

Registration Form

Paving the Way to Health Care Access
A Day of Learning for Interpreters & the Health Care Team:
Improving Interpreter Skills & Language Access

Hoagland-Pincus Conference Center
222 Maple Avenue
Shrewsbury, MA 01545
May 21, 2010 - 8:30am to 4:30 pm

Please Print Clearly:

Name: _____

Title/Position: _____

Organization: _____

Address: _____

E-mail address: _____

Home phone: _____

Work phone: _____

(Please complete both sides of this form)

Deadline for Registration is May 7, 2010.
Space is limited.

Please Enclose \$40 Registration Fee

Make Checks Payable to: UMass Medical School

Mail to:
Lisa Morris
Director of Cross Cultural Initiatives
Office of Community Programs
University of Massachusetts Medical School
333 South Street
Shrewsbury, MA 01545

Office of Community Programs – Cross Cultural Initiatives
University Of Massachusetts Medical School
333 South Street
Shrewsbury, MA 01545

Please post or distribute this information

Paving the Way to Health Care Access



A Day of Learning for Interpreters and the Health Care Team:
Improving Interpreter Skills & Language Access

May 21, 2010
8:30 a.m. - 4:30 p.m.

Hoagland-Pincus Conference Center

222 Maple Avenue
Shrewsbury, Massachusetts 01545

The conference is a program of MassHealth and the Office of Community Programs, a division of Commonwealth Medicine, University of Massachusetts Medical School



Directions to Hoagland-Pincus Conference Center can be found at:
<http://www.eventective.com/provider/map.aspx?num=169481>

Conference Schedule

8:30 a.m.	Registration
9:30 a.m.	Welcome
9:45 a.m.	Cynthia E. Roat, MPH National Consultant on Issues Related to Language Access in Health Care
10:45 a.m.	Break
11:00 a.m.	Warren J. Ferguson, MD Vice Chair, Department of Family Medicine and Community Health—UMMS
Noon	Lunch with special guest presentation
1:00 p.m.	Breakout Sessions: <ul style="list-style-type: none"> • Diabetes for Medical Interpreters • Cultural Competency and End of Life Care • Your Reservoir of Skills: The Important Use of Self as an Interpreter's Tool
2:30 p.m.	Break
2:45 p.m.	Breakout Sessions: <ul style="list-style-type: none"> • Challenges in Health Care Access for the Deaf and Hard of Hearing and the American Sign Language (ASL) Interpreter • Linguistic & Cultural Barriers Specific to Haitian Creole Speakers • Shifting Gears: How the Purpose of Communication Impacts Interpreter Role, Ethics and Standards of Practice
4:00 p.m.	Closing and Evaluations

About the Conference Presenters

Cynthia E. Roat, MPH National Consultant on Issues Related to Language Access in Health Care



Cynthia E. Roat has made significant contributions, both in the U.S. and abroad, in many areas of the language access field: training, program development, research, policy formulation, advocacy and organizational development. She is the author of a wide array of key resources in the field and the primary developer of *Bridging the Gap*, the country's most widely-offered training for health care interpreters. Ms. Roat is a founding member of Seattle's Society of Medical Interpreters (SOMI), the Washington State Coalition for Language Access (WASCLA) and the National Council on Interpreting in Health Care (NCIHC), where she spent nine years on the Board. She is known nationally as an engaging speaker, a knowledgeable resource, and an energetic advocate for language access in general.

Warren J. Ferguson, MD Vice Chair, Department of Family Medicine and Community Health—UMMS



Warren J. Ferguson has taught medical students and family practice resident physicians for twenty years, focusing on curriculum development regarding service to underserved populations. He has developed particular expertise and written on practice issues with culturally diverse populations and on teaching methods aimed at improving students' cultural competency. He assisted in the development and presentation of a series of teaching workshops for clinicians working in community health centers. Dr. Ferguson has led the development of a cultural competence curriculum for faculty development. In 2000, he was awarded a five year Cooperative Agreement from HRSA to provide consultations to the National Center for Cultural Competence.

Please number your preferences for each breakout session from 1 through 3, with 1 being your first choice and 3 being your last. Please see insert for descriptions. Sessions will be assigned on a first come, first served basis.

Session I

_____ **Diabetes for Medical Interpreters**
Pablo Itriago Hernández, MD, Medical Director, South End Community Health Center (In Spanish)

_____ **Cultural Competency and End of Life Care**
Marilyn Gardner, RN, Public Health Nurse Advisor and Clinical Liaison, the Massachusetts Department of Public Health

_____ **Your Reservoir of Skills: The Important Use of Self as an Interpreter's Tool**
Fred Chin, M.Ed., Medical and Legal Interpreter

Session II

_____ **Challenges in Health Care Access for the Deaf and Hard of Hearing and the American Sign Language (ASL) Interpreter**
Nancy Jane Botta, J.D., Attorney, Disability Law Center

_____ **Linguistic & Cultural Barriers Specific to Haitian Creole Speakers**
Artéveld Pierre Jerome., Haitian Trained Physician, MIT Coordinator, AHEC of Southeastern MASS (In Haitian Creole)

_____ **Shifting Gears: How the Purpose of Communication Impacts Interpreter Role, Ethics and Standards of Practice**
Cynthia E. Roat, MPH, National Consultant on Issues Related to Language Access in Health Care

Please specify any special accommodations (e.g., ASL Interpreter):

_____ Please specify any dietary restrictions:

If you have any questions, please contact:

Janet Culpepper
Program Coordinator-Cross Cultural Initiatives
Office of Community Programs
Tel: 508-856-4311
Email: janet.culpepper@umassmed.edu
Fax: 508-856-4850

Please complete both sides of this form.

Afternoon Workshops

Session I:

Diabetes for Medical Interpreters — *Pablo Itriago Hernández, MD, Medical Director, South End Community Health Center*

This workshop will focus on the particulars of diabetes and the cultural considerations that need to be addressed when interpreting for Spanish speaking communities. **(Conducted in Spanish)**

Cultural Competency and End of Life Care— *Marilyn Gardner, RN, Public Health Nurse Advisor and Clinical Liaison, the Massachusetts Department of Public Health*

Cultural perspectives influence all aspects of life including attitudes toward the dying process, death and grief. This workshop is designed to help the participant understand the process of dying and equip them with tools to work with patients, family members and care-givers at the end of life. An interactive approach will encourage audience participation and input from their unique cultural perspectives. Included will be cultural considerations for palliative care.

Your Reservoir of Skills: The Important Use of Self as an Interpreter's Tool — *Fred Chin, M.Ed., Medical and Legal Interpreter*

This workshop is an interactive presentation for everyone with either a beginning or extensive experience as a professional interpreter. Group discussion will focus in general on developing self-awareness, private insight, social and cultural influences, meditative thinking, and personal knowledge extracted from deep within each and all of us to add to the vocabularies for use in dynamic translation or interpretation workings.

Prerequisite: An open mind with a desire for effective cross-cultural communication.

Session II:

Challenges in Health Care Access for the Deaf and Hard of Hearing and the American Sign Language (ASL) Interpreter — *Nancy Jane Botta, J.D., Attorney, Disability Law Center*

Come participate in a workshop to explore the current legal standards in Health Care Communication Access for individuals who request ASL Interpreters. Discussion will include the recent changes at the Massachusetts Commission for Deaf and Hard of Hearing, and current trends throughout the State. Learn what is legally required and brainstorm with the Disability Law Center to propose systemic changes to interpreter service requests and available assistive technology, when appropriate. **(Recommended for Interpreter Managers and Coordinators)**

Linguistic & Cultural Barriers Specific to Haitian Creole Speakers— *Artéveld Pierre Jerome., Haitian Trained Physician, MIT Coordinator, AHEC of Southeastern MASS*

This workshop will explore the following questions and issues: Which language to use during the encounter, Haitian Creole, French, or a mix of both? Interactive discussions will focus on common Haitian taboos and culture bound syndromes. Lastly there will be a review of some terms and concepts which are difficult to render in Haitian Creole. **(Conducted in Haitian Creole)**

Shifting Gears: How the Purpose of Communication Impacts Interpreter Role, Ethics and Standards of Practice— *Cynthia E. Roat, MPH, National Consultant on Issues Related to Language Access in Health Care*

Working interpreters have recognized for some time that the venue in which they work impacts how they do their job. Conference interpreting differs from medical interpreting, and both differ from legal interpreting. But is it the venue that prescribes the difference, or the nature of the communication? This workshop will consider the impact that the purpose of the interpreted communication plays in determining appropriate interpreter role, ethics and standards of practice.