

From Grass Roots to Redwoods

*The Growth of Healthcare
Interpreting in California*

8th Annual Educational Conference

April 11 - 12, 2008

Attendee Registration Packet



**CALIFORNIA HEALTHCARE
INTERPRETING
ASSOCIATION**

1020 12th Street
Suite 303
Sacramento, CA 95814

Phone: 916-444-1506
Fax: 916-444-1501

Registration Packet



Holiday Inn

Costa Mesa /
Orange County
Airport

3131 South Bristol Street
Costa Mesa, CA 92626

Phone: (714) 557-3000
Fax: (714) 221-7220

Welcome to CHIA's Eighth Annual Education Conference

At the Holiday Inn Costa Mesa, CA

The California Healthcare Interpreting Association invites you to two days of workshops, panel discussions, exhibits, and professional networking on Friday and Saturday, April 11-12, at the Holiday Inn Costa Mesa.

As you see on the facing page, we have a terrific program, with presentations for interpreters, interpreter services companies, trainers, managers, and administrators. The two-day registration fee includes all meals for the duration of the event. We want to ensure that you have ample opportunity to catch up with friends and colleagues, and to meet new ones.

Also, come join us for our Annual Membership Meeting on Saturday morning, when CHIA celebrates its Interpreter of the Year, Trainer of the Year, and the 2008 Friend of CHIA!

We'll see you there!

CHIA Conference



COSTA MESA/ORANGE COUNTY AIRPORT
3131 South Bristol Street, Costa Mesa, CA 92626
(714) 557-3000

www.hicostamesa.com

Special CHIA rate: \$125 per night
Reservations: (800) 221-7220
Refer to: "CHIA Conference"

Reservations must be placed by Thursday, March 20, 2008. Rooms are limited and are available on a first-come first-serve basis. Reservations placed after March 20th will be accepted on a space-available basis and subject to available rates. Cancellations must be made at least 24 hours prior.

Holiday Inn Costa Mesa is located in the heart of Orange County, minutes from some of Southern California's best attractions and walking distance from South Coast Plaza, South Coast Repertory Theater, and the Orange County Performing Arts Center.

How to Register

Mail or fax the Exhibit Registration Form to:

CHIA Conference
1020 12th Street, Suite 303
Sacramento, CA 95814

Fax: (916) 444-1501

CHIA is a 501 (c) (3) public charity. Conference registration fees are tax deductible.

Deadline for Early Registration

Please register by Friday, March 21 to receive Early Registration prices. Registration fees increase after Friday, March 21.

Late Registration

Attendees registering after April 4 must register at the conference.

Cancellations

Refunds are available before April 4 only. Refunds requested must be submitted in writing to the CHIA office prior to April 4. A \$25 processing fee per registration will be assessed.

Questions

Please contact Membership Director Krystin Herr at the CHIA office (916) 444-1506.

Thank you for your support!

California Healthcare Interpreting Association

Board of Directors

Elizabeth Nguyen, President
Rosario Nevado, Vice President
Margarita Bekker, President Elect
Charles Legier, Treasurer
Judit Marin, Secretary
Katharine Allen
Jeanette Anders
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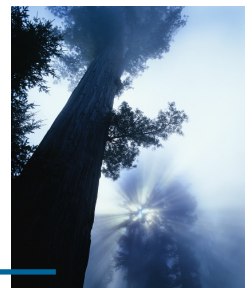
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Nora Goodfriend-Koven
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Linda Okahara
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Charo Velasquez
Tatiana Vizcaino-Stewart
Elizabeth Walsh

Office Information

Phone: (916) 444-1506
Fax: (916) 444-1501

www.CHIAonline.org

Don Schinske, Executive Director
Tom Riley, Senior Vice President
Krystin Herr, Membership Director



Conference Schedule

Friday, April 11

11:00 a.m.

Attendee Registration Opens

1:00 p.m. – 4:00 p.m.

Expanding Our World: Interpreting for Languages of Limited Diffusions

Janet Erickson-Johnson, MA, Director of Interpreter Certification, Language Line University & Linda Joyce, MS, Language Access Consultant

Evaluating Training Modules: Toward a New Paradigm

Tatiana Vizcaíno-Stewart, MA, Healthy House Training Director; Fatima Nuñez de Jaimes, BA, Golden Valley Health Centers Training Coordinator; Marilyn Mochel, RN, Cross-cultural Health Consultant

4:00 p.m. – 5:00 p.m.

Unique Challenges for Healthcare Interpreters: Mental Health, Cognitive Disruptions, & Speech Pathologies

Denise Filotas, Santa Barbara Community College

Interpreting in Correctional Facilities and other Dangerous Settings

Willow Ramsay
Language People, Sign Language People Interpreting

5:00 p.m. Exhibit Hall Reception

6:15 p.m. Welcome Dinner

Saturday, April 12

8:00 a.m.

Attendee Registration Opens

Exhibit Floor Opens

Continental Breakfast

9:00 a.m. - 10:30 a.m.

General Membership Meeting

10:35 a.m. - 11:30 a.m.

Dual-role Interpreter Linguistic Competence Assessment: Need for Best Practices and Standards

Maria Moreno, Sutter Health

When Cultures Meet: Conflict Resolution through Interpreter-Provider Dialogue

Zarita Araujo-Lane & Dr. Richard Lane
Cross Cultural Communication Systems, Inc.

Implementing a Sustainable, Replicable, Medical Interpreting Model

Jesus Oliva, COPE Health Solutions

Health Care Interpreter Training and Education: What Makes a Successful Program?

Carola Green
National Council on Interpreting in Health Care & National Center for State Courts

Incorporating Technology into Hospital Interpreter Services and Cultural Competency

Dr. Charles Lee, Language Line Services

Saturday, April 12 *continued*

11:30 a.m.

Exhibits and Lunch

12:45 p.m. - 1:40 p.m.

Where Is Your Job Taking You? Career Strategic Planning 101

Cynthia Schenck
International Medical Interpreters Association

Training and Assessment of Medical Interpreters: Success Stories from the Field

Bill Prenzno, CyraCom

How Can Research Support Certification?

Marilyn Mochel, RN
Cross-cultural Health Consultant

1:45 p.m. - 2:40 p.m.

Tips and Techniques for Learning Medical Terminology

Janet Erickson-Johnson
Language Line Services

Speaking Together: Assessing How Your LEP Patient's Language Needs Were Met

Catherine West
Speaking Together National Program Office

Mandatory Continuing Education: Catching Up with Other Health Care Professions

Michelle Scott, RN, MA
Voices For Health, Inc.

2:40 p.m. - 3:00 p.m.

Break with Raffle

3:00 p.m. - 3:55 p.m.

Focusing on the Language of Service

LanguageCulture Coaching Association

Speaking Together: Learning from a Hospital Disparities Collaborative

Marsha Regenstein, PhD, MCP
The George Washington University Medical Center, School of Public Health & Health Services, Department of Health Policy

Communication - Key to Patient Safety

Linda Joyce
Language Access Consultant

4:00 p.m. - 4:55 p.m.

Challenges for Accuracy and Completeness

Palee Moua
Healthy House Within a MATCH Coalition

Pediatric Interpreting as a Specialty: Highlights of Pacific Interpreter's New Program

Gene Tonry, Pacific Interpreters Inc.

Panorama of Healthcare-Interpreting in Three Countries: Australia, Japan, United Kingdom

Patricia Borgman, PhD
Cottage health System

From Grass Roots to Redwoods: The Growth of Healthcare Interpreting in California



Attendee Registration Form

Please return completed form and payment no later than April 4 to:

CHIA Conference
1020 12th Street, Suite 303, Sacramento, CA 95814 or Fax: (916) 444-1501

Faxed registrations forms are accepted with credit card payments only.

Conference Options

	<u>Members</u>	<u>Non-Members*</u>
A. Full Conference: Includes Friday and Saturday workshops, reception, dinner, breakfast and lunch	\$150 \$160 (After 3/21/08)	\$200 \$210 (After 3/21/08)
B. Friday ONLY: Includes Friday workshops, reception, and dinner	\$90 \$100 (After 3/21/08)	\$140 \$150 (After 3/21/08)
C. Saturday ONLY: Includes Saturday workshops, breakfast, and lunch.	\$125 \$135 (After 3/21/08)	\$175 \$185 (After 3/21/08)
D. Student Attendee: (Send a copy of transcript or enrollment form showing current enrollment in an interpreting, language, or health education program through an accredited college or community college.)	Full Friday ONLY Saturday ONLY	\$90 \$60 \$75

* All non-member prices include membership through December 2008.

Room Reservations



To arrange room reservations, please call the Holiday Inn Costa Mesa at (800) 221-7220 by March 20, 2008. Reference "CHIA Conference" for discounted rates. Room cancellations must be placed at least 24 hours prior.

CHIA events comply with the American Disabilities Act. If you need special assistance, please explain below.

Name _____

Member Non-Member

Company Name: _____

Phone: _____ Mobile: _____

Fax: _____

E-mail: _____

Home Address: _____

City/State/Zip: _____

I speak the following languages: _____

Total Due	
Remember: Your payment is tax deductible.	
Please circle one: I will be attending A B C D	
Total Amount	\$ _____

Payment Information

Visa Mastercard AmEx Check # _____ Check made payable to: CHIA

Security Code: _____ (3-digit number on the back of card, 4-digit for AmEx)

Credit Card Number: _____

Name on Card: _____ Signature: _____