

Attendee Registration

CHIA 13th Annual Education Conference

*Healthcare Interpreting:
From Ad Hoc to Patient-centered Communication*



April 26 and 27, 2013

Market Creek Events and Venues

*404 Euclid Avenue
San Diego, CA 92114*

Welcome to CHIA's 13th Annual Educational Conference

Program

Friday, April 26

8:30 a.m. Attendee Registration Opens

10 a.m. – 12:30 p.m.

Pre-conference Workshops

- A Simultaneous Interpretation in the Healthcare Setting
Johanna Parker & Amanda Pease
- B Expanding Memory Capacity
Holly Mikkelson
- C MetaCognitive Analysis
Bonnie Gibson-Brydon

12:30 - 1:30 Lunch

Workshop rating: Level I = Beginner; Level II = Intermediate; Level III = Advanced)

1:30 – 3 pm

Stress Busters for Interpreters
Julie Burns (Level I, II & III)

“Tell me if this hurts?”: Interpreting Challenges in Pediatric Medicine
Gissel Nevarez-Grubbs (Level I)

Where Medical Meets Legal: The Bermuda Triangle of Interpreter, Ethics, and Protocols
Katharine Allen

Voices Unheard: Barriers to Providing Quality Healthcare in Languages of Limited Diffusion
Maryam Abdi

3:30 – 5:30 p.m.

Fragile Moments: Interpreting for Parents in the Neonatal Intensive Care Unit
Michelle Scott (Level II)

Mental Health And PTSD Among The Arabic Refugee Population
Ibtisam Dahud (Level II)

Quality Oversight for Interpreter Vendors
Carolyn Wang Kong (Level II)

Ten Terrific Training Techniques
Tracy Young (Level II & III)

5:30 - 7 pm Welcome Reception with Exhibitors

Saturday, April 27

8 am Continental Breakfast

9 - 10:15 am

Plenary Session – San Diego Hospital Language Access
Panelists: Francisco Valley, Tri-City Medical
Joseph Molinoski, Palomar Pomerado Health
Tena Adams, Scripps Health
Linda Medal, Scripps Mercy Hospital

10:30 am – 12 noon

Leading the Way to New Opportunities for Certified Medical Interpreters Nationwide and Internationally
Alvaro Vergara-Mery (Level I)

Cultural Bridging: Reaching Across the Cultural Divide to Enhance Patient and Family Centered-Care
Elizabeth Nguyen

Introduction To Interpreting In the World of Workers' Compensation
Johanna Parker (Level II & III)

Introducción a la Terminología Médica
Jose Garcia (Level I)

12 - 2 pm Membership Meeting & Lunch

Keynote Speakers
Christina Cordero, The Joint Commission
Kristine Thurston Toppe, NCQA
Moderator: Ignatius Bau

2 – 3:30 pm

No Endocrine Unease Here!
Tracy Young (Level II)

Freelance Vs. Employed Interpreters
Bill Glasser (Level II)

Applying CHIA's Standards in Mental Health
Rosanna Balistreri (II & III)

Certification of Healthcare Interpreters – Contributing to Quality Patient-Centered Communication
Elizabeth Nguyen & Natalya Mytareva
(Level I & II)

3:30 - 4 p.m. Break and Raffle

4 – 5:30 pm

ASL Interpreting in Mental Health Settings: An Overview
Dan Veltri

VRI: What is it? How can it work for you?/ New Technology and the Impact on Interpreters
Eliana Lobo & Dan Gatti

Interpreting in Radiology
Charles Do, M.D. (Level II)

Pre-Conference Workshops

Workshop A: *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.

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.

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 B: *Expanding Memory Capacity*

This pre-conference workshop will begin with an overview of the latest research on human information processing, brain plasticity and memory. A variety of approaches to memory enhancement will be described, and then participants will be given an opportunity to practice related exercises. By the end of the workshop, participants will be familiar with how their memory works, what factors might interfere with their ability to remember messages during interpreting assignments, and what exercises they can do to maintain and build their memory capacity. This session is language-neutral and is suitable for interpreters of all levels of experience.

Holly Mikkelson is Adjunct Professor of Translation and Interpretation at the Graduate School of Translation and Interpretation, Monterey Institute of International Studies, a Graduate School of Middlebury College. She is an ATA-certified translator (Spanish>English, English>Spanish) and a state and federally certified court interpreter who has taught translation and interpreting for over 35 years. She is the author of Introduction to Court Interpreting as well as the Acebo interpreter training manuals and numerous articles on translation and interpretation. She is also a co-author of Fundamentals of Court Interpretation: Theory, Policy and Practice. Professor Mikkelson has consulted with many state and private entities on interpreter testing and training, and has presented lectures and workshops to interpreters and related professionals throughout the world.

Workshop C: *MetaCognitive Analysis: Listening Beyond the Words*

The participant will come to a greater understanding of their role in "active listening" vs. passive listening allowing for only word-for-word translations. Active listening opens the door to creating a more comprehensive accurate interpretation. In this workshop, we will challenge ourselves in how we listen, inquire and articulate.

Bonnie Gibson-Brydon has been working in the interpreting field for more than thirty years. She has worked in South Africa, Germany as well as several states throughout the U.S. After earning her Theological Masters, she stepped into teaching mainstream audiences instilling confidence in novice interpreters as well as to helping them achieve a higher level of skill. Bonnie's workshops are "eye opening." Her techniques of inquiry open new doors of awareness. The most wonderful thing about her workshops is how organic they are. Each workshop is created in the philosophy of cohesive and collaborative learning and -of course- laughter! Research has proven the value of laughter in the learning process. Having fun, while attending any workshop or class, is fundamental. Her goal as a presenter is to laugh and enjoy the process of growth.

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

Deadline for Early Registration rates

Please register by **Friday, March 29** to receive Early Registration prices. Registration fees increase as of March 30.

Late Registration: Attendees registering after **April 19** must register at the conference.

Cancellations: Refunds are available before April 19 only. Refunds requested must be submitted in writing to the CHIA office prior to April 19. A \$25 processing fee per registration will be assessed.



Attendee Registration Form

Please register online at www.chiaonline.org
or return completed form and payment no later than April 19 to:

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

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. Simultaneous Interpretation in the Healthcare Setting		
<input type="checkbox"/> B. Expanding Memory Capacity		
<input type="checkbox"/> C. MetaCognitive Analysis		
2. Full Conference Includes Friday and Saturday workshops. Does not include Preconference	\$190 \$215 (After 3/29/13)	\$240 \$265 (After 3/29/13)
3. Friday ONLY: Includes Friday workshops, reception, Does not include Preconference.	\$120 \$145 (After 3/29/13)	\$170 \$195 (After 3/29/13)
4. Saturday ONLY: Includes Saturday workshops, breakfast, and lunch.	\$150 \$175 (After 3/29/13)	\$200 \$225 (After 3/29/13)

* All non-member rates include a one-year CHIA membership

Student rates are available to students now enrolled in interpreting, translation, or healthcare interpreting educational programs longer than 40 hours. Student rates can be arranged through the instructor only. The instructor can call CHIA at (415) 444-1506.

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

Our Venue



Market Creek Events & Venues is a new meeting facility located just east of downtown San Diego via Highway 94.

A full range of accommodations is a short drive, bus ride, or trolley ride away in downtown San Diego or the "Hotel Circle" in Mission Bay.

Market Creek Events and Venues
404 Euclid Ave, San Diego, CA 92114
(619) 450-4040

www.marketcreekeventsandvenues.com

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)

Payment Information (please print clearly)

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

Credit Card Number: _____

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

Name on Card: _____ Signature: _____