

Registration Form

Paving the Way to Health Care Access

A Day of Learning for Interpreters & the Health Care Team:
Access to Care & Quality Delivery of Care

Hoagland-Pincus Conference Center
222 Maple Avenue
Shrewsbury, MA 01545
June 24, 2009 - 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 June 12, 2009.
Space is limited.**

Please Enclose \$35 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

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and the Health Care Team:
Access to Care & Quality
Delivery of Care**

June 24, 2009

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.	Lori Arviso Alvord, M.D. Associate Dean for Student and Multicultural Affairs, Dartmouth Medical School
10:45 a.m.	Break
11:00 a.m.	Nataly Kelly Senior Analyst, Common Sense Advisory
Noon	Networking Lunch
1:00 p.m.	Breakout Sessions: <ul style="list-style-type: none">• Applying the Standards of Practice to Interpreting Cases• Going Back to the Basics: The Communication Act and What it Entails• US Healthcare and Interpreter Service: The search for the Immunity Idol
2:30 p.m.	Break
2:45 p.m.	Breakout Sessions: <ul style="list-style-type: none">• Sight Translation: What, Why and How?• National Medical Interpreter Certification• The Individual, Culture and Healthcare
4:00 p.m.	Closing and Evaluations

About the Conference Presenters

Lori Arviso Alvord, M.D.—Associate Dean for Student and Multicultural Affairs, Dartmouth Medical School



Dr. Lori Arviso Alvord was the first Navajo woman to be board certified in surgery. In her work with Navajo patients she learned that modern scientific medicine by itself could not reestablish the missing harmony in their health. Dr. Alvord attempts to heal, not just fix, her patients by working with families, other practitioners, and constant cultural awareness. She looks for the places in the patient's life, relationships (both personal and with health care providers), and environment where things are out of balance. Dr. Alvord bridges two worlds of medicine—traditional Navajo healing and conventional Western medicine—to treat the whole patient. She provides culturally competent care to restore balance in her patients' lives and to speed their recovery.

Nataly Kelly—Senior Analyst, Common Sense Advisory



Nataly Kelly is a respected author, consultant and advisor with a specialized interest in interpreting services, particularly remote language mediation, such as telephone and video interpreting. As a consultant, Nataly has assisted with the design of a language access curriculum for Georgetown University Medical School and presented to health care providers as a member of a national speaker's bureau for Pfizer's Quality Forum programs. She is an invited member of the National Project Advisory Committee for a web-based training program for culturally and linguistically appropriate disaster response offered through the U.S. Department of Health and Human Services Office of Minority Health.

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

_____ **Applying the Standards of Practice to Interpreting Cases**—*Lourdes Sanchez, M.S., Business Consultant, Boston Medical Center-Interpreter Services Department*

_____ **Going Back to the Basics: The Communication Act and What it Entails**—*Estela McDonough, Coordinator of Education and Training UMass Memorial Medical Center Interpreter Services*

_____ **US Healthcare and Interpreter Service: The search for the Immunity Idol**—*Carla Fogaren RN, Director of Mission Effectiveness, Community Outreach & Interpreter Services*

Session II

_____ **Sight Translation: What, Why and How?**—*Elena Langdon, Supervisor of Interpreter & Translation Services, Baystate Medical Center Education Center*

_____ **National Medical Interpreter Certification**—*Oscar Arocha, M.M., Director, Interpreter Services Department & Guest Support Services, Boston Medical Center*

_____ **The Individual, Culture and Healthcare**—*Cecilia Phelan Stiles, Sr. Manager of HR Communication Systems, Cape Cod Healthcare*

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
E-mail: janet.culpepper@umassmed.edu
Fax: 508-856-4850

Please complete both sides of this form.

Afternoon Workshops

Applying the Standards of Practice to Interpreting Cases—*Lourdes Sanchez, M.S., Business Consultant, Boston Medical Center-Interpreter Services Department*

The medical interpreting profession has three known standards of practice in the US. Even though there are three standards of practice, their foundation is all the same – giving medical interpreters guidance on the dos and don'ts of the profession. The attendees will have the opportunity to learn about the standards that are in concordance with one another and how to apply them when facing difficult situations/cases.

Going Back to the Basics: The Communication Act and What it Entails—*Estela McDonough, Coordinator of Education and Training UMass Memorial Medical Center Interpreter Services*

If the main goal of interpretation is achieving 'effective communication,' then it is important to understand what 'communication' entails. In this workshop we will focus on interpersonal communication as we explore the communication process and message analysis. Along the way, we will make some stops in related topics, like communication and group dynamics, barriers in communication, misunderstandings in communication, listening and remembering. The communication process is closely related to the interpretation process – paramount information that a seasoned interpreter should master.

United States Healthcare and Interpreter Service: The Search for the Immunity Idol—*Carla Fogaren, RN, Director of Mission Effectiveness, Community Outreach & Interpreter Services*

Health care organizations are constantly fighting to meet the requirements of generally unfunded mandates regarding linguistic access for the emerging communities they serve. They are encountering frustration within their own systems, as it is not uncommon to be asked to provide expanded services, in a timely manner, to emerging LEP communities while at the same time facing budget cuts and an astounding lack of resources. Many organizations lack the knowledge to address these growing needs, as they still regard Interpreter Services as costly and obligatory resources, and not as a potential strategic revenue generating component of the institution. There is a better way.

Sight Translation: What, Why and How?—*Elena Langdon, Supervisor of Interpreter & Translation Services, Baystate Medical Center*

In this workshop we will explore the need for and limits to sight translation in a health care setting, including answers to such questions as: When is sight translation necessary? What is reasonable to expect in terms of text length and size? We will practice sight translation with different types of documents that medical interpreters might encounter regularly, learn techniques to improve delivery and discuss oral versus written communication.

National Medical Interpreter Certification—*Oscar Arocha, M.M., Director, Interpreter Services Department & Guest Support Services, Boston Medical Center*

In the past twenty years, important advancements have occurred in the work towards a credible, inclusive, accessible and transparent certification process for medical interpreters. This workshop will cover the general structure, latest updates on the process, and how this effort is linked to national health care reform.

The Individual, Culture and Healthcare—*Cecilia Phelan Stiles, Sr. Manager of HR Communication Systems, Cape Cod Healthcare*

Part of cultural competency involves determining the patient's level of acculturation – allowing the provider to approach that patient appropriately. Instead of us defining the culture based on our knowledge and assumptions, we all should take the time to do cultural assessments yet allow the patient to define their own culture. In this class we will go through the complexities of culture and the entanglements they can bring with healthcare. By doing self assessments and looking at a series of case studies, we will assess each case and determine if utilizing a different approach per individual case can lead to a better outcome for the patient.