worked in unison with the CHF medical team, with the goal of having meaningful impact in reducing preventable 30-day readmissions of LEP patients admitted with CHF diagnosis. One of the most important findings that will be shared in this presentation, is how expanding the medical interpreter role succeeded in collaboratively integrating a linguistically and culturally appropriate approach to addressing the barriers impeding quality care.

**LUNCH (12:00pm - 1:00pm)**

**Session 2 (1:00pm - 2:30pm)**

### **Resume Building for Professionals in the Interpreting Field**

*Presented by Julia Ortiz, MS*

Write a resume that captures who you are to impress potential employers and others. Interpreters encounter challenging situations throughout their daily professional life. Having a well written resume should not be one. A well written resume is essential resource for today's Interpreting Professionals in Health Care! Perfect for the newly trained freelance interpreter or dual language professionals considering a career in medical interpreting this workshop will provide participants with the necessary tools for creating a resume.

### **Organ Transplant Cases and Advocacy**

*Presented by Wilson Pedraza, BA, MM, CMI*

Some of our LEP patients have suffered negative outcomes due to their lack of understanding of the severity of their cases. Another factor that contributes to negative outcomes is related to the patient's social and economic status.

### **Terminology Research for Portuguese Interpreters**

*Presented by Stephen Sanford, BA, MM*

Sooner or later, every interpreter/translator will come across a term they don't know how to translate. Thus, the ability to efficiently find the best translation for a term is an essential skill. Trusting a single source blindly, however, can have disastrous consequences. In this workshop, participants will learn a four-step method to ensure that the translation they find is accurate and widely used. By looking at a series of examples, and then doing some hands-on research, participants will begin to develop a bilingual glossary, which they will keep working on for the rest of their lives.



**An interpreter, a psychiatrist and a social worker go into a bar.... How do you interpret this?**

*Liz Dunn, MD; Jessica Goldhirsch, LCSW, MSW, MPH & Jane Kontrimas, CoreCHI,™*

Do you find medical interpreting to be stressful at times? Do encounters sometimes make you feel emotional or cause you to lose sleep? Come join this participatory workshop to identify experiences and encounters which take an emotional toll on you and to learn how putting these experiences into a larger professional context can be helpful. We will review typical emotional reactions and stressors which interpreters may experience, and we will discuss pragmatic approaches which we have found helpful when managing our own professional stress. We will explore multiple approaches to managing stress while having an opportunity to practice new skills during the workshop.

**Navigating The Link Between Cultural Competence, Customer Service and Quality Assurance**

*Cynthia Peinado, CMI-Spanish*

As Interpreters, we value professionalism which leads to the best customer service. Identifying the proper moment when we delve into our cultural competence skills set becomes crucial. Customer Service and Quality Assurance is one of the things that is affected by mastering the cultural competence arena.