



Conference Program

CHIA 14th Annual Educational Conference

The Changing Landscape of Healthcare Interpreting



March 21 & 22, 2014

**Holiday Inn
Sacramento - Capitol Plaza**

300 J Street

Sacramento, CA 95814

Program

Friday, March 21

8:30 am	Attendee Registration Opens	
Pre-Conference Workshops		
10 - 12:30 pm	A. Effective Listening & Memorization Techniques for Consecutive Interpreting. Presented by Julie Burns & Rosanna Balistreri	
	B. Simultaneous Interpreting in Healthcare Settings. Presented by Johanna Parker & Amanda Pease	
	C. Ten Terrific Training Techniques. Presented by Tracy Young, RN, CMI	
12:30 - 1:30 pm	Lunch & Exhibits Open	
Conference Workshops		
Workshop Rating: <i>Level I = Beginner; Level II = Intermediate; Level III = Advanced</i>		
1:30 - 3 pm	Interpreting in Dentistry. Presented by Minh-Tam Dang, DDS	Level: ALL
	Working with Cognitively Impaired Patients and Their Families. Presented by Marian Tse	Level: I & II
	<i>Two-Part Session:</i> <ul style="list-style-type: none"> Is Video Medical Interpreting a Disruptive Innovation? A Cost, Quality, Efficiency Analysis of In-person, Telephonic and Video Medical Interpreting. Presented by Mateo Rutherford VRI: What is it and How Can it Help You and Your Organization? Presented by Eliana Lobo 	Level: ALL
	CCHI Community of Credentialed Interpreters: An Open Conversation on Training and Education, Job Growth and Career Path. Presented by Elizabeth Nguyen	Level: ALL
3 - 3:30 pm	Coffee Break	
3:30 - 5 pm	<i>Two-Part Session:</i> <ul style="list-style-type: none"> Interpreter Self Care. Presented by José Martín, LMFT, CHT The Healthy Interpreter. Presented by Julie Burns 	Level: ALL
	Online Healthcare Interpreting Programs: How to Develop Custom Audio Materials. Presented by Margarita Bekker	Level: III
	Interpreting in Radiology and Nuclear Medicine. Presented by Charles Do, MD	Level: I & II
	Thematic Approach in Medical Terminology. Presented by Yeonha Teresa Hwang, LAc, OMD; Sonji Friedman, and Wing Suen, PhD	Level: II
5:00 - 6:30 pm	Welcome Reception with Exhibitors	

Program

Saturday, March 22

8:00 am	Continental Breakfast
8:30 - 10:15 am	<p>Plenary Session: <i>The Changing Landscape of Healthcare Interpreting:</i></p> <ul style="list-style-type: none"> • Privilege-Power-Passion: Accelerating Meaningful Language Access & Achieving Health Equity. Presented by Gayle Tang, MSN, RN • Is There A Future for “ Covering California ” with Onsite Interpreters? Presented by Bill Glasser • The Impact of Video Technology in Interpreting. Presented by Melinda Paras

Conference Workshops

Workshop Rating: *Level I = Beginner; Level II = Intermediate; Level III = Advanced*

10:30 - 12 pm	The Nuts and Bolts of the Male Reproductive System. Presented by Tracy Young, RN, CMI	Level: II
	A World Without Sounds: What we Need to Know About Deafness and Hearing Loss to Better Serve Patients. Presented by Elizabeth Nguyen	Level: ALL
	CHIA Standards: Introduction to Interpreting Ethics and Roles in Healthcare. Presented by Beverly Treumann, CHI, CMI	Level: I
	Drugs, Alcohol and OxyContin: Interpreting for Chemical Dependency Patients. Presented by Judit Marin	Level: I & II
12 - 2 pm	Lunch, Membership Meeting, and Networking Hour	
2 - 3:30 pm	Interpreting Across Hidden Aspects of Communication. Presented by Rosanna Balistreri	Level: I & II
	Patient Guides: Creating Job Opportunities for Healthcare Interpreters in the Age of Healthcare Reform. Presented by Barry Fatland & Adrian Hodos	Level: II & III
	Interpreting in Emergency Services: Challenges for Face-to-Face and Telephonic Interpreters. Presented by Jason Roberson	Level: I & II
	Healthcare Interpreting for Qualified Bilingual Employees. Presented by Sebastian J. Romero	Level: II
3:30 - 4 pm	Coffee Break & Raffle	
4 - 5:30 pm	Interpreting for Children and Parents. Presented by Juan F. Gutierrez, MD, MPH & Alvaro Vergara Mery, PhD	Level: II
	Cloud-based Computer Assisted Translation (CAT) Tools for Medical Translators. Presented by Shaobo Jiang	Level: I
	So You are Self-employed... No, You are a Business Owner!! Presented by Carlos Garcia, CMI-Spanish	Level: ALL
	Cultural Clarifying: How Much to Tell? How Little to Tell? How to Bridge Understanding While Promoting Provider/Patient Interaction. Presented by Nora Goodfriend	Level: ALL

Pre-Conference Workshops

Workshop A: *Effective Listening & Memorization Techniques for Consecutive Interpreting*

Effective Listening and Short-Term Memory are important sets of skills to maintain Accuracy and Completeness during the Consecutive Interpreting Mode. During this 2.5-hour workshop participants will practice a series of activities to enhance Effective Listening skills, such as observation of verbal and non-verbal cues, word & meaning analysis. They will further experiment with exercises on different retention techniques (visual, verbal, and summarization) to retrieve and analyze information. Participants will leave his workshop with tools to help maintain accuracy and completeness during consecutive interpretation.

Presented by: Rosanna Balistreri and Julie Burns.

Miss Balistreri is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics. In 2010 & 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association. She has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI) and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and a member of the Language of Lesser Diffusion (LLD) Workgroup. Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton and owns REACH-reaching diversity, a consulting agency for cultural & linguistic services geared exclusively toward healthcare.



Miss Burns is a veteran interpreter trainer, CCHI Certified Spanish interpreter and ATA certified translator. She holds an M.Ed. in Adult education. She is former director of Bridging the Gap Interpreter Training Program and has trained thousands of interpreters. Julie has served as board member of NCIHC and CHIA and has 20 years experience in health care interpreting and translation, as well as extensive experience in health education and training in Latin America and the U.S. Her recent focus is on sharing her life-long passion for well-being with the interpreter community to support interpreters in reducing their stress and staying healthy.

Workshop B: *Simultaneous Interpretation in the Healthcare Setting*

When interpreting in the healthcare setting, the main mode of interpretation is consecutive. However there are situations when simultaneous interpretation is ideal. This skill-building workshop is open to all languages and aims to provide challenging exercises and preparation techniques to improve your simultaneous interpretation skills.

Be sure to bring a recording device. Maximum 25 participants.

Presented by: Johanna Parker and Amanda Pease.

Johanna Parker is a CCHI Certified Healthcare Interpreter™, NBCMI Certified Medical Interpreter, and California Certified Court Interpreter; and has an M.A. in Translation and Interpretation from the Monterey Institute of International Studies (Spanish <>English). She is Lead Interpreter for Education and Training at Stanford Hospital and Clinics, a freelance conference interpreter and translator, and a seminar interpreter for the U.S. Department of State. Johanna is an interpreter trainer for CHIA, a certified trainer of Bridging the Gap, and teaches medical interpreting at the Stanford University School of Medicine.



Pre-Conference Workshops

Workshop B: Continuation

Amanda Pease holds an M.A. in Translation and Interpretation from the Monterey Institute of International Studies and is a Certified Healthcare Interpreter, CHITM. She works at First Databank, Inc. as a Spanish Translator of Patient Education Monographs. She worked for Stanford Hospital and Clinics as a Spanish Medical Interpreter for five years. In addition to working full-time, she freelances as an interpreter/translator in the medical field and at the conference level. She works for the U.S. Department of State as a seminar interpreter and currently teaches in the Translation and Interpretation Certificate Program at the National Hispanic University.



Workshop C: *Ten Terrific Training Techniques - Take One*

Attendees should bring their work laptop or tablet, all previous digital presentations (in PowerPoint format), and any textbooks that they currently use during their training sessions.

This workshop is an intense interactive teacher training for any situation where there is an exchange of information.

Attendees will have the opportunity to actively adapt and update their existing curricula using new in-class techniques. This workshop is intended for teachers, trainers, and presenters to help them focus on student learning by keeping the class on their toes, preventing death by lecture, and encouraging active student participation.

Among others, the following topics will be addressed:

1. What are appropriate introduction activities?
2. Do you play poker in class? And
3. Three before me?

Come experience, create and perform, (hence learn), some interactive, comical, and quirky techniques that help your students retain what you are teaching. End on a high note with closing exercises that will carry the learning outside of the classroom.

Presented by: Tracy Young.

Tracy Young is a registered nurse and an accomplished medical interpreter (CMI). She is an interpreter trainer, presenter, and long-time advocate for the profession. Tracy has given a variety of workshops across the states of California and Nevada, including Bridging the Gap and Connecting Worlds. 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.



Plenary Session

The Changing Landscape of Healthcare Interpreting

Privilege-Power-Passion: Accelerating Meaningful Language Access & Achieving Health Equity.

Recognizing that privilege, power and passion, comes with responsibility, accountability, and action. The role of the interpreter, past, present, and future, and how the interpreter can influence change to promote health equity.

A personal and professional perspective to share the journey of being an agent of change, creating systems, bucking the trend, and influencing policy aimed at achieving social justice and health equity; emphasizing a higher calling and opportunity for those with linguistic expertise and privileged to live-and-to-serve in a bi-cultural or multi-cultural world. Providing an insight into organizational realities, the current and potential future role for 'interpreters' within a corporate culture, the importance of adaptation as the field and health care evolve, and the importance of working effectively as a member of the health care team (this includes understanding, valuing, and finding effective ways to work with 'bilingual staff and bilingual clinicians').

Presented by: **Gayle Tang, MSN, RN**



Gayle Tang is Senior Director of National Diversity & Inclusion, overseeing National Linguistic & Cultural Programs and the Institute for Culturally Competent Care. These functional areas develop and spread innovative programs and practices aimed at promoting quality, meaningful access, and affordable care and service delivery for diverse populations. Gayle pioneers innovations in diversity management, infrastructure and systems design, culturally and linguistically competent care, and workforce development. She is the principal architect of the award-winning Health Care Interpreter Certificate Program, Qualified Bilingual Staff Model and Program, Clinician Cultural & Linguistic Assessment – a Language Concordance Initiative, and

Kaiser Permanente's National Virtual Translation Center, a state-of-the art customized and centralized quality translation platform.

Gayle has been instrumental in leading visionary change that has influenced quality standards and practices in the industry, and has been recognized for her exceptional leadership and coalition building in the community locally and nationally. She is a tenacious advocate and continues to lead pioneering efforts in meaningful data collection in race, granular ethnicity, and language preference information. Gayle is the appointed leader in advancing Kaiser Permanente's LGBTI health equity agenda. Gayle completed undergraduate studies in nursing at University of San Francisco and received her master of science with a focus on leadership and diversity at Sonoma State University. She also completed the Executive Leadership Program at Harvard University.

Is There A Future for "Covering California" with On-site Interpreters?

A brief overview of the work environment for today's California spoken language interpreters. Starting from remote interpreters who work either from home or at a call center, we will examine sample pay scales, working conditions, and future developments. We will also examine the job opportunities and challenges facing on-site community, healthcare and legal interpreters, with an eye towards identifying new trends and hopeful prospects in our industry.

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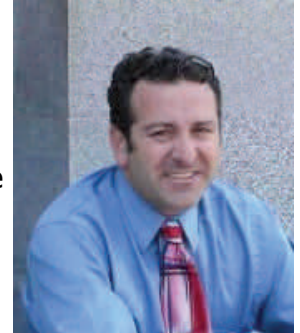
Plenary Session

The Changing Landscape of Healthcare Interpreting

Is There A Future for “Covering California” with On-site Interpreters?

Presented by: Bill Glasser

Bill Glasser has been a Spanish interpreter since 1986, starting his career in Los Angeles during the immigration Amnesty era. In 2000, Bill founded **Language World Services**, which has grown into California’s largest face-to-face interpreting agency that exclusively retains interpreters as employees and not as 1099 freelancers. In 2013, Language World Services successfully delivered over 35,000 unique interpreting assignments in over 35 distinct languages.



In 2005, Bill established **Fluency, Inc.** to provide language service managers with powerful Internet-based interpreter scheduling system that is currently in use coast-to-coast by state and local government, in-hospital interpreting service departments, and private language agencies.

The Impact of Video Technology in Interpreting

This presentation will identify key technologies that are expected to change the landscape of the interpretation business. The focus will be on video interpreting and the impact on hospital systems which have their own staff interpreters along with those with no interpreters. The impact of the internet in the improvement to access for languages of lesser diffusion will also be discussed. The internet and video interpreting are changing the landscape of the interpreter profession, challenging geographic boundaries and creating greater access to qualified healthcare interpretation.

Presented by: Melinda Paras



Melinda Paras is the CEO of Paras and Associates (PAA) leading the implementation of new language access solutions using video call center technologies. The Paras and Associates team manages the Health Care Interpreter Network (HCIN), a cooperative of California hospitals and clinics sharing interpreter services. The HCIN collaborative of more than 30 health providers are sharing interpreter services in 25 languages and have automatically routed more than 1.5 million requests for interpretation. Ms. Paras is a former President of the Alameda County Medical Center Board of Trustees and a former San Francisco Health Commissioner.

How to Register

Register Online at www.chiaonline.org or fax registration form to (916) 444-1501 or mail to: CHIA, 1400 K St., Ste. 212, Sacramento, CA 95814

Pre-Conference Workshops: please select the workshop you would like to attend when you register. Due to limited space available: you will not be allowed to enter a pre-Conference workshop you are not registered for. **Student rate does not include attending pre-Conference workshops.**

CEU Information: CEU credit information is pending, actual information will be posted on CHIA's website and will be available at the registration table.

Deadline for Early Registration rates: Please register by **Friday, February 28** to receive Early Registration prices. Registration fees increase as of March 1st.

Late Registration: Attendees registering after **March 14** must register at the conference.

Cancellations: Refunds are available before March 17 only. Refunds requested must be submitted in writing to the CHIA office prior to March 17. A \$25 processing fee per registration will be assessed.

Consent: *By registering for the conference, the attendee consents to CHIA's promotional use of photographs taken during the conference, that may include the attendee's image. Attendees not wishing to give this consent should contact CHIA.*

Our Venue

Holiday Inn Capitol Plaza - Sacramento

300 J Street, Sacramento, CA
1-800-315-2621 \$119.00/Room/Night
Group Name: California Healthcare

Located in downtown Sacramento, the **Holiday Inn Capitol Plaza - Sacramento** is just a 15-minute drive down I-5 from Sacramento International Airport, and is across the street from "Old Sacramento."



Our Sponsors

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Attendee Registration Form



Please register online at www.chiaonline.org or return completed form and payment no later than February 28 to:

CHIA Conference
1400 K Street, Suite 212, Sacramento, CA 95814
or Fax: (916) 444-1501

Faxed registrations forms are accepted with credit card payments only.

Conference Options *(please mark or circle your choices)*

	<u>Members</u>	<u>Non-Members*</u>
1. Preconference (Friday 10:00–12:30) <i>(Please select one)</i>	\$30	\$50
<input type="checkbox"/> A. Effective Listening & Memorization Techniques for Consecutive Interpreting		
<input type="checkbox"/> B. Simultaneous Interpreting in Healthcare Settings		
<input type="checkbox"/> C. Ten Terrific Training Techniques - Take One		
2. Full Conference Includes Friday and Saturday workshops. Does not include pre-Conference	\$190 \$215 (After 2/28/14)	\$240 \$265 (After 2/28/14)
3. Friday ONLY: Includes Friday workshops, reception, Does not include pre-Conference.	\$120 \$145 (After 2/28/14)	\$170 \$195 (After 2/28/14)
4. Saturday ONLY: Includes Saturday workshops, breakfast, and lunch.	\$150 \$175 (After 2/28/14)	\$200 \$225 (After 2/28/14)

Total Due *(please mark or circle your choices)* \$ _____

Name _____

Member Non-Member

Company: _____

Phone: _____ Mobile: _____

E-mail: _____

Home Address: _____

City/State/Zip: _____

Main Language of Service: _____

I would like a vegetarian meal (s)

Student rates are available to students currently enrolled in interpreting, translation, or healthcare interpreting educational or training programs. Student rate does not include attending pre-Conference workshops. **Student rates can be arranged through the instructor only.** The instructor can call CHIA at (916) 444-1506.
Consent: *By registering for the conference, the attendee consents to CHIA's promotional use of photographs taken during the conference, that may include the attendee's image. Attendees not wishing to give this consent should contact CHIA.*

Payment Information (please print clearly)

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

Credit Card Number: _____

Exp. _____ Security Code: _____ (3 or 4 digit number on back of card)

Name on Card: _____ Signature: _____