

# Conference Program

## 16<sup>th</sup> Annual Educational Conference

*New Horizons for Healthcare Interpreting*

**CEU**

ATA: 10 CE Points for attending the two-day conference

CCHI: 19 sessions have been approved



***March 11 - 12, 2016***

The Queen Mary  
1126 Queens Hwy  
Long Beach, CA 90802

# 16<sup>th</sup> Annual Educational Conference

## Gold Sponsors



## Silver Sponsors



California Court Interpreters Program

## Ambassador Sponsors



CHIA

# Program

Friday, March 11

8 am-4 pm Attendee Registration Open

9-11:30 am *Pre-Conference Workshops*

**A. Beyond the Cultural Role: The Practitioners' Perspective, Level: I, II & III**

Izabel E. T. de V. Souza **CCHI CEU: 2 Hours**

**B. Sight Translation: Improving Accuracy and Flow, Level: I, II & III**

*Language Specific: English-Spanish*

Daniel Tamayo **CCHI CEU: 2 Hours**

**C. Two-part Workshop:**

**1. Wanna Joint (Replacement)? Level: I, II & III**

Tracy Young **CCHI CEU: 1 Hour**

**2. Interpreting in Breast, Prostate, and Liver Procedures, Level: I & II**

Charles Do **CCHI CEU: 1 Hour**

**D. Two-part Workshop:**

**1. Bilingual Patient Navigator: The Next Step in Language Access,**

Level: I, II & III **CCHI CEU: 1 Hour**

Cynthia E. Roat

**2. CHIA Standards, an Introduction to the California Standards for Healthcare Interpreters (Ethical Principles, Protocols, and Guidance on Roles & Intervention Level: I, II & III**

Beverly Treumann

9:30 am – 4 pm Exhibits Open

11:30-1:00 pm Lunch On Your Own

1:00-1:20 pm *Opening Ceremony*

1:30-2:30 pm *Breakout Sessions*

**A. Anesthesia Types, Medical Terminology and Interpreting Techniques, Level: I**

*Language Specific: English-Spanish*

Jesus Oliva, and Jacqueline S. Oliva Sierra

**B. Language Matters Program at Kaiser Permanente, Level: N/A**

Nirupama Deshpande, and Julia Herzenberg

**C. Interpreting: Being On Your best Behavior, Level: I & II**

Melanie Vansell **CCHI CEU: 1 Hour**

**D. Interpreting in Mental Health Settings, Level: I & II**

Maria Carla Faccini and Adrienne D. Mishkin **CCHI CEU: 1 Hour**

2:30-3:30 pm      Networking with Exhibitors / Coffee Break

3:30-4:30 pm      *Breakout Sessions*

**A. Navigating Health Literacy Disparities: Techniques for the Interpreter,**  
Level: III

Alison Arévalo-Amador and Andrea Henry **CCHI CEU: 1 Hour**

**B. Chart Your Unique Career Path, Level: N/A**

Winnie Heh and Diane Mouradian

**C. American Idioms and Slang, Level: I**

Elena Morrow

**D. Video Technology and the Expansion of Access to Health Care Interpretation,**  
Level: N/A

Melinda Paras, Nina Vassilian, Victor Sosa, and Sandra Roche **CCHI CEU: 1 Hour**

4:30-6:00 pm      Dinner On Your Own

6:00-8:00 pm      Anniversary Reception & Poster Presentations

8:00-11:00 pm     Dance Party

## Saturday, March 12

8:00 am – 11am    Attendee Registration Open

8-9 am             Networking Breakfast

9 am -2:30 pm     Exhibits Open

9-10 am            *Breakout Sessions*

**A. Turning Your Thermostat Down – Preserving Emotional & Physical Energy**  
**When Vicarious Trauma Sets In, Level: N/A**

Diane Mouradian **CCHI CEU: 1 Hour**

**B. Challenges of Continuing Education for Healthcare Interpreters,**  
Level: I, II & III

Margarita Bekker and Alejandro Maldonado

**C. Navigating Choppy Waters: How to Intervene in an Interpreted Encounter**  
**Without Capsizing, Level: I, II & III**

Julie Burns and Rosanna Balistreri **CCHI CEU: 1 Hour**

**D. De-mystifying Medical Terminology: Understanding the Language of Medicine,**  
Level: I, II & III

Loly Lopez **CCHI CEU: 1 Hour**

10-11 am            Poster Presentations & Networking with Exhibitors / Coffee Break

11:00-11:45 am **Keynote Speaker:** Cynthia E. Roat  
*New Horizons for Healthcare Interpreting*

11:45-1 pm 20<sup>th</sup> Anniversary Lunch and Award Celebration

1:15-2:15 pm *Breakout Sessions*

- A. What am I? Facts/Fiction on CHI “Independent Contractor” / “Freelancer” Status, Level: N/A**  
Bill Glasser
- B. Conflicting Ethics and Roles: Medical Interpreting in Worker’s Comp, Level: II**  
Azucena Puerta-Diaz **CCHI CEU: 1 Hour**
- C. Cultural Effectiveness and Conflict Resolution Strategies for Medical Interpreters, Level: I, II & III**  
Juan F. Gutierrez Sanin and Gerardo Lazaro **CCHI CEU: 1 Hour**
- D. Interpreting Trauma: an Interpreter and a Therapist in Conversation, Level: I, II & III**  
Jacolyn Harmer and Warren Dale **CCHI CEU: 1 Hour**

2:30-3:30 pm *Breakout Sessions*

- A. The Power of Idioms: They’re Worth a Thousand Words, Level: II**  
Ira SenGupta, Denise Schlickbernd, Natalia Guerra, and Juan Garcia  
**CCHI CEU: 1 Hour**
- B. Health Settings & Services: Understanding Terminology Nuances, Level: I, II & III**  
Michelle Scott **CCHI CEU: 1 Hour**
- C. “I Haven’t Had My Sex Reassignment Surgery Yet:” Interpreting for Gender-non-Conforming Patients, Level: III**  
**Language Specific: English-Spanish**  
Alvaro Vergara-Mery **CCHI CEU: 1 Hour**
- D. “Lights, Camera, Action!”: Skills for Video Interpreting, Level: II & III**  
Johanna Parker **CCHI CEU: 1 Hour**

3:45 – 4:30 pm Closing Ceremony & Raffle

## *Poster Presentations*

- A. Progress with negotiated contracts for Washington State freelance medical interpreters – Interpreters United Local 1671**  
Barry Fatland
- B. Interpreting in the New World of the Internet of Things**  
Dan Gatti
- C. The Connected Interpreter; A case study from a medical mission to Chiapas Mexico,**  
Julie Burns, and Katharine Allen
- D. Language Access Services: Putting Together the Pieces of the Puzzle**  
Mateo Rutherford, and Elena Morrow
- E. Video Medical Interpreting Initiative at UCSF Medical Center**  
Mateo Rutherford
- F. “At Home, At Work, and On the Go: Access to Engaging, Bilingual Health Information To Support Your Work”**  
Russell A. Bennett
- G. “First Aid Kit for Developing a Medical Interpreting Curriculum” A Quick Start Guide that won’t leave any scars**  
Tina Peña, and Cesar Peña-Ramirez

## *Presentations Level Description*

- Level I: Beginner, an interpreter with less than one year of experience/practice
- Level II: Intermediate, an interpreter with up to three years of experience/practice
- Level III: Advanced, an interpreter with more than three years of experience/practice
- Level N/A: This presentation is not exclusive for interpreters

# Pre-Conference Workshops

## A. Beyond the Cultural Role: The Practitioners' Perspective

Presenter: Izabel E.T. de V. Souza, M. Ed., CMI-Spanish, PhD

### Abstract:

"This workshop will showcase the results of an international doctoral study at Osaka University which explores the perspectives of hundreds of practitioners (468 interpreters) from different countries, with respect to bridging the cultural gap of providers and patients. Cultural differences pose certain complexities in the interpreter's work. This study focuses on what interpreters believe they should and shouldn't do when interpreting culture. What are the strategies utilized? What are the advantages and disadvantages of their interventions, if any? How aware are they of the cultures for which they are interpreting? Do interpreters consider themselves truly bicultural? What happens when they do not intervene? How different are the complexities in different interpreting specializations? The workshop shares the results and engages the audience to voice their opinions, and includes a self-assessment exercise. All levels, and interpreters from different specializations are welcomed."



### Presenter's Bio:

Izabel E. T. de V. Souza, M.Ed., CMI-Spanish, is works as a global language access advocate and researcher. Currently she is a PhD candidate at Osaka University, Osaka, Japan. Ms. Souza is Former President and Executive Director of the International Medical Interpreters Association (IMIA), and served as Secretary General of The International Federation of Translators (FIT). Ms. Souza is an ASTM an ISO Expert US Committee delegate on their respective interpreting and translation standards. Her academic experience involved teaching interpreting and translation at Boston University, Cambridge College and Osaka University.

She writes about the profession in a

blog: [certifiedmedicalinterpreter.wordpress.com](http://certifiedmedicalinterpreter.wordpress.com) Contact: [lzabeletdvs@gmail.com](mailto:lzabeletdvs@gmail.com)

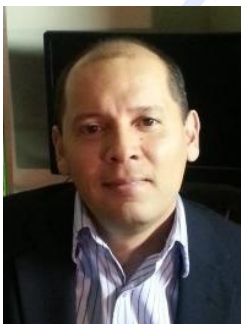
## B. Sight Translation: Improving Accuracy and Flow

*Language Specific: English-Spanish*

Presenter: Daniel Tamayo, MA, Conference Interpreter & Trainer, GlobalTradu Language Services

### Abstract:

In this hands-on workshop attendees will sight translate texts from the field of medicine, including med-legal documents. You will practice conveying the meaning of the original text accurately, while applying key strategies to help you improve the flow of your renditions, even when translating concepts that don't have a direct equivalent in the target language.



### Presenter's Bio:

Daniel Tamayo has been a translation and interpreting professional since 1993. He is the chief trainer and director of GlobalTradu Language Services, where he also serves as a bi-directional English-Spanish conference interpreter and a technical translator, and as a Spanish editor and proofreader. He has extensive experience in the med-legal interpreting field. Since 2006, he is an instructor and board member

at the Translation and Interpreting Program at California State University, Fullerton. Mr. Tamayo has an MA in Translation Studies from the Graduate School of Translation and Interpretation of the Middlebury Institute of International Studies at Monterey, where he also studied Court Interpreting; an MA in Spanish Language and Civilization from UC Santa Barbara; and graduate courses and a Bachelor's Degree in International Management and Economics.

### **C. Two-part Workshop:**

#### **1. Wanna Joint (Replacement)?**

Presenter: Tracy Young, Language Access Services Coordinator, Barton Health

#### **Abstract:**

Wanna Joint (Replacement)? You don't want to trip this up. We will load up on joint terminology, including patient educational total joint classes, peri-operative procedures, home care, and out-patient rehabilitation. We will create a joint glossary and practice with a short interpreter role play.

#### **Presenter's Bio:**

Tracy Young is an interpreter trainer and long-time advocate for the profession. Tracy has presented a variety of workshops throughout California and Nevada, including Bridging the Gap and Connecting Worlds. She is both a registered nurse and an accomplished medical interpreter (CMI). Tracy is the Language Access Services coordinator at Barton Memorial Hospital in South Lake Tahoe, California. She holds a master's degree in Spanish from the University of Nevada, Reno and is the founding president of the Nevada Interpreters and Translators Association (NITA).



#### **2. Interpreting in Breast, Prostate, and Liver Procedures**

Presenter: Charles Do, M.D.

#### **Abstract:**

Interpreting in medical procedures becomes easier with basic knowledge of anatomy and of the terminology used in the procedures and in the post-op instructions. For mammograms, breast ultrasound, and breast biopsies, the interpreter (a female interpreter is usually requested) is in the procedure room with the technologist, radiologist and patient. For liver biopsies under ultrasound guidance, the interpreter, male or female, is also in the room.

Attendees will have the opportunity to practice interpreting into their language of service.

#### **Presenter's Bio:**



Charles Do, M.D. is a Vietnamese-American physician with a medical doctor's degree from the University of Paris, France. After practicing radiology for 30 years in Fresno then in Sacramento, he obtained a Healthcare Interpreting certificate from American River College in Sacramento and became a medical interpreter for limited English proficient Vietnamese and French speaking patients.



## **D. Two-part Workshop:**

### **1. Bilingual Patient Navigator: The Next Step in Language Access**

Presenter: Cynthia E. Roat, National Consultant on Language Access in Health Care

#### **Abstract:**

An interpreter can do an excellent interpretation and still leave the patient understanding very little. As an interpreter, there is nothing more we can do. But where does that leave the patient? In 2008, Seattle Children's Hospital began an experimental program to assist Hispanic and Somali families with medically complex children in learning to navigate the chaotic waters of the U.S. healthcare system. In addition to interpreting, these Bilingual Patient Navigators taught families to interact effectively with the healthcare system and assured that they understood both their children's medical condition and treatment plan. They educated healthcare staff about cultural practices, and on occasion, they mediated cultural differences between families and staff. This presentation will describe SCH's Bilingual Patient Navigation program, share the metrics associated with the program's success, identify challenges and discuss how navigators and interpreters together can provide a comprehensive service that both improves patient care and – perhaps – provides a “next step” for experienced healthcare interpreters in their career path.

#### **Presenter's Bio:**

Cynthia E. Roat is a U.S.-based consultant on language access in health care. Over the past decade, Ms.



Roat has made significant contributions, both in the U.S. and abroad, in many areas of the language access field. She is the author of a wide array of key resources for interpreters, trainers and administrators. She is also a founding member of the Washington State Coalition for Language Access (WASCLA) and the National Council on Interpreting in Health Care (NCIHC), and from 2012-2015, managed SCH's Bilingual Patient Navigator program, which she believes would help other medical centers improve access to quality care for underserved populations.

### **2. CHIA Standards, an Introduction to the California Standards for Healthcare Interpreters (Ethical Principles, Protocols, and Guidance on Roles & Intervention)**

Presenter: Beverly Treumann, CHI, CMI, Director, Program and Quality Assurance, Health Care Interpreter Network

#### **Abstract:**

This presentation is the Interpreters' Module on the CHIA Standards. It is the copyrighted intellectual property of the California Healthcare Interpreting Association (CHIA). It is presented in accordance with the rules of the organization. SB853 became Section 1300.67.04 on January 1, 2009: Language Assistance Programs of Title 28, California Code of Regulations, Department of Managed Health Care. It reads in part: “The Department will accept plan standards for interpreter ethics, conduct, and confidentiality that adopt and apply, in full, the standards promulgated by ...CHIA or the National Council on Interpreting in Healthcare.” More information about CHIA can be found at [www.chiaonline.org](http://www.chiaonline.org).

**Presenter's Bio:**

Beverly Treumann, CHI™, CMI, originally from Fargo, ND, began learning Spanish as a second language working in Mexico and in Nicaragua in the 70s and 80s. In her current position with the Health Care Interpreter Network, Beverly assists HCIN's many member healthcare systems across the country to set and maintain standards and protocols for sharing their interpreter services with each other over an automated video / voice call routing network. Prior to her position with HCIN, she worked ten years as an in-person medical interpreter in both small clinics and large teaching medical centers and four years for a large public health plan in its Cultural and Linguistic Services Department. She is a founding member and former CHIA President and has remained active in the organization.



Friday evening entertainment provided by **Djembe Fusion**

Led by master drummer Dramane Koné and featuring djembefola David Hilal, DJEMBE FUSION is a drum ensemble fusing new generation and traditional West African rhythms and percussions. A native of Burkina Faso, Mr. Koné has performed and appeared in music videos with Shakira, Stevie Wonder, Beyoncé, and Herbie Hancock, as well as having toured Europe and performed with other internationally renowned West African musicians. DJEMBE FUSION gives a high energy, interactive show that will get everyone up and moving!

*Djembe Fusion*



CHIA