



California Healthcare Interpreting Association

19th Annual Educational Conference

CHIA, Forging the Way to a Gold Standard in Health Equity

Conference Program



March 8-9, 2019

Hilton Sacramento Arden West

2200 Harvard Street

Sacramento, CA 95815

This program belongs to: _____

TABLE OF CONTENTS

Welcome	<i>p. 5</i>
Sponsors and Exhibitors	<i>6 - 8</i>
Conference Schedule	<i>9 - 13</i>
Workshops and Presentations	<i>14 - 49</i>
Film, Photo and Social Media Policy	<i>50</i>
Continuing Education	<i>51 - 57</i>
Conference Evaluation	<i>59 - 60</i>
Raffle!	<i>61 - 62</i>



OPEN INVITATION

Tour LWS Headquarters!

- WHO:** Language World Services, Northern California's largest employer of Interpreters
- WHAT:** Come tour our main offices, video interpreting center and tech hub
- WHERE:** Just a short trip from Hilton Sacramento
- WHEN:** Thursday, March 7th from 10am to 12pm
- WHY:** See the inner-workings of a full-scale language services employer
- HOW:** Let us treat you to free shuttle service from the hotel to LWS



Join us for an interactive tour, demonstrations and brunch fare.
Limited spots available! RSVP by March 1st for additional details.



The Health Care Interpreter Network (www.hcin.org) has been supporting the interpreter community in California since 2005:

- **HCIN** is a nonprofit organization led by former hospital executives and technologists with a long-standing commitment to culturally and linguistically appropriate health care.
- **HCIN** created the first video interpreter services for health care, relying on hospital-based staff interpreters shared throughout the country to improve patient access to qualified interpreters.
- **HCIN** offers affordable online training and continuing education opportunities for interpreters via our learning platform, HCIN Learn (<https://hcinlearn.org>).

Offerings include self-paced courses for individuals as well as live webinars. Courses are free to interpreters in HCIN member hospital systems.





Get certified!
Take your career to the next level.



The **Certification Commission for Healthcare Interpreters** offers the **ONLY** nationally accredited certification credentials for healthcare interpreters.

CERTIFIED HEALTHCARE INTERPRETER™ (CHI™)

a language-specific, performance-based certification for interpreters of Arabic, Mandarin, or Spanish

CORE CERTIFICATION HEALTHCARE INTERPRETER™ (CoreCHI™)

a language-neutral, knowledge-based certification for interpreters of all other languages

Nationally Valid | NCCA Accredited | Language Inclusive

CCHIcertification.org



#GetCertified



1725 I Street NW, Ste 300, Washington DC 20006
info@CCHIcertification.org

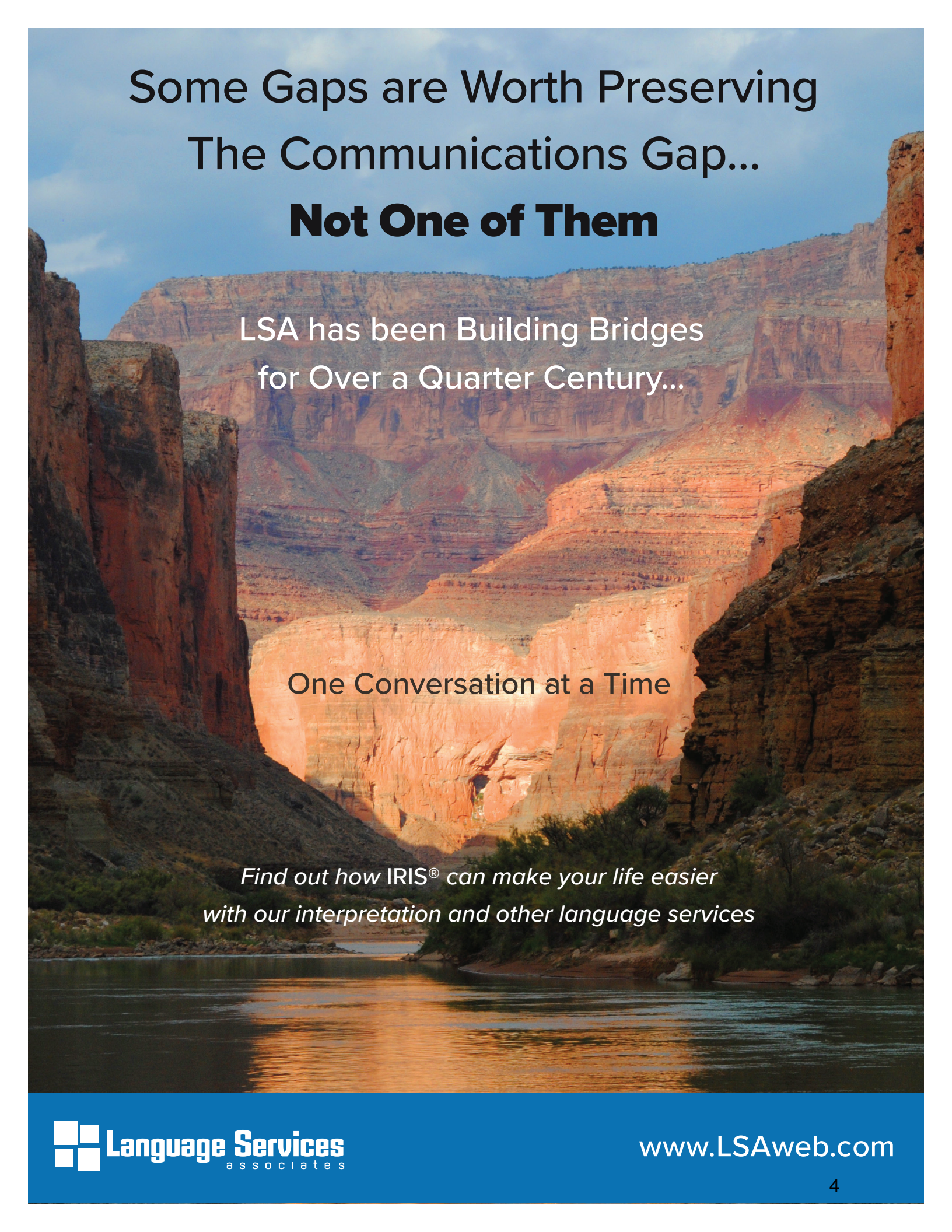


Interlingva, Inc.
Interpreting. Translating. Consulting

- Specializing in Healthcare
- Providing excellent interpretation services throughout Northern California for more than 10 years.
- Linguistic and cultural experts
- Services are available in 70+ languages
- Interpreters are available 24/7 on short notice
- Quality, flexibility, affordable prices

(916) 273-6799
info@ilinterpreting.com

**We are big enough to be able to cover all of your appointments,
but we are also flexible and able to adjust to your particular needs.**



Some Gaps are Worth Preserving The Communications Gap... **Not One of Them**

LSA has been Building Bridges
for Over a Quarter Century...

One Conversation at a Time

*Find out how IRIS® can make your life easier
with our interpretation and other language services*



19th Annual Educational Conference

CHIA, Forging The Way To A Gold Standard In Health Equity

March 8, 2019

Dear Conference Attendees, Event Partners, and Colleagues,

On behalf of CHIA's Board of Directors and staff, I would like to welcome you to the 19th Annual Educational Conference, *'Forging the Way to A Gold Standard in Health Equity.'*

The CHIA Conference could not be possible without the generous support from our event partners, presenters, attendees, and volunteers. I would like to thank, and recognize all event partners, starting with Leadership Sponsor: Language World Services; Gold Sponsor: Health Care Interpreter Network - HCIN, Silver Sponsors: Certification Commission for Healthcare Interpreters - CCHI, Interlingva, Language Services Associates, and STRATUS video interpreting; Ambassador Sponsors AccessOnTime, MasterWord, and VoicesACADEMY; the Exhibitors: ALTA Language Services, Berkeley Language Institute, Boostlingo, California Federation of Interpreters/Interpreters Guild of America – CWA, Cross Cultural Communications, Fluency, ISI Language Solutions, LanguageLine Solutions, The National Board of Certification for Medical Interpreters, and SOS international; the Promo Tables: California Victim Compensation Board, VoicesACADEMY, Stanford Hospital and Clinics.

Health Equity is achieving the highest quality of health care for all people. It is not possible to achieve a Golden Standard in health care equity without providing high quality language access services. Trained interpreters are a fundamental part of ensuring that Health Equity is available to all, including the most vulnerable in our society, regardless of origin.

This is why, "The California Healthcare Interpreting Association is dedicated to improving the quality and availability of language services in the delivery of health care." With your unique skills, you help to bridge the gap between different peoples and cultures. Without you, Health Equity would be nothing more than a concept.

During the conference you will be able to learn from the presentations and workshops in the following areas: Interpreting Skills, Medical Terminology, Ethics, Patient Guidance, and Professionalism. CMIs, CHIs and ATA interpreters can earn CEUs when attending any or most of the 30 sessions during the conference, depending on your certification. In addition, conference participants have an opportunity to attend the "Medico-Legal" Workshop on March 8.

I hope you enjoy the conference while learning, sharing your knowledge and networking with peers and conference partners.

Sincerely,

Tatiana Foerster, MHA
CHIA President

Leadership Sponsor



Since 2000, Language World Services has pioneered total quality delivery of language solutions for California's leading health and human service organizations operating in an ever-changing, complicated service environment. Our comprehensive approach complies with all California and Federal employment laws that support best business practices, mitigate risk, follow the rules and improve health and happiness for your organization. We provide face-to-face, on-demand and staffed interpreter employee resources in California exclusively, and over-the-phone and VRI interpreting and translation services nationally.

<https://languageworldservices.com>

Gold Sponsor



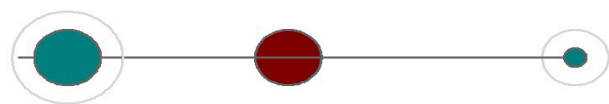
Health Care Interpreter Network is a nonprofit led by former hospital executives and technologists dedicated to creating an efficient, high quality service for video health care interpretation. The interpreters on the network are considered to be among the best in the industry. When your hospital or health system joins HCIN, you will enjoy the confidence of knowing your providers and patients are receiving top-quality interpreting, whether the interpreter is in-house or working remotely. HCIN's robust network is powered by Paras and Associates, the premier provider of technology systems that enable immediate access to language interpretation via video and telephone.

www.hcin.org

Silver Sponsors



program for healthcare interpreters. CCHI is the **only** national certification entity offering accredited certification programs for medical interpreters. CCHI offers two national certifications: CoreCHI™, a language-neutral core professional knowledge certification, and CHI™, a language-specific performance certification, available in Arabic, Mandarin and Spanish. <http://CCHIncertainment.org>



Interlingva Inc.

Interlingva, Inc. is an interpreting, translating and consulting company headquartered in Sacramento, California. The company specializes in providing health care interpreting services. We have been successfully providing services for 12 years to a variety of health care entities throughout Northern California. Our services are

available 24/7 in 70+ languages. www.ilinterpreting.com



Language Services Associates (LSA) offers a full suite of language interpretation solutions to help optimize the experience of limited English proficient customers and patients. For more than 2,000 clients worldwide, in more than 200 languages, LSA provides a competitive differentiator in the

healthcare, government, financial, insurance, banking, entertainment, hospitality and manufacturing industries. LSA's services include Interpreting by Telephone, Face-to-Face Interpreting, Video Remote Interpreting, American Sign Language, Translation and Localization, and Language Assessments.

www.lsaweb.com

Ambassador Sponsors



Photography Sponsor

<https://www.accessontime.com>



Entertainment and Dance Party
Sponsor

<https://voicesacademy.com>



CIMCE Units Sponsors

<https://www.masterword.com>

Exhibitors

[ALTA Language Services](#)

[Berkeley Language Institute](#)

[Boostlingo](#)

[Certification Commission for Healthcare Interpreters \(CCHI\)](#)

[CFI-Interpreters Guild of America](#)

[Cross Cultural Communications](#)

[Fluency, Inc.](#)

[Health Care Interpreter Network \(HCIN\)](#)

[Interlingva](#)

[ISI Language Solutions](#)

[LanguageLine Solutions](#)

[Language Services Associates](#)

[Language World Services](#)

[National Board of Certification for Medical Interpreters \(NBCMI\)](#)

[SOSi](#)

[Stratus Video](#)

Conference Program

CEUs

Please visit <http://chiaonline.org/2019-CEU> for the latest information about the CEUs approved for the conference.

Presentation Level Description

Level I:	Beginner, an interpreter with less than one year of experience/practice
Level II:	Intermediate, an interpreter with up to three years of experience/practice
Level III:	Advanced, an interpreter with more than three years of experience/practice
Level N/A:	Presentation not exclusive for interpreters

Thursday, March 7

10am-12pm	Guided tour of Language World Services call center. Please visit www.chiaonline.org for additional information.	
12:30pm-6pm	Interpreting for Pediatric Genetics Training of Trainers (by invitation only) Presenter: Cindy Roat	BRANDYWINE
7pm-8pm	Board Dinner	
7pm-9pm	Exhibit Set Up	ATRIUM SOLARIUM
8pm-10pm	Board Meeting	CHARDONNAY
8pm-8:30pm	Volunteer Meeting	ATRIUM SOLARIUM

Friday, March 8

8am-4pm	Attendee Registration Open	ATRIUM SOLARIUM
7am-9am	Exhibit Set Up	ATRIUM SOLARIUM
9am-4:30pm	Exhibits Open	ATRIUM SOLARIUM
9am-9:30am	Opening Ceremony	BALLROOM
9:30am-10am	Networking with Exhibitors / Coffee Break	ATRIUM SOLARIUM
10am-12pm	Workshops	
	A. Learning from Mistakes: Monitoring Errors in Interpreting Performance	FOLSOM
	Presenter: Natalya Mytareva	
	Track: Interpreting Skills	
	Level: I, II, III	
	B. Genetics: From DNA to Genetic Traits, Diseases, and The Genetic Family Tree	BRANDYWINE
	Presenter: Gloria M Rivera	
	Track: Interpreting Skills, Medical Terminology	
	Level: II, III	
	C. Breaking it Down: Strategies for Mastering the Art of Sight Translation in Medical Settings	SHASTA/TAHOE

Presenter: Indira Sultanić

Track: Interpreting Skills

Level: I, II

D. Side Conversations, Presentations and Group Sessions: Simultaneous Strategies for the Healthcare Interpreter BERRYESSA/EAGLE

Presenter: Katharine Allen

Track: Interpreting Skills

Level: II, III

12pm-1:30pm **Lunch** BALLROOM

1:30pm-2:30pm **Breakout Sessions**

A. Forging the Way to a Gold Standard in Health Equity Through Promotion of Quality Language Access: Building a Toolbox FOLSOM

Presenter: Suzanna Reiss-Koncar, MPH, CHI, and Margarita Antonetti, CHI

Track: Interpreting Skills, Ethics

Level: I, II, III

B. Driving, Death and Donation: Ethical Decision Making in Interpreting and Patient Guidance BERRYESSA/EAGLE

Presenter: Cristal Rangel Peña and Ira SenGupta

Track: Interpreting Skills, Ethics, Patient Guidance

Level: II & III

C. Interpreting for Children and Their Families – The IEP BRANDYWINE

Presenter: Nora Goodfriend-Koven, MPH

Track: Interpreting Skills

Level I

D. Joint Replacement Procedures for Healthcare Interpreters: From Terminology to Cultural Responsiveness SHASTA/TAHOE

Presenter: Margarita Bekker

Track: Interpreting Skills, Medical Terminology

Level: I, II & III

2:30pm-3pm **Networking with Exhibitors / Coffee Break** ATRIUM SOLARIUM

3pm-4pm **Breakout Sessions**

A. Complicated Encounters & Interpreters Fatigue: Research on the use of a Tool to Measure Mental Fatigue SHASTA/TAHOE

Presenter: Andrea Henry, CMI - Spanish

Track: Professionalism

Level: I, II & III

B. Targeted Trainings: Adapting Content to Interpreter's Knowledge & Skill Level FOLSOM

Presenter: Eliana Lobo

Track: Interpreting Skills

Level: N/A

C. Interpreting for Elderly Patients BERRYESSA/EAGLE

Presenter: Olga Bogatova

Track: Interpreting Skills, Ethics

Level: I, II

D. Navigating The USA Healthcare System: An Introductory Model BRANDYWINE

Presenter: Jonathan Levy

Track: Interpreting Skills

Level: I, II & III

4:15pm-5:15pm **Breakout Sessions**

A. No Interpreter is an Island: Arguments in Favor of Routine Peer Evaluation

FOLSOM

Presenter: Dan Kristie

Track: Interpreting Skills

Level: N/A

B. It's Not "If," It's "When": Interpreting Through Disaster Recovery

BERRYESSA/EAGLE

Presenter: Lynn Dick

Track: Professionalism

Level: I, II & III

C. Basics of Interpreting in Individualized Education Plans (IEP)

BRANDYWINE

Presenter: Chun Yin Li and Cecilia Li

Track: Interpreting Skills, Ethics

Level: II & III

D. The Professional "No" – How to Graciously Assert Your Role as a Healthcare Interpreter

SHASTA/TAHOE

Presenter: Julie Burns and Rosanna Balistreri

Track: Interpreting Skills, Ethic

Level: I, II, III

5:15pm-7pm Dinner On Your Own

7pm-8pm **Poster Presentations & Networking Reception**

BALLROOM

8pm-11:00 pm Dance Party

BALLROOM

Saturday, March 9

8am-11am Attendee Registration Open

ATRIUM SOLARIUM

8am-9am **Networking Breakfast**

BALLROOM

9am-3pm Exhibits Open

ATRIUM SOLARIUM

9am-10am **Breakout Sessions**

A. How to Self-Assess Your Interpreting Skillset

FOLSOM

Presenter: Eliana Lobo

Track: Interpreting Skills, Professionalism

Level: I, II, III

B. Romancing the C-Suite

BRANDYWINE

Presenter: Cindy Roat

Track: Language Access

Level: N/A

C. How Spanish Interference May Negatively Impact Accuracy

SHASTA/TAHOE

Presenter: Loly Lopez

This presentation is in English with examples in Spanish

Track: Interpreting Skills

Level: I & II

D. Research in Language Access: An Introduction to Methodology, Analysis, and Dissemination

BERRYESSA/EAGLE

Presenter: Michelle Scott, RN

Track: Professionalism

Level: I, II, III

10am-11am	Poster Presentations & Networking with Exhibitors / Coffee Break	ATRIUM SOLARIUM
11am-12pm	Keynote Speaker: Gayle Tang, MSN, RN “Possibilities, Opportunities, and Responsibilities: The Untapped Power of Interpreters in Advancing Health Equity”	BALLROOM
12pm-1pm	Lunch and CHIA Awards Presentation	BALLROOM
1:15pm-2:15pm	Breakout Sessions	
	A. Navigating Question and Answer Forms: How to Assist Patients to Fill Out Forms Ethically and Professionally Presenter: Katharine Allen Track: Interpreting Skills, Ethics Level: I, II, III	SHASTA/TAHOE
	B. Trained Dual Role Interpreters Become Dual Role Nationally Certified Interpreters – The Long and Winding Journey Presenter: Tracy Young, MA, BSN, RN, CMI; Julie Burns and Eder Vazquez Track: Professionalism Level: N/A	BRANDYWINE
	C. Interpreting in Labor and Delivery: From Admissions to Discharge Presenter: Indira Sultanić Track: Interpreting Skills, Medical Terminology, Professionalism Level: I, II	BERRYESSA/EAGLE
	D. US Spanish: Challenges for Translators and Interpreters/El español de Estados Unidos: retos y desafíos para traductores e intérpretes Presenter: Anna Martorell Fusté This presentation is in Spanish Track: Interpreting Skills Level: II	FOLSOM
2:15pm-2:45pm	Networking with Exhibitors / Coffee Break	ATRIUM SOLARIUM
3pm-4pm	Exhibit Breakdown	
2:45pm-3:45pm	Breakout Sessions	
	A. Interpreting for Pain Management Patients Presenter: Judit Marin Track: Interpreting Skills, Medical Terminology Level: I, II, III	FOLSOM
	B. Infection Control and Industrial Safety for Interpreters in Medical Settings Presenter: Margarita Bekker Track: Interpreting Skills Level: I, II, III	SHASTA/TAHOE
	C. Interpreters Rock! Increasing Respect for Your Role and Creating a Culture of Service that Rocks by Understanding Your True North Presenter: Danilo Formolo Track: Ethics Level: I, II, III	BRANDYWINE

D. Help Me Live and Die with Dignity: Interpreting for the Last Request with Compassion and Professionalism

BERRYESSA/EAGLE

Presenter: Ira SenGupta and Cristal Rangel Peña

Track: Interpreting Skills, Ethics

Level: I, II, III

4pm-5pm

Closing Ceremony & Raffle

BALLROOM

Poster Presentations

A. Directionality Preferences: Insights from Student Interpreters for Interpreters and Interpreter Educators

Presenter: Maria Milagros Antonini, PhD

B. Evidence-Based Approach to Ensure Equitable National Certification Program

Presenter: Natalya Mytareva

C. Health Literacy Skills of ASL Interpreting Students

Presenter: Alexis Zarret

D. Healthcare Interpretation Internships: The Students' View

Presenter: Sophie Vong-Karlage, Emilia Wei and Mariel Heupler

E. Interpreters and Technology: How to Stay Sane in an Increasingly Digital World

Presenter: Julie Burns

F. It Stands to Reason: Studying Formal Supervision as a Pathway to Moral Reasoning for Interpreters

Presenter: Jamie Forman

G. Living Exhibit: Interpreter-Observed Incidents of Language-Based Disparities in Healthcare

Presenter: Suzanna Reiss-Koncar, MPH, CHI

H. US Spanish: Challenges for Translators and Interpreters/El Español de Estados Unidos: Retos y Desafíos para Traductores e Intérpretes

Presenter: Anna Martorell Fusté

I. Using "Agency" for Professional Advancement

Presenter: Michelle Scott, RN and Carlos Pava, CHI

J. Vendor Interpreter Preparation and Evaluation Process at UCSF Health: From a Reactive (Complaint-Based) to Proactive Quality Control

Presenter: Nga-Sze Wong and Mateo Rutherford

K. Voices of the Rain: Indigenous Language Justice in California

Presenter: Alena Uliasz and Fausto Sánchez



Friday 10a.m. – 12p.m.

**Learning from Mistakes: Monitoring Errors in
Interpreter Performance**

Folsom Room

Presenter: Natalya Mytareva

Track: Interpreting Skills

Level: I, II & III

This presentation is intended for practicing interpreters and interpreter trainers who are interested in a better understanding of the interpreting skills. The presenter will define the types of healthcare interpreter errors (into English) and share the results of analysis of most common errors that candidates who fail CCHI's oral performance examinations make. A comparison of patterns of errors across Arabic, Mandarin and Spanish candidates will be provided. Attendees will participate in an interactive brainstorming of possible remedial training solutions for specific types of errors.

Learning Objectives:

1. Identify most common types of errors made by failing candidates during a CHI oral performance exam.
2. Compare patterns of errors across Arabic, Mandarin and Spanish candidates.
3. Identify possible areas of remedial training.

Natalya Mytareva, M.A., CoreCHI™, is Executive Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She developed and taught several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

**Genetics: From DNA to Genetic Traits, Diseases,
and The Genetic Family Tree**

Brandywine Room

Presenter: Gloria M. Rivera, CMI, CHI

Track: Medical Terminology, Interpreting Skills

Level: II & III

DNA is the hereditary material in humans and almost all other organisms. This information codes characteristics that range from the color of your hair and eyes to your blood type to health conditions and diseases. A genetic consultation is a health service that provides information and support to people who have, or may be at risk for, genetic disorders. During this encounter the interpreter may face terminology and concepts that he or she needs to be familiar with. The genetic family tree, also known as a pedigree chart, is a diagram that shows



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 10a.m. – 12p.m.

the members of a family who are affected by a genetic trait. It is used to establish the probability of a child of having a particular disorder or condition. Pedigree charts are used by geneticists to study the probability of a person developing a genetic trait or disease.

During this, language neutral, workshop attendees will learn the basic vocabulary and symbols that a provider may use during a genetic consultation.

Learning Objectives:

1. Become familiar with fundamental concepts of DNA, genes, heredity, and the mechanism of inheritance;
2. Recognize the terminology used to describe genetic conditions, and the basic symbols used on a family tree;
3. Interpret a family tree /pedigree chart

Dr. Gloria M. Rivera, CMI, CHI is an English/Spanish certified medical interpreter, conference interpreter, translator, and instructor. She is a physician/surgeon who obtained her degree from Universidad San Martín de Porres (Lima, Peru). She holds a Professional Certificate of Translation and Interpretation from UCSD Extension and taught for said Professional Certificate. Dr. Rivera is Core Faculty of the National Center for Interpretation (University of Arizona). She is also the owner of Blue Urpi, a company focused on providing medically accurate training for certified and aspiring medical interpreters. Dr. Rivera was the 2018 recipient of CHIA's "Trainer of the Year" Award.

**Breaking it Down: Strategies for Mastering the Art
Of Sight Translation in Medical Settings**

Shasta/Tahoe Room

Presenter: Indira Sultanić

Track: *Interpreting Skills*

Level: *I & II*

This presentation is designed to offer interpreters many tips and strategies for breaking down the information in a written document before they begin its oral rendition into a target language, and for managing difficult terminology and content. A selection of authentic documents will be used to illustrate the type of documents one may encounter during an interpreted event. They will also be used for hands-on sight translation activities in the second half of the session. The ideal target audience for this presentation is novice and intermediate interpreters, but it is also open to advanced interpreters and interpreter educators who wish to learn more about sight translation.

Learning Objectives:

1. To broaden medical interpreters' knowledge of the various text types they may be asked to sight translate during an interpreted event.
2. To learn useful strategies for breaking down information and reading for sight translation.



Friday 10a.m. – 12p.m.

3. To maximize interpreter effectiveness when sight translating a document.

Dr. Indira Sultanić is an Assistant Professor of Translation and Interpreting Studies at Virginia Commonwealth University. Prior to joining VCU, Dr. Sultanić was an Assistant Professor of Spanish – Specialist in Translation and Interpreting at California State University, Fresno. She received her Ph.D. in Translation Studies from Kent State University. Her teaching expertise include medical, legal, and community interpreting, Spanish - English translation, and Language for Special Purposes (LSP). Dr. Sultanić is a Certified Healthcare Interpreter™, and has worked in the language industry as a Project Manager, translator, as well as a medical and community interpreter for the past 10 years.

Side Conversations, Presentations and Group Sessions: Simultaneous Strategies for the Healthcare Interpreter

Berryessa/Eagle Room

Presenter: Katharine Allen

Track: Interpreting Skill

Level: II & III

The simultaneous mode requires different strategies for different kinds of communication. This workshop provides practice in simultaneous interpreting for three common scenarios in healthcare settings: Side conversations, presentations and group sessions. Participants will practice strategies needed for capturing different kinds of side conversations, how to approach common presentation scenarios with providers in a class setting or meetings with multiple providers and best practices for interpreting group therapy or class sessions. Strategies include how to incorporate positioning, intervention and mode-switching between simultaneous and consecutive according to the requirements of each scenario. The use of portable equipment will also be discussed.

Learning Objectives:

1. Practice simultaneous strategies for side conversations, including best use of first and third person and how to indicate when speakers change.
2. Practice simultaneous strategies for informational presentations, including preparation, handling difficult speakers and developing a public speaking delivery.
3. Practice simultaneous strategies for interpreting in group therapy sessions or when there are multiple providers present, for both whispered simultaneous and portable equipment.

Katharine Allen is a healthcare and community interpreter with over 3 decades of experience interpreting, training, and designing curricula. She is co-president of InterpretAmerica. She is lead developer and licensed trainer for The Indigenous Interpreter® 60-hour training and has helped embed professional interpreting into medical missions in Mexico. She has designed



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 10a.m. – 12p.m.

curricula for the military. She teaches for the Glendon College Masters in Conference Interpreting. Katharine is co-author of The Community Interpreter® International: An International Textbook, The Medical Interpreter-A Foundation Textbook for Medical Interpreting and Breaking Silence: Interpreting for Victim Services. Katharine speaks and trains nationally. She has an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey.



Friday 1:30p.m. – 2:30p.m.

**Forging the Way to a Gold Standard in Health
Equity Through Promotion of Quality Language**

Folsom Room

Access: Building a Toolbox

Presenter: Suzanna Reiss-Koncar, MPH, CHI, and Margarita Antonetti, CHI

Track: Interpreting Skills, Ethics

Level: I, II & III

Presenters will share several tools and strategies they have developed to promote, foster and support standards of competency for interpreters, compliance with Language Access regulations and service with integrity. Presenters will share their collaborative process for the creation of usable tools. (*One example:* a comprehensive prospective “Interpreter Assessment” document that can be used to vet and document the training, certification, HR requirements, and results of several guided observations of various medical encounters and interpretation modes). After a brief presentation of some tools, attendees will be invited to participate in a critique-and-improve session of tools presented, followed by break out groups to share and collaborate with their own tools and ideas, where participants are the experts. Contributions will be documented and collected into an “e-toolbox” and distributed to all interested participants and parties.

Learning Objectives:

1. To understand one group’s collaborative process for creating tools to promote health equity through quality Language Access assurances tools.
2. To participate in a small group discussion on additional ideas and successes.
3. To appreciate the experience and knowledge of one’s professional colleagues and self in devising tools to promote health equity through quality language access services and policies.
4. To receive (following the conference) a collection of tools that can be used and shared.

Suzanna Reiss-Koncar is a Certified Health Interpreter™ and holds a Master’s in Public Health. She is dedicated to health equity and recently published a comprehensive interpreter training textbook, *Health Interpreting with Hearts and Minds*. She has worked as a medical interpreter at a leading medical teaching university for over two decades.

Margarita Antonetti is a Certified Health Interpreter™ and holds a degree in Business Administration. Margarita has been worked in the music industry, interpreter training and consulted on interpreter training curriculum. She has worked for over a decade as a medical interpreter at a leading medical teaching university.

**Driving, Death, and Donation: Ethical Decision
Making in Interpreting and Patient Guidance**

Berryessa/Eagle Room

Presenter: Cristal Rangel Peña, and Ira SenGupta

Track: Interpreting Skills, Ethics, Patient Guidance



Friday 1:30p.m. – 2:30p.m.

Level: II & III

This session will open with a case study that highlights the tragic consequences of miscommunication in the context of linguistic differences, resulting in mistrust from perceived desecration of the departed and will show how an interpreter/patient guide can use the steps to ethical decision making for favorable outcomes in organ donation.

Learning Objectives:

1. Participants will increase their understanding of a community's split with an institution on organ donation.
2. Participants will learn and apply the steps to ethical decision making in interpreting and patient guidance in a highly charged medical event.
3. Participants will leave with an understanding of their role as an interpreter/patient guide and with concrete skills that are applicable to challenges in interpreting.

Cristal Rangel Peña is the Manager for the Cross Cultural Health Care Program's Bridging the Gap Medical Interpreter training program. Fluent in Spanish, Cristal's passion for Equity and Inclusion powers her work for the vulnerable in our communities and in our educational Institutions. Her dedication to social justice and language access has connected young bilingual students to higher education who face insurmountable barriers because of their language and immigration status. An organizer and fearless advocate, Cristal is in touch with the current realities of our communities and captures their voices in presentations and fresh and relevant interpreter training curriculum.

Ira SenGupta is the Executive Director and Lead Trainer of the Cross Cultural Health Care Program (CCHCP) based in Seattle. She is an active contributor to the field of culturally and linguistically appropriate services as a national trainer and researcher. She brings to her work a genuine passion, and applicable tools sourced from her 14 years as a practicing interpreter in 3 different South Asian languages. She has presented extensively to Assisted Living, Nursing Home and Long Term Care professionals on cross cultural issues and language access. She is a Master Trainer for AHRQ's TeamSTEPPS program for enhancing patient safety.

Interpreting for Children and Their Families - The IEP

Brandywine Room

Presenter: Nora Goodfriend-Koven, MPH

Track: Interpreting Skills

Level: I

Frequently free-lance interpreters are dispatched to school-sites to interpreter for children who, because of various disabilities are receiving an Individualized Educational Plan, or IEP. These meetings convene specialists from many disciplines to assist the school staff in finding the best placement for the child. Specialists include nurses, therapists, psychologists,



Friday 1:30p.m. – 2:30p.m.

educators, even occasionally law enforcement. This workshop will review the skills needed in interpreting for multiple parties at once, application of the CHIA standards to this setting, specialized vocabulary needed, and insight on the sometimes confusing role of the interpreter.

Learning Objectives:

1. Describe the players in an IEP and the role of the interpreter
2. Solve at least 1 interpreting dilemma typical of this setting
3. Add 10 new words to the interpreter's personal glossary

Nora Goodfriend-Koven MPH is a free-lance interpreter and a trainer of interpreters, an author of *Healing Voices* (a training for those who interpret in extreme circumstances of torture and trauma survivorship); also *The Devra Miller Program for Interpreting in Educational Settings*. She's an adjunct professor at City College of San Francisco and was the lead instructor/coordinator of the HealthCare Interpreter Certificate Program. Nora was on CHIA's board for 13 years and is on the board for Walden Center and School, an arts-based primary non-profit educational institution. She is a certified Administrative Hearing Interpreter in the state of California for Spanish/English interpretation. Ms. Goodfriend-Koven received her MPH from SJSU.

Joint Replacement Procedures for Healthcare Interpreters: From Terminology to Cultural Responsiveness

Shasta/Tahoe Room

Margarita S. Bekker

Interpreting Skills, Medical Terminology - Level I, II & III

Some areas of health care are especially challenging to interpreters due to both density of highly specialized terminology and cultural differences in approaching related conditions and treatments. Additionally, interpreting for either pediatric or geriatric patients requires adjustment of regular interpreting techniques to ensure better communication between patients and providers. This presentation focuses on the medical concepts, terminology and protocols/procedures related to joint replacement, including peri-operative patient education, surgery and post-operative rehabilitation, with the attention to the fact that mostly geriatric patients undergo such procedures. The presenter will challenge participants to identify potential cultural and age-related barriers for patient's compliance and appropriate intervention techniques. Participants will practice the role of cultural mediator while maintaining transparency.

Learning Objectives:

1. To learn terminology and standard protocols/procedures related to joint replacement
2. To identify potential cultural and age-related barriers for patient's compliance in the context of joint replacement surgery and post-op rehabilitation
3. To practice cultural intervention techniques



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 1:30p.m. – 2:30p.m.

Margarita Bekker, CoreCHI™, is Lead Russian Interpreter, Education and Training, at Stanford University Medical Center, and Chair of the Certification Commission for Healthcare Interpreters. Since 2012, she has been a curriculum developer and instructor of healthcare interpreting courses (Russian) for master-level distance learning program at Glendon School of Translation at York University, Toronto, Canada. Margarita is a certified Bridging the Gap trainer. She was a Russian Language Coach at the City College of San Francisco HCI program. Margarita is a former President of CHIA and received its Interpreter of the Year Award in 2016.



Friday 3p.m. – 4p.m.

**Complicated Encounters & Interpreters Fatigue:
Research on the Use of a Tool to Measure Mental Fatigue**

Shasta/Tahoe Room

Presenter: Andrea Henry, CMI-Spanish

Track: Professionalism

Level: I, II & III

Healthcare interpreters' work can be taxing. However, we are often uncertain as to what precisely contributes to our mental fatigue, outside of the obvious issue of long encounters and long workdays. This presentation provides information on the various factors at play in an encounter that can affect both concentration and performance and thus contribute to mental fatigue. It also sheds light on precedents in other industries that make the case for use of a measurement tool to address such factors and mental fatigue in a more sophisticated way. Ultimately, the presenter will share information about research carried out at Children's Healthcare of Atlanta on use of a tool that measures the relationship between fatigue and encounter complexity.

Learning Objectives:

1. To learn common factors which contribute to the interpreter's mental fatigue
2. To learn about precedents in other fields for measuring workload & productivity
3. To learn about research that addresses fatigue and the need to better measure it for the purposes of adequate staffing/interpreter coverage

Andrea Henry has been active in the healthcare interpreting field for 22 years. She began her career in 1994 as a freelancer for Pacific Interpreters and later as a fulltime remote interpreter at their company headquarters in Oregon. After relocating to Atlanta, Andrea spent six years in development of language services departments in two hospital systems. Andrea earned her B.A. from the University of Oregon in Spanish and International Studies with a minor in Ethnic Studies. She has received over 120 hours of interpretation education and has attended 30+ conferences regionally, nationally, and internationally. The most satisfying part of Andrea's career has been working as a staff interpreter at Children's Healthcare of Atlanta while carrying out this research.

**Targeted Trainings: Adapting Content to Interpreter's
Knowledge & Skill Level**

Folsom Room

Presenter: Eliana Lobo

Track: Interpreting Skills

Level: N/A

Whether in a conference workshop or in a classroom-based setting, attendees are frequently faced with the challenge of extracting meaningful personal learning experiences from content that may exceed or be below their skills and prior knowledge. In addition, methods for



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 3p.m. – 4p.m.

customizing learning for different learning preferences, will be demonstrated in an interactive manner.

This session is designed to provide attendees with a variety of tools and strategies to overcome these challenges, so that no one leaves their workshop or class feeling either shortchanged or overwhelmed.

1. Learn how to increase or decrease the level of difficulty of sample exercises
2. Gain strategies on how to prepare activities that are challenging but still accessible and well-suited to your skill level.
3. Create content, and learn how to modify existing content, that addresses your learning preferences, and most importantly, sticks with you long after the end of the class or workshop.

Step-by-step examples of how to use and apply said tools will be demonstrated and discussed.

Learning Objectives: Attendees will learn how to:

1. Use Bloom's Taxonomy as a guide to establishing clear learning objectives that target specific skills and levels of proficiency
2. Adapt new and existing lesson plans and training material in order to create learner-centered experiences that work for you
3. Learn how to utilize tools for creating rubrics and include technology in your self-improvement plan

Eliana is a native speaker of English and Brazilian Portuguese. An experienced interpreter and translator, Portuguese court interpreter, Spanish/Portuguese translation supervisor, Portuguese healthcare interpreter, medical trauma center interpreter services Supervisor and Certified Medical Interpreter Trainer.

Eliana earned two M.A.s from Brown University: Bilingual Education, and Portuguese & Brazilian Studies. She's a nationally certified CoreCHI-Portuguese, and a former Fulbright Grantee. Since 2013, via the NCIHC's "Home for Trainers" webinar workgroup, she has helped create and host over 30 national webinars on effective medical interpreter training. Currently, Eliana directs Lobo Language Access, developing and conducting interpreter training workshops and curricula in Seattle.

Interpreting for Elderly Patients

Berryessa/Eagle Room

Presenter: Olga Bogatova

Track: Interpreting Skills, Ethics

Level: I & II

Elderly patients are a LEP majority in most immigrant communities and pose various communication challenges for the healthcare professionals and their interpreters.



Friday 3p.m. – 4p.m.

Typical health-related issues include limited mobility, memory problems, chronic physical or mental health illness, palliative care, severe chronic pain, hearing or vision loss, and others. Besides, older LEPs present cultural challenges related to personal space, gender, age, and overall perception of communication.

Being able to identify and accommodate these issues improves the communication flow and the outcome of the interpreting encounter when working with an elderly patient regardless of your working language pair.

Learning Objectives:

1. Describe communication problems and challenges that might arise when working with elderly LEPs
2. Offer strategies to promote effective communication with older LEPs
3. Encourage collective learning and let the participants share their culture/language-related experiences

A native of Moscow, **Olga** graduated from Moscow Institute of Physics and Technology, Russia in 2010 with M.Sc. in Biology and Diploma in Technical Translation.

After graduation, she moved to San Francisco where she volunteered as research associate at UCSF's Institute for Neurodegenerative Diseases, contemplating a career in life sciences.

In 2012, Olga completely switched over to being a linguist. She earned a Certificate of Interpretation from the City College of San Francisco in 2014 and became certified by NBCMI and CCHI in 2016. Olga's last presentation at 2018 IMIA Regional Conference addressed medical interpreting for the Russian-speaking immigrants.

Navigating the US Healthcare System: An Introductory Model *Brandywine Room*

Presenter: Jonathan Levy

Track: Interpreting Skills

Level: I, II & III

The U.S. healthcare system is complex, confusing, and frustrating for most people. But understanding how the system works is an entry-level requirement for healthcare interpreters and is essential to interpreting accurately and maintaining professionalism. This session will present a model for introducing the US Healthcare System that allows new interpreters to make sense of this intricate network and identify what key information they need before interpreting in a new setting. Participants will be introduced to the model, participate in a case-study based activity, and then discuss how the model can be applied both in training and on the job.

Learning Objective:

1. Attendees will become familiar and learn how to use a newly developed model for professional development.



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 3p.m. – 4p.m.

Jonathan Levy, Senior Director of Language Solutions at TransPerfect, is an experienced educator with over eighteen years' experience developing interpreter training and testing programs. Jonathan was the Assistant Director of the University of Arizona's National Center for Interpretation, the Director of Language Services for CyraCom International, a CHIA board member, and a founding Commissioner on the Certification Commission for Healthcare Interpreters (CCHI). He holds an MA in cultural studies and comparative literature from the University of Arizona and a BA in Asian history from the University of Chicago.



Friday 4:15p.m. – 5:15p.m.

**No Interpreter is an Island: Arguments in Favor
of Routine Peer Evaluation**

Folsom Room

Presenter: Dan Kristie

Track: Interpreting Skills

Level: N/A

In many professions, peers are required to routinely evaluate each other's work. This requirement hasn't yet permeated the consecutive interpreting industry, where peer evaluation tends to be rare, unstructured, and optional. Some consecutive interpreters go years without being evaluated or listening to others interpret. I will review data collected during a peer evaluation pilot that was launched by a large language company. I will show how peer evaluation has a measurable positive impact on performance, and I will argue that, as the interpreting industry continues to professionalize, requiring ongoing peer evaluation of certified and qualified interpreters is a worthy goal.

Learning Objectives:

1. Networking
2. Peer evaluation
3. Self-evaluation

Dan Kristie is the Quality Assurance Manager at Language Services Associates, a language services company that has been at the forefront of the interpreting industry for nearly three decades. He has designed interpreter evaluation systems, reformed the process for responding to client feedback, brought insights from big data to bear on the tracking of interpreter performance, and evaluated the performance of hundreds of interpreters. Prior to entering the language services industry, he worked as a journalist and as a teacher of English as a foreign language.

**It's Not 'If', It's 'When': Interpreting Through
Disaster Recovery**

Berryessa/Eagle Room

Presenter: Lynn Dick

Track: Professionalism

Level: I, II & III

Each year, natural disasters impact the interpretation industry in a significant way. In these moments, you, as interpreters, are needed more than ever. After devastating events, you may be the only one able to help victims obtain the assistance they need to overcome the negative impacts on their lives. Making yourself available to help during disaster recovery is your opportunity to provide critical help within a community while also increasing your personal



Friday 4:15p.m. – 5:15p.m.

workload. We will discuss how natural disasters impact the interpretation industry and how interpreters play a pivotal role in helping victims access the local and federal assistance needed.

Learning Objectives:

1. Impacts on Puerto Rico after the 2017 hurricane season
2. How interpreters can be of help during disaster recovery
3. Expectations for the impacts of future hurricane seasons

Lynn Dick has been working in the interpretation industry for over 18 years and has managed Language Services Associates' (LSA) call center as its grown 12000% since the start of her tenure. She has worked with non-profits, federal, state, and local governments, and corporations in response to spikes in volume due to national disasters. In addition to call center management, Lynn has helped LSA's operations team's strategic growth, overseeing the onboarding, quality, and retention process for interpreters. She currently serves as the Director of Call Centers and Interpreter Relations Division.

Basics of Interpreting in Individualized Education Plans (IEP)

Brandywine Room

Presenter: Chun Yin Li & Cecilia Li

Track: Interpreting Skills, Ethic

Level: II & III

The Individualized Education Plan (IEP) is a critical component for students in Special Education. IEPs allow Special Education Services, a team of school administrators, teachers, speech therapists, and psychologists, to meet individual students and their families, discuss key learning strategies, and formulate successful student plans. Interpreters assist limited English proficient families in easing communication and cultural barriers, allowing the school and families to work as partners for student achievement. This session will go over the basics of IEP and interpreting in IEP sessions.

Learning Objectives:

1. Understand the basics of Individualized Education Plan (IEP)
2. Tips for interpreting in an IEP session
3. Understand the importance and impact of successfully executed IEPs for students and families

Chun Yin Li graduated from University of California, Davis with B.A. in Chinese, B.A. in Economics, and minor in Asian American Studies in 2011. He is CoreCHI certified and works as an on-demand interpreter and a Family Liaison with the San Francisco Unified School District. He values the need to bridge the communication gap between school and home, to support family engagement in student activities, and to ensure the learning success of all students.



Friday 4:15p.m. – 5:15p.m.

Cecilia Li graduated from San Francisco State University with M.A. in Chinese with an emphasis on interpretation in 2015. She currently works as an on-demand interpreter and Family Liaison at San Francisco Unified School District. She believes that interpreting accuracy is based on interpreter's knowledge in subject areas and preparation prior to meeting.

**The Professional “No” – How to Graciously Assert
Your Role as a Healthcare Interpreter**

Shasta/Tahoe Room

Presenter: Julie Burns, and Rosanna Balistreri

Track: Interpreting Skills, Ethics

Level: I, II & III

Interpreters are often faced with the challenging task of saying “No” to patients or providers when asked to perform tasks that go beyond our role boundaries. Simply stating “I can’t do this, it’s a violation of my ethics or role boundaries” often frustrates and alienates both patients and providers. This presentation will give interpreters the opportunity of scripting and practicing ways to say a professional “No” in a variety of different real-life scenarios when faced with requests by patients or providers that violate the interpreter’s role boundaries, thus allowing interpreters to maintain both their professionalism and their rapport with patients and providers, even in the most challenging situations.

Learning Objectives:

1. Participants will explore a model for saying a professional “No” to patient and/or provider requests that violate the interpreter’s role boundaries.
2. Participants will script their professional “No’s” in a variety of healthcare scenarios.
3. Participants will practice their scripts in triadic role-plays, hence gaining confidence and ease in saying “No” while maintaining rapport with both patient and provider.

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 Co-Chair 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.

Ms. Burns is a veteran interpreter trainer, CCHI & Worker’s Compensation 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, IMIA and CHIA and has 20 years’ experience in health care interpreting and translation, as well as extensive experience in health



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Friday 4:15p.m. – 5:15p.m.

education and training in Latin America and the U.S. In 2018, she was conferred the National Council on Interpreting in Health Care Language Access Champion award.



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

Poster Presentations

Ballroom

A. Directionality Preferences: Insights from Student Interpreters for Interpreters and Interpreter Educators

Presenter: Maria Milagros Antonini, PhD

This presentation builds on the presenter's preliminary research on directionality preferences (Antonini, 2017). The presentation reports survey qualitative and quantitative data about the directionality preferences of students in a translation and interpretation program at a community college. Data point to perceived strength in source language comprehension and target language production as strongly influencing factors of directionality preference. Data also suggest that social and family background, together with educational background, are the strongest contextual factors influencing directionality preferences. In addition, the presentation elicits participants' reflection on their own directionality preferences and provides opportunities for comparison and contrast with the data presented. Implications of the data for interpreter independent professional development and for interpreter education are also discussed, especially in terms of the finding that perceived strength in source language comprehension seems to be as relevant a factor as perceived strength in target language production.

Maria Antonini de Pino holds a doctoral degree in Applied Linguistics from Indiana University, Bloomington, IN, USA. She is certified as an English<>Spanish translator and interpreter by the Ministry of Justice, Republic of Venezuela, and as a CCHI English<>Spanish healthcare interpreter (CHI™). She is an English and Spanish teacher, a translator and interpreter and a translation/interpretation educator and researcher. She currently teaches at the English as a Second Language and the Translation/Interpretation programs at Evergreen Valley College, San Jose, CA.

B. Evidence-Based Approach to Ensure Equitable National Certification Program

Presenter: Natalya Mytareva, and Margarita Bekker

It is important for a national certification program for interpreters to be inclusive and equitable, and to allow for the opportunity of success to interpreters of any language. Thus, such a

program should attempt to create a "universal" English-to-English (EtoE) interpreter performance exam. Designing an EtoE interpreter performance exam requires scientific evidence that such an exam is valid and measures what it is supposed to measure. These are the main reasons that have inspired CCHI to form a National Task Force in 2018, and to



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

undertake a study of interpreter certification candidates. The proposed study is a result of the national focus groups recommendations (described in a whitepaper available at http://cchicertification.org/uploads/CCHI_EtoE_Interpreter_Performance_Assessment.pdf). Presenters will discuss the parameters and hypothesis of the EtoE study, its implementation stages, and the future applications of the study results to interpreter assessments, training design, and workforce development.

Margarita Bekker, CoreCHI™, is Lead Russian Interpreter, Education and Training, at Stanford University Medical Center, and Chair of the Certification Commission for Healthcare Interpreters. Since 2012, she has been a curriculum developer and instructor of healthcare interpreting courses (Russian) for master-level distance learning program at Glendon School of Translation at York University, Toronto, Canada. Margarita is a certified Bridging the Gap trainer. She was a Russian Language Coach at the City College of San Francisco HCI program. Margarita is a former President of CHIA and received its Interpreter of the Year Award in 2016.

Natalya Mytareva, M.A., CoreCHI™, is Executive Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She developed and taught several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

C. Health Literacy Skills of ASL Interpreting Students

Presenter: Alexis Zarret

Health literacy (HL) is the capacity to obtain, process and understand basic health information and services needed to make appropriate medical decisions. Deaf Americans have been shown to have insufficient levels of HL, which are associated with health disparities, which suggests the need for highly competent medical interpreters. There has been no HL study of American Sign Language (ASL) interpreting students and no national certification exists for ASL interpreters working in healthcare settings.

The Health Literacy Skills Instrument-Short Form (HLSI-S) was distributed via internet-based survey tool and completed by ASL interpreting students in their last year of school. The survey contains 10 questions testing various aspects of HL as well as questions on students' attitudes toward its importance and their perception of their own HL skills. Results of the study suggest adequate levels of health literacy among participants, but inadequate computational skills. The majority of participants overestimated their computational skills, stating that they were "good at math". These results could have wider implications for ASL interpreter education and entry into the healthcare setting for interpreters.



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

Alexis Zarret is a graduate student in the Master's in Health Care Interpretation program at Rochester Institute of Technology. She is a community American Sign Language interpreter in Los Angeles, CA and holds the National Interpreter Certification (NIC) through the Registry of Interpreters for the Deaf (RID).

D. Healthcare Interpretation Internships: The Students' View

Presenter: Sophie Vong-Karlage

This summer, several interpretation and translation students of the Middlebury Institute of International Studies at Monterey had the chance to participate in healthcare interpretation internships at various hospitals. This presentation aims to introduce each internship program and describe students' experiences, offering the interns' view on what is important for transitioning from a beginner to a full-fledged medical interpreter. We hope more organizations will see the benefit of having internship programs and design those programs to provide interns with the most significant learning experiences.

Born and raised in Guangdong, China with three native languages, **Sophie** has always been enthusiastic about using language skills to facilitate communication. She has a BA in Japanese, an MA in Chinese and Japanese Translation and Interpretation, and is pursuing an MA in Chinese and English Translation and Interpretation. Since coming to the US, she has found her passion in medical interpretation and is halfway through the CCHI certificate process. She completed two medical interpretation internships over the summer and is looking forward to using her five languages to support patient-provider communication after graduation.

E. Interpreters and Technology: How to Stay Sane in an Increasingly Digital World

Presenter: Julie Burns

Increasingly, interpreters are relying on technology for education & training, on-the-job tools, delivery of interpretation services, as well as for a myriad of purposes in their personal lives. This unprecedented reliance on digital technology is having profound effects on our minds, bodies and relationships. This presentation will provide participants with self-awareness tools and simple steps to create a more conscious and empowered relationship to technology and increased wellbeing.

Ms. Burns is a veteran interpreter trainer, CCHI & Worker's Compensation 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, IMIA 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. In 2018, she was conferred the National Council on Interpreting in Health Care Language Access Champion award.



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

F. It Stands to Reason: Studying Formal Supervision as a Pathway to Moral Reasoning for Interpreters

Presenter: Jamie Forman

In a study conducted by Dr. Robyn Dean, a group of signed language interpreters scored well below others in their age, education, and like professional groups on a test of moral reasoning. Moral reasoning is a crucial skill for signed and spoken language interpreters as well as health care professionals. It is what allows all of us to weigh conflicting values at a given moment and prioritize those that are deemed most important. Healthcare settings have their own set of values that interpreters often have to take into account while making decisions. The question arises: how can the moral reasoning of interpreters be improved so that they can make more ethical and effective decisions appropriate to the healthcare setting? Healthcare professionals, especially those in mental health, often use formal supervision and case conferencing to examine past decisions with the goal of improving future practice. This presentation proposes that formal supervision can be an effective way for interpreters to improve moral reasoning skills as well. The presenter is currently conducting research to determine whether moral reasoning scores among signed language interpreters improve after one year of formal supervision. The hope is to bring formal supervision, used readily by the medical and mental health community, to a wider group of interpreters to elevate the standard of care for limited English proficiency (LEP) patients.

Jamie Forman, NIC, QMHI is a nationally certified signed language interpreter specializing in the medical and mental health settings. Her interest in healthcare began in 2005 when she conducted and nationally presented research on childhood obesity. Spending the last three years specializing in the medical and behavioral health settings has fostered an interest in how interpreters navigate these often complex environments. After attending MHIT and obtaining her qualified mental health interpreter certification, she became interested in bringing the ideas set forth by the Demand Control Schema to her local interpreting community and has presented several workshops towards that aim.

G. Living Exhibit: Interpreter-Observed Incidents of Language-Based Disparities in Healthcare

Presenter: Suzanna Reiss-Koncar, MPH, CHI

Abundant literature demonstrates the link between patients with limited English-proficiency (LEP) and decreased health outcomes. Some studies conclude that being LEP is a health-risk. However, much of this literature, focused on language-based disparities in care, is based on the observations of medical and health professionals and students, despite interpreters often being the most qualified to appreciate the incidence of these disparities. Some anecdotal interpreter opinions have been reported, but less often have their observances of incidents of language-based disparities in health care been systematically gathered.



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

A previously conducted pilot study among a small sample of health interpreters suggests definitive findings. **Living Exhibit:** As part of this Living Poster Session, a larger sample of data from volunteer interpreter participants will be gathered during the CHIA 2019 conference. This data will be computed and findings, alongside findings of the previously conducted pilot study, will be displayed for attendants during the final sessions of the conference. What can interpreter observances of language-based disparities in health care contribute to the body of scientifically gathered literature? How might this influence policy, resources, the interpreting profession and the health equity?

Suzanna Reiss-Koncar is a Certified Health Interpreter™ and holds a Master's in Public Health. She is dedicated to health equity and recently published a comprehensive interpreter training textbook, *Health Interpreting with Hearts and Minds*. She has worked as a medical interpreter at a leading medical teaching university for over two decades.

H. US Spanish: Challenges for Translators and Interpreters/El Español de Estados Unidos: retos y desafíos para traductores e intérpretes

Presenter: Anna Martorell Fusté

In the United States, there are over 40 million Spanish speakers, who account for approximately 17% of the total population. Mexico has the largest number of Spanish speakers worldwide, followed by the US. This reality shapes the already heterogeneous Spanish language in America today, rapidly evolving with its daily coexistence with English. We'll explore this sociolinguistic idiosyncrasy and the challenges it poses to our work as translators and interpreters.

Estados Unidos cuenta con más de 40 millones de hablantes de español; representan aproximadamente un 17 % de la población del país. Ya hay más hablantes de español en Estados Unidos que en cualquiera de los países de habla hispana, excepto en México, el país con más hablantes de español. Esto da forma a la realidad del español heterogéneo *de y en* Estados Unidos, en contacto directo con el inglés y en constante transformación. Esta presentación se centrará en las particularidades del español de Estados Unidos y el papel que desempeñamos los traductores e intérpretes en este contexto.

Anna Martorell Fusté, a native of Barcelona, Spain, is a Spanish translator and interpreter based in Los Angeles, California. Ms. Martorell holds an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey and a BA in Journalism and Mass Communication from Saint Bonaventure University. Ms. Martorell is an ATA certified translator (English > Spanish) and a CCHI certified medical interpreter. She currently works as a Language and Cultural Specialist at Children's Hospital Los Angeles, as a translator and coordinator of its Translation Program. Previous to her work at Children's Hospital Los Angeles, she worked as a Localization Project Manager and Spanish Quality Control Manager at a Los Angeles-based Language Service Provider.



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

I. Using “Agency” for Professional Advancement

Presenter: Michelle Scott, RN and Carlos Pava, CHI

“Agency” will be explored as an interpreter’s own capacity to act independently to make wise choices when interacting with a language “agency” for professional advancement opportunities. Participants will have an opportunity to learn about the vast range of activities language agencies must undertake in order to secure assignment opportunities for interpreters. Using a customer loyalty framework, interpreters will be encouraged to consider how their own efforts can make them more valuable and desirable contractors.

Michelle Scott is a bilingual (Spanish) Registered Nurse and founder of Voices For Health, Inc.® She has experience in medical interpreting, medical translation project management, curriculum development and multilingual research projects. Having trained interpreters for over 15 years, she currently develops video content for VoicesAcademy.com, a virtual conference website providing self-guided continuing education for healthcare interpreters. She has bachelor’s degrees in Spanish and Nursing and a master’s degree in Medical Anthropology, all from Michigan State University. She joined the board of the California Healthcare Interpreting Association in 2015 and currently serves as Vice President and Chair of the Education Committee.

Carlos E. Pava is the co-founder and COO of Voices For Health, Inc.®, a company providing a suite of language access solutions nationwide that is currently the largest provider of medical interpreting services throughout the state of Michigan. He earned degrees in Business Administration and Psychology at Michigan State University. Carlos has been a medical interpreter for nearly 20 years and has earned CHI® national certification. He has trained hundreds of medical interpreters and is certified to teach The Community Interpreter International® curriculum. He is currently a member of the Michigan Hispanic/Latino Commission, having been appointed by the Governor.

J. Vendor Interpreter Preparation and Evaluation Process at UCSF Health: From a Reactive (Complaint-based) System to Proactive Quality Control

Presenter: Nga-Sze (Alyes) Wong, and Mateo Rutherford

Many large healthcare institutions rely heavily on local agencies for on-site interpreting support as staff interpreters are not able to cover all languages and assignments. Too often quality control is a reactive system by which complaints from providers are investigated and interpreters may be placed on a “do not deploy” list until their agencies have provided them with additional training or resources. This is an unpleasant experience for the interpreters, agencies, providers and healthcare institutions. National certification and medical interpreter



Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

training programs establish a minimum level to enter the field. However, even these qualifications do not necessarily prepare the interpreter for the complex medical scenarios seen at UCSF on a daily basis.

Several years ago, with the collaboration of our vendors, UCSF began a process of proactive quality control whereby we require vendor per diem interpreters to: 1) have national certification, or be in process of obtaining certification, 2) participate in a shadowing process that may take several days to complete and includes clinical, hospital and remote interpreting encounters, 3) complete a quiz about ethics and professionalism in medical interpreting. Upon successful completion of the shadowing process, interpreters may be considered for assignments at UCSF following an orientation process. It is a long, resource-intensive approach, and a work in process with some challenges to overcome. There has been a perceptible reduction in provider complaints and an increased number of compliments for our per diem interpreters.

Mateo works for Interpreting Services at UCSF Health since 2012 as the Supervisor, Director and Project Manager. UCSF has over 200,000 interpreted visits in over 80 languages per year. Mateo holds a Master's Degree in Biology from UC Berkeley and a Master's Degree in Spanish Interpretation and Translation from the Monterey Institute. He has worked as a freelance Spanish interpreter since 1987 throughout Latin America, Europe, Asia and the US, specializing in the life sciences and technology. Mateo also worked as a bilingual trainer for the CDC, is a CERTIFIED HEALTHCARE INTERPRETER™, and currently serves as a commissioner to CCHI.

Nga Sze Alyes Wong, CoreCHI™, has worked as a medical interpreter at UCSF Health since 2008. She graduated from University of Hawaii at Manoa with a B.A. in Asian Studies and a certificate in Chinese. Alyes has also worked toward improving language access at UCSF by participating in and leading various work groups within her department to improve interpreting service signage and the development of the agency interpreter assessment. Alyes also serves on the UCSF Cancer Center Patient and Family Advisory Council, giving voice to LEP patients. She is the recipient of CHIA's 2014 Interpreter of the Year award.

K. Voices of the Rain: Indigenous Language Justice in California

Presenter: Alena Uliasz, and Fausto Sánchez

California is home to a diverse population of Indigenous immigrants from Latin America, including 165,000 Indigenous Mexican farmworkers (Mines, Nichols, & Runsten, 2010). The Mixteco people (*Ñuu Savi*, People of the Rain), originally from Southern Mexico, comprise the largest group of California's Indigenous farmworkers (Maxwell et al., 2015). Many Indigenous immigrants speak only Indigenous languages and little Spanish or English. While speaking one's ancestral tongue is integral to cultural survival, language barriers deepen systemic inequities. Farm labor researchers have documented that Indigenous farmworkers are routinely denied access to interpreters and face pervasive discrimination (Holmes, 2013; Mines, et al., 2010).



CHIA 19th Annual Educational Conference
*CHIA, Forging The Way To A Gold Standard In Health
Equity*

Friday 7p.m. – 8p.m. & Saturday 10a.m. – 11a.m.

Public health scholars argue that language barriers adversely impact health, yet language access protections are widely unknown and unenforced (Chen, Youdelman, & Brooks, 2007). Situated in this body of work, this study examines Indigenous language justice in California.

This is a community-based participatory research project led by the Mixteco/Indígena Community Organizing Project in collaboration with Centro Binacional para el Desarrollo Indígena Oaxaqueño, California Rural Legal Assistance, and Frente Indígena de Organizaciones Binacionales. The study's purpose is to inform the Indigenous interpreting field and identify strategies to promote equity for Indigenous language speakers. We draw on qualitative data from interviews with subject matter experts, focus groups with Indigenous immigrants, policy analysis, and surveys of service providers to explore the following research questions: 1) What is the state of Indigenous language interpreting in California? 2) How can Indigenous immigrant communities overcome barriers to language justice? The findings document exciting progress and persistent challenges including discrimination and language barriers in labor, education, and healthcare settings. We conclude with recommendations for policy, practice, and scholarship.

Alena Uliasz holds a master's degree in Community Development from the University of California, Davis, where she conducted [community-based participatory research about Indigenous language justice](#) in collaboration with the [Mixteco/Indígena Community Organizing Project](#) (MICOP) and [California Rural Legal Assistance](#) (CRLA). She currently serves as Language Justice Manager at CRLA and has sixteen years of experience as a facilitator, curriculum designer, and community organizer. Alena is a co-founder of Just Communities' [Language Justice Initiative](#) on the California Central Coast, where she also co-led educational equity and sexual violence prevention efforts.



Saturday 9 – 10a.m.

How to Self-Assess Your Interpreting Skillset

Folsom Room

Presenter: Eliana Lobo

Track: Interpreting Skills, Professionalism

Level: I, II & III

This training for interpreters of all levels of experience to learn how to self-assess their skills, (by recording themselves and analyzing error types, and then choosing appropriate drills and practice material to "move the needle").

Learning Objectives:

Learn how to self-assess interpreting skills via self-recording and tracking of error types

1. What are the most common errors?
2. How does one track personal errors?
3. Which drills and exercises should be selected for each error type?
4. Stress and interpreting and its effect on performance

Eliana is a native speaker of English and Brazilian Portuguese. An experienced interpreter and translator, Portuguese court interpreter, Spanish/Portuguese translation supervisor, Portuguese healthcare interpreter, medical trauma center interpreter services Supervisor and Certified Medical Interpreter Trainer.

Eliana earned two M.A.s from Brown University: Bilingual Education, and Portuguese & Brazilian Studies. She's a nationally certified CoreCHI-Portuguese, and a former Fulbright Grantee. Since 2013, via the NCIHC's "Home for Trainers" webinar workgroup, she has helped create and host over 30 national webinars on effective medical interpreter training. Currently, Eliana directs Lobo Language Access, developing and conducting interpreter training workshops and curricula in Seattle.

Romancing the C-Suit

Brandywine Room

Presenter: Cindy E. Roat

Track: Language Access

Level: N/A

How do you get your CEO or CFO to take language access seriously? In this environment of shrinking resources and burgeoning need, it is easy for the Executive Suite to dismiss language services as an expense they cannot afford. Learning to talk to healthcare executives about language services in a way that makes sense to them is becoming more and more important, both for advocates and interpreter managers. This workshop will introduce participants to both the language and concerns of upper management, teaching them how to present their arguments for language services in a way that managers can understand.



Saturday 9 – 10a.m.

Learning Objectives: At the end of this workshop, participants will be able to:

1. Develop a coherent strategy for successfully approaching senior management with proposed changes in language access.
2. Identify the information they need before approaching senior management.
3. Demonstrate how to use data, research, law, demographics, ROI and organizational priorities to craft cogent arguments in favor of their proposed changes.

Cynthia E. Roat is an international consultant on language access in health care and patient navigation. Over the past 25 years, Ms. Roat has made significant contributions to the field as an interpreter, teacher, consultant, organizer, researcher, mentor and author. Her most recent book, *Healthcare Interpreting in Small Bites*, is being adopted as an ancillary text in many interpreter training programs. From 2012-2015, she managed Seattle Children's Hospital's innovative Bilingual Patient Navigation program. She is a founding member and former board chair of the National Council on Interpreting in Health Care, a founding member of the Washington State Language Access Coalition, and current chair of the Northwest Translators and Interpreters Society's Community Interpreter Division. She is known nationally as an engaging speaker, a knowledgeable resource, and an energetic advocate for language access in general.

How Spanish Interference May Negatively Impact Accuracy

Shasta/Tahoe Room

Presenter: Loly Lopez

This Presentation is in Spanish

Track: Interpreting Skills

Level: I & II

This challenge can be especially acute during medical encounters when stress levels are high. This pressure has a tendency to impair an anxious interpreter's ability to use the right word; thus, their rendition may be inaccurate. This issue tends to rear its head with Spanish interpretation. Making the matter particularly challenging is the fact that many Spanish words are similar in form to English, but their meanings are very different. We will review this issue, as well as some structural and non-structural elements, and how they negatively interfere with the content and form of rendition. There will be many examples of Spanish interference to motivate participants to further their research and learning. As illustrations we will talk about "intoxicated" versus "food poisoning" and "reclaimed" versus "claim." It will be a fun learning experience in a participatory learning environment.

Learning Objectives:

1. Create awareness of similarities in form and their differences in meaning from Spanish into English and their negative impact on the rendition.
2. Instill the need to continuously and consistently learn. Interpretation is a lifelong learning experience.



Saturday 9 – 10a.m.

3. Motivate participants to share personal experiences within a cooperative learning environment.

As LanguageLine Solution's Training Manager, **Loly Lopez** led the company's UK training integration project; web training development and implementation. Ms. Lopez was a board member for the creation of the F2089 Standard Guide for Language Interpretation Services by the American Society for Testing & Materials. She is a CMI-Spanish interpreter with a Train the Trainers Certificate for Healthcare Interpreters from the Monterey Institute of International Studies. Ms. Lopez taught Spanish at Rollins College in, Florida. She taught Spanish at the MIBN in Orlando and was Director of Immersion Programs for Military Personnel with the Defense Language Institute in Monterey.

**Research in Language Access: An Introduction to
Methodology, Analysis, and Dissemination**

Berryessa/Eagle Room

Presenter: Michelle Scott, RN

Track: Professionalism

Level: I, II & III

While research in language access is growing in popularity, it remains underrepresented by healthcare interpreters, both as researchers and participants. Adding to this growing knowledge-base will help interpreters be recognized by healthcare providers as professionals in this field. Interpreters can also earn CEUs for research and publication! Building on her own thesis research (language disparities and emergency department utilization), as well extensive experience moderating focus groups and creating surveys, Ms. Scott will discuss opportunities for interpreters to contribute to credible research through various qualitative and quantitative methods. She will also review options and resources for analyzing data and disseminating findings.

Learning Objectives:

1. To understand how to formulate a research question and choose an appropriate corresponding qualitative or quantitative methodology.
2. To learn about methods and resources for analyzing findings.
3. To learn about opportunities for disseminating findings.

Michelle Scott is a bilingual (Spanish) Registered Nurse and founder of Voices For Health, Inc.® She has experience in medical interpreting, medical translation project management, curriculum development and multilingual research projects. Having trained interpreters for over 15 years, she currently develops video content for VoicesAcademy.com, a virtual conference website providing self-guided continuing education for healthcare interpreters. She has bachelor's degrees in Spanish and Nursing and a master's degree in Medical Anthropology, all from Michigan State University. She joined the board of the California Healthcare Interpreting Association in 2015 and currently serves as Vice President and Chair of the Education Committee.



Saturday 10a.m. – 11a.m.

Poster Presentations

Atrium Solarium

- A. Directionality Preferences: Insights from Student Interpreters for Interpreters and Interpreter Educators**
Presenter: Maria Milagros Antonini, PhD
- B. Evidence-Based Approach to Ensure Equitable National Certification Program**
Presenter: Natalya Mytareva
- C. Health Literacy Skills of ASL Interpreting Students**
Presenter: Alexis Zarret
- D. Healthcare Interpretation Internships: The Students' View**
Presenter: Sophie Vong-Karlage, Emilia Wei and Mariel Heupler
- E. Interpreters and Technology: How to Stay Sane in an Increasingly Digital World**
Presenter: Julie Burns
- F. It Stands to Reason: Studying Formal Supervision as a Pathway to Moral Reasoning for Interpreters**
Presenter: Jamie Forman
- G. Living Exhibit: Interpreter-Observed Incidents of Language-Based Disparities in Healthcare**
Presenter: Suzanna Reiss-Koncar, MPH, CHI
- H. US Spanish: Challenges for Translators and Interpreters/El Español de Estados Unidos: Retos y Desafíos para Traductores e Intérpretes**
Presenter: Anna Martorell Fusté
- I. Using "Agency" for Professional Advancement**
Presenter: Michelle Scott, RN and Carlos Pava, CHI
- J. Vendor Interpreter Preparation and Evaluation Process at UCSF Health: From a Reactive (Complaint-Based) to Proactive Quality Control**
Presenter: Nga-Sze Wong and Mateo Rutherford
- K. Voices of the Rain: Indigenous Language Justice in California**
Presenter: Alena Uliasz and Fausto Sánchez



CHIA 19th Annual Educational Conference
CHIA, Forging The Way To A Gold Standard In Health Equity

Saturday 11a.m. – 12p.m.

Keynote Presentation

Ballroom

Possibilities, Opportunities, and Responsibilities: The Untapped Power of Interpreters in Advancing Health Equity

Speaker: Gayle Tang, MSN, RN

Gayle Tang, MSN, RN, is an educator and a consultant. She works with organizations to transform care delivery, promoting quality, patient safety, and health equity. Gayle is the principal architect of the award-winning Healthcare Interpreter Certificate Program, the Qualified Bilingual Staff Model and Program, and the Clinician Cultural & Linguistic Assessment – a Language Concordance Initiative; aimed at setting industry standards. Gayle is a member of the Office of Minority Health's National Project Advisory Committee on the *National Enhanced CLAS Standards*. She is a director on multiple Boards, including CHIA. Gayle co-authored the *California Standards for Healthcare Interpreters - Ethical Principles, Protocols, and Guidance on Roles & Interventions*.



Saturday 1:15p.m. – 2:15p.m.

**Navigating Question and Answer Forms: How to
Assist Patients to Fill Out Forms Ethically and Professionally**

Shasta/Tahoe Room

Presenter: Katharine Allen

Track: Interpreting Skills, Ethics

Level: I, II & III

Interpreters in healthcare settings are routinely taught to avoid two things: being alone with patients and sight translating most kinds of documents. Yet, often the first contact between an interpreter and patient is in the doctor's waiting room, where the patient is handed a thick pile of intake forms and the interpreter is asked to go sit down (alone) with the patient and help complete the forms. Refusing to help the patient or insisting that the receptionist work directly with the patient to fill out the forms can lead to a negative and harmful interaction with the patient and provider. This presentation guides interpreters through a straightforward protocol for how to navigate this common situation that provides the patient the sight translation needed for to fill out the forms while allowing the interpreter to limit their interaction so that it complies with professional ethics.

Learning Objectives:

1. Participants will practice scripts for communicating with the receptionist about assisting patients with intake forms.
2. The sight translation of question and answer forms requires interpreters to have direct interactions with patient. Participants will practice sight translation techniques that allow them to interpret the form, answer questions limited to linguistic issues and not write on the form themselves.
3. Participants will practice scripts for limiting their role with the patient during the sight translation and while waiting for the appointment to begin.

Katharine Allen is a healthcare and community interpreter with over 3 decades of experience interpreting, training, and designing curricula. She is co-president of InterpretAmerica. She is lead developer and licensed trainer for The Indigenous Interpreter® 60-hour training and has helped embed professional interpreting into medical missions in Mexico. She has designed curricula for the military. She teaches for the Glendon College Masters in Conference Interpreting. Katharine is co-author of *The Community Interpreter® International: An International Textbook*, *The Medical Interpreter-A Foundation Textbook for Medical Interpreting* and *Breaking Silence: Interpreting for Victim Services*. Katharine speaks and trains nationally. She has an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey.



Saturday 1:15p.m. – 2:15p.m.

**Trained Dual Role Interpreters become Dual Role
Nationally Certified Interpreters - The Long and Winding Journey** *Brandywine Room*

Presenter: Tracy Young, MA, BSN, RN, CMI; Julie Burns, and Eder Vazquez

Track: Professionalism, Technology

Level: N/A

Barton Health's Language Access Services team shares important lessons from their two year journey to support trained dual role interpreters in becoming nationally certified. Their detailed plan includes planning, implementation, and creating an on-site testing center and customized training and coaching.

Learning Objectives:

1. Become familiar with how to facilitate organization wide collaboration, planning and implementation.
2. Learn how to establish an on-site testing center at your healthcare facility.
3. Learn how to design a customized training and coaching program for your dual role interpreters.

Tracy Young: Tracy Young is a certified medical interpreter, medical interpreter trainer and long-time advocate for the profession. She currently is the Language Access Services coordinator at Barton Health in South Lake Tahoe, California. She holds an MA in Spanish from the University of Nevada, Reno and is the founding president of the Nevada Interpreters and Translators Association (NITA). In 2015, Tracy was awarded the prestigious Language Access Champion Award from the National Council on Interpreting in Health Care. She continues to find innovative ways to make language access a reality at Barton Health and beyond.

Ms. Burns is a veteran interpreter trainer, CCHI & Worker's Compensation 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, IMIA 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. In 2018, she was awarded the National Council on Interpreting in Health Care 2018 Language Access Champion Award.

Eder Vazquez has been a long-time resident of South Lake Tahoe, and is well known and respected in the community. Eder is a critical part of the Language Access Services Administrative and Interpreting Team at Barton Health. In addition, he leads and manages several programs such as ZipDx; Remote Simultaneous Interpreting Platform, Interpreter Intelligence; On-Line Interpreter Scheduling Program, and 30 plus Video Remote Interpreting Units. He has actively collaborated with the CCHI as a Subject Matter Expert. His ability to



Saturday 1:15p.m. – 2:15p.m.

remain calm under pressure is truly unparalleled, and his myriad contributions help make Barton Health a leader in language access.

**Interpreting in Labor and Delivery: From
Admissions to Discharge**

Berryessa/Eagle Room

Presenter: Indira Sultanić

Track: Interpreting Skills, Medical Terminology, Professionalism

Level: I & II

Every specialty within the medical contexts has its own culture and subculture. Interpreting in labor and delivery, while in many respects similar to interpreting in obstetrics, is very extensive and requires interpreter dexterity. There are intake questionnaires, patient preparation, labor, delivery, patient education, and everything in between. It is often the in between for which many interpreters are not always prepared. It is a beautiful thing to witness the miracle of life, but every case is different, and the outcomes are not always ideal. This presentation is designed to offer interpreters an overview of the labor and delivery process starting with admissions and concluding with patient education and discharge. It focuses on the terminology associated with labor and delivery, the stakeholders, the role of the interpreter, how to respond to emotions associated with the witnessing of a birth, less than ideal outcomes, or even a negative outcome. It examines the challenges of having to sometimes face, and yet effectively communicate difficult news to the parents or parents-to-be. This presentation draws from real-life cases, and offers interpreters sample questions and forms that are typically associated with this particular medical specialty. The ideal target audience for this presentation is novice and intermediate interpreters who wish to learn more about interpreting in labor and delivery.

Learning Objectives:

1. To gain an understanding of the process, the stakeholders, and the terminology associated with labor and delivery.
2. To acquire useful strategies for handling each situation.
3. To learn to control emotions, and remain composed in order to communicate to patients even the most difficult news.

Dr. **Indira Sultanić** is an Assistant Professor of Translation and Interpreting Studies at Virginia Commonwealth University. Prior to joining VCU, Dr. Sultanić was an Assistant Professor of Spanish – Specialist in Translation and Interpreting at California State University, Fresno. She received her Ph.D. in Translation Studies from Kent State University. Her teaching expertise include medical, legal, and community interpreting, Spanish - English translation, and Language for Special Purposes (LSP). Dr. Sultanić is a Certified Healthcare Interpreter™, and has worked in the language industry as a Project Manager, translator, as well as a medical and community interpreter for the past 10 years.



Saturday 1:15p.m. – 2:15p.m.

**US Spanish: Challenges for Translators and
Interpreters/*El español de Estados Unidos: retos y
desafíos para traductores e intérpretes***

Folsom Room

Presenter: Anna Martorell Fusté

This Presentation is in Spanish

Track: Interpreting Skills, Translators

Level: II

In the United States, there are over 40 million Spanish speakers, who account for approximately 17% of the total population. Mexico has the largest number of Spanish speakers worldwide, followed by the US. This reality shapes the already heterogeneous Spanish language in America today, rapidly evolving with its daily coexistence with English. We'll explore this sociolinguistic idiosyncrasy and the challenges it poses to our work as translators and interpreters.

Estados Unidos cuenta con más de 40 millones de hablantes de español; representan aproximadamente un 17 % de la población del país. Ya hay más hablantes de español en Estados Unidos que en cualquiera de los países de habla hispana, excepto en México, el país con más hablantes de español. Esto da forma a la realidad del español heterogéneo *de y en* Estados Unidos, en contacto directo con el inglés y en constante transformación. Esta presentación se centrará en las particularidades del español de Estados Unidos y el papel que desempeñamos los traductores e intérpretes en este contexto.

Learning Objectives:

1. Learn about the uniqueness of the Spanish language and its usage in the United States
2. Understand how the coexistence of both English and Spanish in the United States shapes the sociocultural reality of the Spanish language
3. Understand the key role Spanish translators and interpreters play in the United States as cultural agents and communicators

Anna Martorell Fuste, a native of Barcelona, Spain, is a Spanish translator and interpreter based in Los Angeles, California. Ms. Martorell holds an MA in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey and a BA in Journalism and Mass Communication from Saint Bonaventure University. Ms. Martorell is an ATA certified translator (English > Spanish) and a CCHI certified medical interpreter. She currently works as a Language and Cultural Specialist at Children's Hospital Los Angeles, as a translator and coordinator of its Translation Program. Previous to her work at Children's Hospital Los Angeles, she worked as a Localization Project Manager and Spanish Quality Control Manager at a Los Angeles-based Language Service Provider.



Saturday 3p.m. – 4p.m.

Interpreting for Pain Management Patients

Folsom Room

Presenter: Judit Marin

Track: Interpreting Skills, Medical Terminology

Level: I, II & III

The purpose of this workshop is to introduce healthcare interpreters to medical terminology specifically related to pain management. We will discuss the following topics: what is pain management, most common injuries and conditions that lead to a referral to pain management, description of treatments for pain (procedures, medications, functional restoration programs, etc.), complexity of this medical specialty and the challenges interpreters face in pain management settings. Participants will receive terminology and glossaries (English <> Spanish) pertaining to this area of care.

Learning Objectives:

1. Learn terminology English<>Spanish related to pain management.
2. Define pain management and its purpose.
3. Learn most common injuries and conditions that lead to pain management treatment.
4. Review the wide array of treatments offered in pain management settings.
5. Discuss challenges interpreters face in pain management appointments.

Judit Marin is a freelance Spanish interpreter, translator, and trainer based in the San Francisco Bay Area. She is an ATA certified (English>Spanish) translator and a California Certified Medical Interpreter. She holds a M.A. in Spanish from U.C. Santa Barbara and a B.A. degree in Catalan Philology from the University of Barcelona. She currently serves as NCTA Vice President and Continuing Education Director. She received the CHIA Interpreter of the Year Award at the CHIA Annual Conference in 2018. Contact her at marinjudit@yahoo.com and follow her on Twitter @juditoak.

Infection Control and Industrial Safety for Interpreters in Medical Settings

Shasta/Tahoe Room

Presenter: Margarita S. Bekker

Track: Interpreting Skills

Level: I, II & III

Interpreters have long been considered language workers. While it is true that their expertise lies in communication, medical interpreters must also be considered part of the healthcare workforce. And thus, interpreters must acquire the specialized knowledge to be safe members of the healthcare team. This presentation addresses the following issues: infection control and necessary immunizations for interpreters; discussion of TB testing versus post-BCG symptom check; protecting the interpreter and the patient from infection and use of personal protective equipment (PPE); industrial safety concepts and interpreting for inmates and in medical/mental health facilities at jails/prisons; interpreter safety with respect to mechanical danger,



Saturday 3p.m. – 4p.m.

dangerous and abusive people, chemical hazards, and radiation hazards; mental hygiene measures.

Learning Objectives:

1. To introduce the concept of infection control;
2. To educate about importance of immunizations and personal protective equipment for interpreters in medical settings,
3. To educate about personal safety measures in healthcare settings including mental health, inmate health and abusive patients situations.

Margarita Bekker, CoreCHI™, is Lead Russian Interpreter, Education and Training, at Stanford University Medical Center, and Chair of the Certification Commission for Healthcare Interpreters. Since 2012, she has been a curriculum developer and instructor of healthcare interpreting courses (Russian) for master-level distance learning program at Glendon School of Translation at York University, Toronto, Canada. Margarita is a certified Bridging the Gap trainer. She was a Russian Language Coach at the City College of San Francisco HCI program. Margarita is a former President of CHIA and received its Interpreter of the Year Award in 2016.

**Interpreters Rock! Increasing Respect for your
Role and Creating a Culture of Service that Rocks by
Understanding Your True North**

Brandywine Room

Presenter: Danilo Formolo

Track: Ethics

Level: I, II & III

Those we serve deserve the very best in terms of quality and service. Sometimes it takes a smile and putting yourself in the shoes of another by demonstrating empathy without burning yourself out, practicing self-care, and staying true to yourself. In this fun, interactive session, experience true life examples of delivering service that rocks.

Learning Objectives:

1. Learn how to develop appropriate communication strategies to deliver top-notch service in a complex clinical environment
2. Experience real life examples of language access from a customer's perspective and learn strategies for overcoming difficult scenarios. Apply your gained knowledge through in-class role playing.
3. Discuss strategies for demonstrating compassion and empathy by placing yourselves in the position of those you serve.

Danilo Formolo is the Director of Language Services for Atrium Health, one of the largest healthcare systems in the U.S. Danilo is responsible for strategizing Language Services as one of the most robust language access programs in the nation. Initiatives involve enhancing the Patient Experience through innovative and cost effective measures. Danilo earned two



Saturday 3p.m. – 4p.m.

Bachelor's Degrees from UNC Charlotte, plus an MBA. Danilo is a Bridging the Gap trainer and has delivered presentations at national conferences. He serves on the Interpreter Education Advisory Board for a local community college, in addition to serving on other boards and councils.

**Help Me Live and Die with Dignity: Interpreting
for the last request with compassion and professionalism**

Berryessa/Eagle Room

Presenter: Ira SenGupta, and Cristal Rangel Peña

Track: Interpreting skills, Ethics

Level: I, II & III

This presentation highlights the ever present challenges of cross-cultural communications in interactions between the patient, family members and providers across the spectrum of long term and end of life care. Neutrality, compassion and accuracy in interpretation is in high demand under these circumstances. Attendees will leave with techniques for building culturally competent communication bridges that strengthen collaboration and cooperation across services. Come prepared for an engaging and fast-moving session and leave with new tools, applicable skills and resources.

Learning Objectives:

1. Identify the critical influence of individual cultural realities in the long-term care setting.
2. Strengthen and build skills for interpreting effectively and ethically while navigating expectations and surrounding emotional dynamics.
3. Learn and utilize new and advanced techniques of incremental intervention while maintaining the ethics of neutrality and accuracy.

Ira SenGupta is the Executive Director and Lead Trainer of the Cross Cultural Health Care Program (CCHCP) based in Seattle. She is an active contributor to the field of culturally and linguistically appropriate services as a national trainer and researcher. She brings to her work a genuine passion, and applicable tools sourced from her 14 years as a practicing interpreter in 3 different South Asian languages. She has presented extensively to Assisted Living, Nursing Home and Long Term Care professionals on cross cultural issues and language access. She is a Master Trainer for AHRQ's TeamSTEPPS program for enhancing patient safety.

Cristal Rangel Peña is the Manager for the Cross Cultural Health Care Program's Bridging the Gap Medical Interpreter training program. Fluent in Spanish, Cristal's passion for Equity and Inclusion powers her work for the vulnerable in our communities and in our educational Institutions. Her dedication to social justice and language access has connected young bilingual students to higher education who face insurmountable barriers because of their language and immigration status. An organizer and fearless advocate, Cristal is in touch with the current realities of our communities and captures their voices in presentations and fresh and relevant interpreter training curriculum.



California Healthcare Interpreting Association

Healthcare interpreters and providers working together to overcome linguistic barriers to high-quality care

CHIA Policy: Photography, Filming & Social Media

The policy set forth in this document was approved by the CHIA Board of Directors on 2/19/18.

Commercial, Nonprofit and Media Photography & Filming

Commercial, nonprofit, trade and student photographers and filmmakers are required to receive advanced written permission, provide proof of liability insurance coverage and meet other policy requirements for any on-site or online CHIA event. Approved photographers and videographers must wear identification as such at all times while attending a CHIA event. Photographers and videographers must obtain written consent by all subjects and/or may be required to post signage indicating that photography/filming are taking place. Published photos or videos must include an acknowledgment about the CHIA event from which it was procured. CHIA requests that copies of photos or videos (or internet links) be provided to CHIA for its own use or archiving.

Photo and filming inquiries can be sent to the CHIA Executive Director, Don Schinske:

dschinske@chiaonline.org.

News media requests to film at CHIA events must be coordinated through the CHIA Executive Director, Don Schinske: dschinske@chiaonline.org.

CHIA-Sponsored Photography & Filming

CHIA may photograph, film, or videotape attendees of on-site or online events for educational and promotional purposes, including social media. The following will appear on all event registrations:

Consent to Use of Image or Voice

Registering for this event constitutes an agreement to CHIA's use and distribution of attendee's likeness, video image or voice in photographs or video/audio recordings for marketing or educational purposes.

Event Photography and Recording by Attendees

CHIA welcomes attendees at on-site or online events to take photographs, short videos or short audio recordings. We request that attendees use common sense and courtesy to others in pursuit of photo and short videos for their personal use, particularly "live" videos being posted to social media.

Photography or short video/audio recordings of on-site or online presentations requires permission of the presenter and may only be distributed for social media or journalistic purposes (i.e., inclusion in company newsletter). Video or audio recording full presentations is prohibited.

Social Media

CHIA encourages promotion of its events by attendees, according to acceptable standards of consent, courtesy and respect to other individuals in attendance. We request that attendees include CHIA hashtags (e.g., #CHIAConference, #CHIAWebinar) in their posts.

Use of CHIA's Name, Mark, or Logo

Any commercial or other unauthorized use of the CHIA name or logo for purposes not outlined in this policy is prohibited without prior specific written approval of CHIA. To request permission, contact the CHIA Executive Director, Don Schinske: dschinske@chiaonline.org



19th Annual Educational Conference

CHIA, Forging The Way To A Gold Standard In Health Equity

Continuing Education Credits

- ATA:** 9 CEP (Continuing Education Points) have been approved for attending the **two-day** conference. You must register and attend the two-day conference. Attendees to **one-day** only DO NOT qualify for this credit. ATA Continuing Education Points **ARE NOT** for individual workshops or presentations.
- CCHI:** ALL conference workshops and presentations have been approved for CCHI CE credit, including three workshops for **2 Performance-based CE hours** each. Please use the **CCHI – Conference Attendance Log** included in the conference program to obtain the presenter/organizer's signature as evidence of attending the listed session.
- IMIA:** 28 sessions have been approved for IMIA/NBCMI CEUs. Please use the **IMIA/NBCMI Continuing Education Conference Attendance Sheet** included in the conference program to obtain the presenter/organizer's signature as evidence of attending the listed session.
- RID:** ALL conference workshops and presentations have been approved for RID CEUs. Please pick up an attendance sheet from the CHIA registration table, in order to obtain the presenter/organizer's signature as evidence of attending the listed session.

IMPORTANT NOTICE:

The CEU signature forms are the documents you may use to:

- Demonstrate attendance to the CHIA conference, and
- Verify the CEUs earned while attending the workshops/presentations.

CHIA will NOT issue certificates of attendance for this conference. We recommend that EVERYONE obtain the presenter/organizer's signature as attendance verification.

If you are a certified interpreter, we strongly recommend that you use the online profile with your certifying organization as a place to safely archive your earned CEUs:

- CHI or CoreCHI: <http://cchicertification.org/renew-certification/renewal-process/>
- CMI: <https://www.certifiedmedicalinterpreters.org/get-recertified>

CHIA will not be held accountable for lost documentation and will not be able to replace them.



Conference Attendance Log

Interpreter's Name: _____ Certification # _____

Workshop/Presentation	CE Hours/ ID Number	Presenter/Organizer Signature
Friday, March 8, 2019		
10 a.m. – 12 p.m.		
Learning from Mistakes: Monitoring Errors in Interpreting Performance. Presenter: Natalya Mytareva	2 PB CE Hours ID# 08938-1	
Genetics: From DNA to Genetic Traits, Diseases, and The Genetic Family Tree. Presenter: Gloria M. Rivera	2 CE Hours ID# 08938-2	
Breaking it Down: Strategies for Mastering the Art of Sight Translation in Medical Settings. Presenter: Indira Sultanić	2 PB CE Hours ID# 08938-3	
Side Conversations, Presentations and Group Sessions: Simultaneous Strategies for the Healthcare Interpreter. Presenter: Katharine Allen	2 PB CE Hours ID# 08938-4	
1:30 – 2:30 p.m.		
Forging the Way to a Gold Standard in Health Equity Through Promotion of Quality Language Access: Building a Toolbox. Presenter: Suzanna Reiss-Koncar, and Margarita Antonetti	1 CE Hour ID# 08938-5	
Driving, Death, and Donation: Ethical Decision Making in Interpreting and Patient Guidance. Presenter: Cristal Rangel Peña, and Ira SenGupta	1 CE Hour ID# 08938-6	
Interpreting for Children and Their Families – The IEP. Presenter: Nora Goodfriend-Koven	1 CE Hour ID# 08938-7	
Joint Replacement Procedures for Healthcare Interpreters: From Terminology to Cultural Responsiveness. Presenter: Margarita Bekker	1 CE Hour ID# 08938-8	
3 – 4 p.m.		
Complicated Encounters & Interpreters Fatigue: Research on the Use of a Tool to Measure Mental Fatigue. Presenter: Andrea Henry	1 CE Hour ID# 08938-9	
Targeted Trainings: Adapting Content to Interpreter's Knowledge & Skill Level. Presenter: Eliana Lobo	1 CE Hour ID# 08938-10	
Interpreting for Elderly Patients. Presenter: Olga Bogatova	1 CE Hour ID# 08938-11	
Navigating the US Healthcare System: An Introductory Model. Presenter: Jonathan Levy	1 CE Hour ID# 08938-12	
4:15 – 5:15 p.m.		
No Interpreter is an Island: Arguments in Favor of Routine Peer Evaluation. Presenter: Dan Kristie	1 CE Hour ID# 08938-13	
It's Not 'If', It's 'When': Interpreting Through Disaster Recovery. Presenter: Lynn Dick	1 CE Hour ID# 08938-14	
Basics of Interpreting in Individualized Education Plans (IEP). Presenter: Chun Yin Li, and Cecilia Li	1 CE Hour ID# 08938-15	

Conference Attendance Log

Interpreter's Name: _____ Certification # _____

Workshop/Presentation	CE Hours/ ID Number	Presenter/Organizer Signature
The Professional "No" – how to graciously assert your role as a healthcare interpreter. Presenter: Julie Burns, and Rosanna Balistreri	1 CE Hour ID# 08938-16	
Saturday, March 9, 2019 9:00 – 10:00 a.m.		
How to Self-Assess Your Interpreting Skillset. Presenter: Eliana Lobo	1 CE Hour ID# 08938-17	
Romancing the C-Suit. Presenter: Cindy Roat	1 CE Hour ID# 08938-18	
How Spanish Interference May Negatively Impact Accuracy. Presenter: Loly Lopez	1 CE Hour ID# 08938-19	
Research in Language Access: An Introduction to Methodology, Analysis, and Dissemination. Presenter: Michelle Scott	1 CE Hour ID# 08938-20	
11:00 a.m. – 12:00 p.m.		
Possibilities, Opportunities, and Responsibilities: The Untapped Power of Interpreters in Advancing Health Equity. Speaker: Gayle Tang	1 CE Hour ID# 08938-21	
1:15 – 2:15 p.m.		
Navigating Question and Answer Forms: How to Assist Patients to Fill Out Forms Ethically and Professionally. Presenter: Katharine Allen	1 CE Hour ID# 08938-22	
Trained Dual Role Interpreters become Dual Role Nationally Certified Interpreters - The Long and Winding Journey. Presenter: Tracy Young, Julie Burns, & Eder Vasquez	1 CE Hour ID# 08938-23	
Interpreting in Labor and Delivery: From Admissions to Discharge. Presenter: Indira Sultanić	1 CE Hour ID# 08938-24	
US Spanish: Challenges for Translators and Interpreters/El español de Estados Unidos: retos y desafíos para traductores e intérpretes. Presenter: Anna Martorell Fusté	1 CE Hour ID# 08938-25	
2:45 – 3:45 p.m.		
Interpreting for Pain Management Patients. Presenter: Judit Marin	1 CE Hour ID# 08938-26	
Infection Control and Industrial Safety for Interpreters in Medical Settings. Presenter: Margarita Bekker	1 CE Hour ID# 08938-27	
Interpreters Rock! Increasing Respect for your Role and Creating a Culture of Service that Rocks by Understanding Your True North. Presenter: Danilo Formolo	1 CE Hour ID# 08938-28	
Help Me Live and Die with Dignity: Interpreting for the last request with compassion and professionalism. Presenter: Ira SenGupta, and Cristal Rangel Peña	1 CE Hour ID# 08938-29	



Conference Attendance Log

Interpreter's Name: _____ Certification # _____

Workshop/Presentation	CE Hours/ ID Number	Presenter/Organizer Signature
<p>Poster Presentations:</p> <ol style="list-style-type: none"> 1. Directionality Preferences: Insights from Student Interpreters for Interpreters and Interpreter Educators. Presenter: Maria Milagros Antonini, PhD 2. Evidence-Based Approach to Ensure Equitable National Certification Program. Presenter: Natalya Mytareva 3. Health Literacy Skills of ASL Interpreting Students. Presenter: Alexis Zarret 4. Healthcare Interpretation Internships: The Students' View. Presenter: Sophie Vong-Karlage, Emilia Wei and Mariel Heupler 5. Interpreters and Technology: How to Stay Sane in an Increasingly Digital World. Presenter: Julie Burns 6. It Stands to Reason: Studying Formal Supervision as a Pathway to Moral Reasoning for Interpreters. Presenter: Jamie Forman 7. Living Exhibit: Interpreter-Observed Incidents of Language-Based Disparities in Healthcare. Presenter: Suzanna Reiss-Koncar, MPH, CHI 8. US Spanish: Challenges for Translators and Interpreters/El Español de Estados Unidos: retos y desafíos para traductores e intérpretes. Presenter: Anna Martorell Fusté 9. Using "Agency" for Professional Advancement. Presenter: Michelle Scott, RN and Carlos Pava, CHI 10. Vendor Interpreter Preparation and Evaluation Process at UCSF Health: From a Reactive (Complaint-based) System to Proactive Quality Control. Presenter: Nga-Sze Wong and Mateo Rutherford 11. Voices of the Rain: Indigenous Language Justice in California. Presenter: Alena Uliasz and Fausto Sánchez 	<p>1 CE Hour ID# 08938-30</p>	



IMIA/NBCMI Continuing Education Conference Attendance Sheet

- Recertify every 5 years by participating in education directly related to medical interpretation by completing **3 CEUs** (Continuing Education Units), equivalent to **30 contact hours** of IMIA/NBCMI approved trainings and workshops prior to your certification credential expiration date (5 years from initial CMI date of certification, for example).
- Each **1CEU** is equal to **10 contact hours** of IMIA/NBCMI approved trainings and workshops.
- Only one presenter's signature is required for multiple-presenter workshops
- Please use multiple sheets if needed. Thank you!

For questions, please contact: staff@certifiedmedicalinterpreters.org

First Name	Middle Name	Last Name
------------	-------------	-----------

Phone	Email	Certification Status/Number (CMI, QMI or None)
-------	-------	--

Workshop ID	Workshop Title	Presenter' Signature (REQUIRED)	Date	Time In	Time Out
CHIA19-02 0.2 IMIA CEUs	Learning from Mistakes: Monitoring Errors in Interpreter Performance.		3/8/19		
CHIA19-03 0.2 IMIA CEUs	Genetics: From DNA to Genetic Traits, Diseases, and The Genetic Family Tree.		3/8/19		
CHIA19-04 0.2 IMIA CEUs	Breaking it Down: Strategies for Mastering the Art of Sight Translation in Medical Settings.		3/8/19		
CHIA19-05 0.2 IMIA CEUs	Side Conversations, Presentations and Group Sessions: Simultaneous Strategies for the Healthcare Interpreter.		3/8/19		
CHIA19-06 0.1 IMIA CEUs	Forging the Way to a Gold Standard in Health Equity Through Promotion of Quality Language Access...		3/8/19		
CHIA19-07 0.1 IMIA CEUs	Driving, Death and Donation: Ethical Decision Making in Interpreting and Patient Guidance.		3/8/19		
CHIA19-08 0.1 IMIA CEUs	Interpreting for Children and Their Families - The IEP.		3/8/19		
CHIA19-09 0.1 IMIA CEUs	Joint Replacement Procedures for Healthcare Interpreters: From Terminology to Cultural Responsiveness.		3/8/19		
CHIA19-10 0.1 IMIA CEUs	Complicates Encounters & Interpreters Fatigue: Research on the use of a Tool to Measure Mental Fatigue.		3/8/19		
Not Approved	Targeted Trainings: Adapting Content to Interpreter's Knowledge & Skill Level.		3/8/19		

Attestation:

By filling this sheet and electronically signing below, I attest that I attended the workshops listed above, and I attest that all information is correct to my best knowledge.

Full Name	Date
-----------	------



IMIA/NBCMI Continuing Education Conference Attendance Sheet

- Recertify every 5 years by participating in education directly related to medical interpretation by completing **3 CEUs** (Continuing Education Units), equivalent to **30 contact hours** of IMIA/NBCMI approved trainings and workshops prior to your certification credential expiration date (5 years from initial CMI date of certification, for example).
- Each **1CEU** is equal to **10 contact hours** of IMIA/NBCMI approved trainings and workshops.
- Only one presenter's signature is required for multiple-presenter workshops
- Please use multiple sheets if needed. Thank you!

For questions, please contact: staff@certifiedmedicalinterpreters.org

First Name	Middle Name	Last Name
------------	-------------	-----------

Phone	Email	Certification Status/Number (CMI, QMI or None)
-------	-------	--

Workshop ID	Workshop Title	Presenter' Signature (REQUIRED)	Date	Time In	Time Out
CHIA19-11 0.1 IMIA CEUs	Interpreting for Elderly Patients.		3/8/19		
CHIA19-12 0.1 IMIA CEUs	Navigating The USA Healthcare System: An Introductory Model.		3/8/19		
CHIA19-13 0.1 IMIA CEUs	No Interpreter is an Island: Arguments in Favor of Routine Peer Evaluation.		3/8/19		
CHIA19-14 0.1 IMIA CEUs	It's Not "If," It's "When": Interpreting Through Disaster Recovery.		3/8/19		
CHIA19-15 0.1 IMIA CEUs	Basics of Interpreting in Individualized Education Plans (IEP).		3/8/19		
CHIA19-16 0.1 IMIA CEUs	The Professional "No" - How to Graciously Assert Your Role as a Healthcare Interpreter.		3/8/19		
CHIA19-17 0.1 IMIA CEUs	How to Self-Assess Your Interpreting Skillset.		3/9/19		
CHIA19-18 0.1 IMIA CEUs	Romancing the C-Suite.		3/9/19		
CHIA19-19 0.1 IMIA CEUs	How Spanish Interference May Negatively Impact Accuracy.		3/9/19		
CHIA19-20 0.1 IMIA CEUs	Research in Language Access: An Introduction to Methodology, Analysis, and Dissemination.		3/9/19		

Attestation:

By filling this sheet and electronically signing below, I attest that I attended the workshops listed above, and I attest that all information is correct to my best knowledge.

Full Name	Date
-----------	------



IMIA/NBCMI Continuing Education Conference Attendance Sheet

- Recertify every 5 years by participating in education directly related to medical interpretation by completing **3 CEUs** (Continuing Education Units), equivalent to **30 contact hours** of IMIA/NBCMI approved trainings and workshops prior to your certification credential expiration date (5 years from initial CMI date of certification, for example).
- Each **1CEU** is equal to **10 contact hours** of IMIA/NBCMI approved trainings and workshops.
- Only one presenter's signature is required for multiple-presenter workshops
- Please use multiple sheets if needed. Thank you!

For questions, please contact: staff@certifiedmedicalinterpreters.org

First Name	Middle Name	Last Name
------------	-------------	-----------

Phone	Email	Certification Status/Number (CMI, QMI or None)
-------	-------	--

Workshop ID	Workshop Title	Presenter's Signature (REQUIRED)	Date	Time In	Time Out
CHIA19-01 0.1 IMIA CEUs	Possibilities, Opportunities, and Responsibilities: The Untapped Power of Interpreters in Advancing Health Equity		3/9/19		
CHIA19-21 0.1 IMIA CEUs	Navigating Question and Answer Forms: How to Assist Patients to Fill Out Forms Ethically and Professionally.		3/9/19		
Not Approved	Trained Dual Role Interpreters Become Dual Role Nationally Certified Interpreters - The Long and Winding Journey.		3/9/19		
CHIA19-22 0.1 IMIA CEUs	Interpreting in Labor and Delivery: From Admissions to Discharge.		3/9/19		
CHIA19-23 0.1 IMIA CEUs	US Spanish: Challenges for Translators and Interpreters/El español de Estados Unidos: retos y desafíos para traductores		3/9/19		
CHIA19-24 0.1 IMIA CEUs	Interpreting for Pain Management Patients.		3/9/19		
CHIA19-25 0.1 IMIA CEUs	Infection Control and Industrial Safety for Interpreters in Medical Settings.		3/9/19		
CHIA19-26 0.1 IMIA CEUs	Interpreters Rock!: Increasing Respect for Your Role and Creating a Culture of Service that Rocks by Understanding...		3/9/19		
CHIA19-27 0.1 IMIA CEUs	Help Me Live and Die with Dignity: Interpreting for the Last Request with Compassion and Professionalism.		3/9/19		
CHIA19-28 0.1 IMIA CEUs	Poster Presentations.		3/8-9/19		

Attestation:

By filling this sheet and electronically signing below, I attest that I attended the workshops listed above, and I attest that all information is correct to my best knowledge.

Full Name	Date
-----------	------

Evaluation Form – CHIA 19th Annual Education Conference

We at CHIA strive to offer a high-quality educational program, but we need your help. Please evaluate each of the sessions you attend. Assign them numerical scores by **writing down a number 1 through 5** (1 being the lowest score and 5 the highest score) based on the **quality of the content** and the **presenter's effectiveness** in delivering the content.

Please return your completed form to the registration table before you leave the conference.

Thank you for help!

Friday, March 8		
10 a.m. – 12 p.m. Workshops		
Workshop and Presenter	Quality	Effectiveness
A. Learning from Mistakes: Monitoring Errors in Interpreting Performance. Natalya Mytareva		
B. Genetics: From DNA to Genetic Traits, Diseases, and The Genetic Family Tree. Gloria M. Rivera		
C. Breaking it Down: Strategies for Mastering the Art of Sight Translation in Medical Settings, Indira Sultanić		
D. Side Conversations, Presentations and Group Sessions: Simultaneous Strategies for the Healthcare Interpreter. Katharine Allen		
1:30 – 2:30 p.m.		
A. Forging the Way to a Gold Standard in Health Equity Through Promotion of Quality Language Access: Building a Toolbox. Suzanna Reiss-Koncar and Margarita Antonetti		
B. Driving, Death and Donation: Ethical Decision Making in Interpreting and Patient Guidance. Cristal Rangel Peña and Ira SenGupta		
C. Interpreting for Children and Their Families – The IEP. Nora Goodfriend-Koven		
D. Joint Replacement Procedures for Healthcare Interpreters: From Terminology to Cultural Responsiveness. Margarita Bekker		
3 – 4 p.m.		
A. Complicated Encounters & Interpreters Fatigue: Research on the use of a Tool to Measure Mental Fatigue. Andrea Henry		
B. Targeted Trainings: Adapting Content to Interpreter's Knowledge and Skill Level. Eliana Lobo		
C. Interpreting for Elderly Patients. Olga Bogatova		
D. Navigating The USA Healthcare System: An Introductory Model. Jonathan Levy		
4:15 – 5:15 p.m.		
A. No Interpreter is an Island Arguments in Favor of Routine Peer Evaluation. Dan Kristie		
B. It's Not "If," It's "When": Interpreting Through Disaster Recovery. Lynn Dick		

C. Basics of Interpreting in Individualized Education Plans (IEP). Chun Yin Li and Cecilia Li		
D. The Professional “No” – How to Graciously Assert Your Role as a Healthcare Interpreter. Julie Burns and Rosanna Balistreri		
7 – 8 p.m.		
Poster Presentations		
Saturday, March 9		
9:00 – 10:00 a.m.		
A. How to Self-Assess Your Interpreting Skillset. Eliana Lobo		
B. Romancing the C-Suite. Cindy Roat		
C. How Spanish Interference May Negatively Impact Accuracy. Loly Lopez		
D. Research in language Access: An Introduction to Methodology, Analysis, and Dissemination. Michelle Scott		
11 a.m. – 12 p.m.		
Possibilities, Opportunities, and Responsibilities: The Untapped Power of Interpreters in Advancing Health Equity. Gayle Tang		
1:15 – 2:15 p.m.		
A. Navigating Questions and Answers Forms: How to Assist Patients to Fill Out Forms Ethically and Professionally. Katharine Allen		
B. Trained Dual Role Interpreters Become Dual Role Nationally Certified Interpreters – The Long and Winding Journey. Tracy Young, Julie Burns and Eder Vazquez		
C. Interpreting in Labor and Delivery: From Admissions to Discharge. Indira Sultanić		
D. US Spanish: Challenges for Translators and Interpreters/El español de Estados Unidos: retos y desafíos para traductores e intérpretes. Anna Martorell Fusté		
2:45 – 3:45 p.m.		
A. Interpreting for Pain Management Patients. Judit Marin		
B. Infection Control and Industrial Safety for Interpreters in Medical Settings. Margarita Bekker		
C. Interpreters Rock! Increasing Respect for Your Role and Creating a Culture of Service that Rocks by Understanding Your True North. Danilo Formolo		
D. Help Me Live and Die with Dignity: Interpreting for the Last Request with Compassion and Professionalism. Ira SenGupta and Cristal Rangel Peña		
Comments:		

We look forward to seeing you at the next CHIA Conference. www.chiaonline.org

RAFFLE ENTRY FORM

Raffle prizes will be announced at the Closing Ceremony on Saturday...

****YOU MUST BE PRESENT TO WIN!****

Instructions:

1. Visit each exhibit table.
2. Ask questions about their products or services (see next page for ideas).
3. Request a signature from the exhibitor.
4. After you get ALL signatures, go to the registration table; show us your completed form to get your **raffle ticket**, only one ticket per person.

EXHIBITOR	SIGNATURE
Language World Services <i>Leadership Sponsor</i>	
Health Care Interpreter Network (HCIN) <i>Gold Sponsor</i>	
Certification Commission for Healthcare Interpreters (CCHI) <i>Silver Sponsor</i>	
Interlingua <i>Silver Sponsor</i>	
Language Services Associates <i>Silver Sponsor</i>	
STRATUS video interpreting <i>Silver Sponsor</i>	
ALTA Language Services	
Berkeley Language Institute	
Boostlingo	
California Federation of Interpreters / Interpreters Guild of America - CWA	
Cross Cultural Communications	
Fluency	
ISI Language Solutions	
LanguageLine Solutions	
National Board of Certification for Medical Interpreters	
SOS International (SOSi)	

**THANK YOU to all of the individuals and organizations
that donated raffle prizes!**

CHIA is very fortunate to have sponsors to help fund our annual event. Many of these sponsors have an exhibit table to promote their products and services. There is a significant benefit for both attendees and exhibitors to share information. The exhibitors are very interested in what you do in your interaction with patients and each vendor has a solution. All exhibitors are updating and providing new features and they are interested in your perspective about what they offer.

In addition to having a raffle contest, which requires a signature from the exhibitor, we would like each attendee to ask a question of the exhibitors. This is polite etiquette, rather than simply asking for a signature without engaging in conversation.

Some examples of good questions are:

- What is the most important benefit of your product/service?
- How can your product/service help me to perform my job?
- How does your product/service improve patient satisfaction?
- I remember meeting you last year. What is new this year?
- Do you have any references where hospitals/agencies use your product/service?

REMINDER: There is plenty of time to visit the exhibitors, including two official breaks.

Friday, March 8:

- 9:00am-4:30pm EXHIBITS OPEN
- 9:30am-10:00am Networking with Exhibitors / Coffee Break
- 2:30pm-3:00pm Networking with Exhibitors / Coffee Break

Saturday, March 9:

- 9:00am-3:00pm EXHIBITS OPEN
- 10:00am-11:00am Networking with Exhibitors
- 2:15pm-2:45pm Networking with Exhibitors / Coffee Break



Medical Interpreting
Training School

***“Because Quality Health Care
Needs Qualified Interpreters”***

**Approved & Intensive
40-hour Programs
Continuing Education**

MEDICALINTERPRETINGSCHOOL.COM

818.465.8425