



# 17<sup>th</sup> Annual Educational Conference

*Negotiating Change: People, Paradigms and Policies*

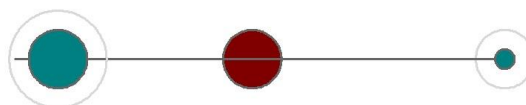
## Conference Program

*March 17 - 18, 2017*



2050 Gateway Place  
San Jose, CA 95110

# *Silver Sponsors*



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# Conference Program

## CEU Information

ATA: 10 CE points for attending the two-day conference

CCHI: pending

RID: pending

## 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

## Thursday, March 16

5pm – 7pm	Board Dinner
7pm – 9pm	Exhibit Set up
7pm – 10pm	Board Meeting

## Friday, March 17

8am – 4pm	Attendee Registration Open	BAYSHORE FOYER
8am – 9am	Exhibit Set up	BAYSHORE FOYER
9am – 4:30pm	Exhibits Open	BAYSHORE FOYER
9 - 9:30am	<b>Opening Ceremony</b>	DONNER/SISKIYOU
9:30 – 10am	<b>Networking with Exhibitors / Coffee Break</b>	BAYSHORE FOYER
10 – 12pm	<b>Workshops</b>	
A.	<b>Experience-Based Learning</b> , Cynthia E. Roat <i>Training for Interpreter Trainers</i>	CARMEL
B.	<b>Cultural Competency in Healthcare Interpreting: Deconstructing an Interpreter's Overlapping Domains</b> , Diana C. Holland <i>Interpreting Skills, All Level (2 CCHI CE hours)</i>	CASCADE
C.	<b>Ethical Dilemmas That Keep You Awake at Night</b> , Natalya Mytareva <i>Interpreting Skills, All Levels (2 CCHI CE hours)</i>	SIERRA
D.	<b>"Sight Translation – the good, the bad and the ugly,"</b> Rosanna Balistreri and Julie Burns <i>Interpreting Skills, All Levels (2 CCHI CE hours)</i>	MONTEREY
12 – 1:30pm	Lunch On Your Own	

1:30 – 2:30pm **Breakout Sessions**

- |   |          |
|---|----------|
| <b>A. Cultural and Linguistic Emergencies: From Describing Quality of Pain to “Siento Atacados los Bronquios,”</b> Antonio Esclapes<br><i>Medical Terminology, Level III</i> (1 CCHI CE hour) | CASCADE  |
| <b>B. End of Life Option Act in California – Panel Discussion</b><br><i>Professionalism, All Levels</i>   | SIERRA   |
| <b>C. The Interpreters’ Prescription for Effective Practice,</b> Richard Laurion<br><i>Interpreting Skills, Level II</i> (1 CCHI CE hour)   | CARMEL   |
| <b>D. Supporting LEP Patient – Provider Communication Remotely,</b> Beverly Treumann and Fernando Pineda<br><i>Interpreting Skills, Level II</i> (1 CCHI CE hour)                             | MONTEREY |

2:30 – 3pm **Networking with Exhibitors / Coffee Break**

BAYSHORE FOYER

3 - 4pm **Breakout Sessions**

- |  |          |
|--|----------|
| <b>A. Equipment Assisted Simultaneous Medical Interpreting (EASMI): A Path Toward Improved Efficiency and Effectiveness in Medical Interpreting,</b> Eden Y. Bravo Montenegro and Jeffrey S. Miller<br><i>Technology, Level II &amp; III</i> | MONTEREY |
| <b>B. End of Life Act-Implementation and Interpreter Preparation at UCSF Health and UCLA Health,</b> Mateo Rutherford and Hala Fam<br><i>Interpreting Skills, All Levels</i> (1 CCHI CE hour)  | SIERRA   |
| <b>C. Interpreting for the Pediatric Forensic Interview,</b> Alison Arévalo-Amador<br><i>Medical Terminology, All Levels</i> (1 CCHI CE hour)  | CASCADE  |
| <b>D. Healthcare Interpreting: A Systems Thinking Approach,</b> Mirna Bonales<br><i>Management, All Levels</i>   | CARMEL   |

4:15 – 5:15pm **Breakout Sessions**

- |   |          |
|---|----------|
| <b>A. The 8 Hour Neuropsychological Evaluation,</b> Samuel B. Verkhovsky<br><i>Interpreting Skills, All Levels</i>  | CARMEL   |
| <b>B. CHIA Standards – California Standards for Healthcare Interpreters: Ethical Principles, Protocols, and Guidance on Roles &amp; Intervention,</b> Beverly Treumann<br><i>Professionalism, All Levels</i> (1 CCHI CE hour) | SIERRA   |
| <b>C. Medical Interpreter as Self-directed Learners: Providing Quality Services Through the Pursuit of Perfection,</b> Valerie Huang<br><i>Interpreting Skills, Level II</i> (1 CCHI CE hour)                                 | CASCADE  |
| <b>D. Language Access Plans and the Impact of Section 1557 of the Affordable Care Act,</b> Erika Shell Castro<br><i>Management, All Levels</i>  | MONTEREY |

5:15 – 7pm Dinner On Your Own

7 - 9pm **Poster Presentations & Networking Reception**

DONNER/SISKIYOU

9 - 11:00 pm Dance Party

DONNER/SISKIYOU

## Saturday, March 12

8 – 11am Attendee Registration Open

BAYSHORE FOYER

8 - 9 am **Networking Breakfast**

DONNER/SISKIYOU

9 am -3pm	Exhibits Open	BAYSHORE FOYER
9 - 10am	<b>Breakout Sessions</b>	
	<b>A. Lessons of the 2<sup>nd</sup> National Job Task Analysis Study of the Healthcare Interpreter Profession,</b> Natalya Mytareva and Margarita Bekker <i>Professionalism, All Levels</i>	SIERRA
	<b>B. Anticonceptivos: Medical Terminology for Family Planning,</b> Michelle Scott and Carlos Pava <i>Medical Terminology, All Levels (1 CCHI CE hour)</i>	CASCADE
	<b>C. Enhancing Interpretation Skill Through Mentoring – Practical Tools to Advance Our Interpreting Career and Encourage Others</b> Ana Catalina Gonzalez Siaux <i>Interpreting Skills – All Levels (1 CCHI CE hour)</i>	CARMEL
	<b>D. What You Need to Succeed as a Remote Interpreter,</b> Eliana Lobo <i>Interpreting Skills, All Levels (1 CCHI CE hour)</i>	MONTEREY
10 - 11am	<b>Poster Presentations &amp; Networking with Exhibitors</b>	BAYSHORE FOYER
11 -1pm	<b>Lunch and CHIA Awards Presentation</b> <b>Keynote Speaker:</b> Shane Feldman <i>Negotiating Change: People, Paradigms and Policies</i>	DONNER/SISKIYOU
1:15 - 2:15pm	<b>Breakout Sessions</b>	
	<b>A. Blood Thinner or Anticoagulant?</b> Tatiana Gonzalez-Cestari <i>Medical Terminology, All Levels (1 CCHI CE hour)</i>	SIERRA
	<b>B. The Trauma-informed Interpreter: Techniques and Strategies for Interpreting Trauma,</b> Marjory A. Bancroft <i>Interpreting Skills, Level II (1 CCHI CE hour)</i>	CASCADE
	<b>C. Building Entrepreneurial Skills for Interpreters,</b> Rosanna Balistreri <i>Professionalism, All Levels (1 CCHI CE hour)</i>	CARMEL
	<b>D. The Road to a Prepared Interpreter: Quality Strategies from an Agency Perspective,</b> Bill Glasser <i>Management, All Levels</i>	MONTEREY
2:15 – 2:45pm	<b>Networking with Exhibitors / Coffee Break</b>	BAYSHORE FOYER
3 – 4pm	<b>Exhibit Breakdown</b>	
2:45 - 3:45pm	<b>Breakout Sessions</b>	
	<b>A. Service Matters: The Role of the Interpreter in the Patient Experience,</b> Nick Arce <i>Professionalism, All Levels (1 CCHI CE hour)</i>	CARMEL
	<b>B. “I Need a Repetition,” Or How to Develop Your Short-term Memory Skills,</b> Margarita Bekker <i>Interpreting Skills, Level II &amp; III (1 CCHI CE hour)</i>	SIERRA
	<b>C. Understanding the Cultural Framework of Communication,</b> Gayle Tang <i>Interpreting Skills, Level II &amp; III (1 CCHI CE hour)</i>	MONTEREY
	<b>D. Interpreting in Workers’ Comp Field,</b> Markhabo El Nasser <i>Interpreting Skills, All Levels (1 CCHI CE hour)</i>	CASCADE
4 – 5pm	<b>Closing Ceremony &amp; Raffle</b>	DONNER/SISKIYOU



Friday 10a.m. – 12p.m.

## **Experience-Based Learning**

***Carmel Room***

Cynthia E. Roat, MPH

### ***Training for Interpreter Trainers***

Many of us are accustomed to learning through listening to lectures, and therefore, when put in the position of being the trainer, we teach this way as well. However, the literature on adult learning tells us that adults learn and remember better through discovery and practice. In this workshop participants will learn the theory behind experience-based learning, adapt an existing presentation to incorporate the experience-based learning cycle, and develop a new presentation using this model. The class will also discuss the limitations and best use of this model. This workshop is designed for participants who have at least some experience in public speaking or training.

**Cindy Roat** is an international consultant on language access in health care. Based in Seattle, Washington, she has been active in the field since 1992 as an interpreter, teacher, researcher, organizer, mentor and advocate. Her numerous publications are widely referenced and she is recognized nationally as an engaging speaker and a knowledgeable resource for the healthcare interpreting world.

## **Cultural Competency in Healthcare**

***Cascade Room***

### **Interpreting: Deconstructing an Interpreter's Overlapping Domains**

Diana C. Holland

Update, change, evolve, adapt...repeat: no, this is not a message from your laptop's latest operating system. It is the message that healthcare interpreters receive on an almost daily basis regarding cultural competency expectations in our places of work. And there is so much one can hold in one's head and update regularly! Attend this workshop to review and understand the intersecting domains that are present in medical encounters, and to learn how to "peel back" and deconstruct the layers of these overlaps to become more knowledgeable and culturally competent in those domains – hint: these domains are not just about national origin, geographical regions or ethnicity. End with a discussion about the future and evolution of cultural competency in an 'ever-globalizing' world. Don't be shy...and stop by – all levels are encouraged to attend: we are all growing daily in our cultural competency.

Born and raised in a bilingual/bicultural environment, **Diana C. Holland** has been 'officially' interpreting since the age of 15. A Spanish CMI and CHI<sup>TM</sup>, Diana has interpreted in healthcare since 2007 and trains beginner, intermediate and advanced medical interpreters. With a 30-year background as a language, dialogue circle and cross-cultural





Friday 10a.m. – 12p.m.

trainer, Diana defines her core skill as “weaving communities together”. She has a passion for facilitating communication and for contributing to the wellbeing of all those that cross her path. When not interpreting or teaching, Diana dabbles in the world of acting and voiceover.

### **Ethical Dilemmas that Keep You Awake at Night**

***Sierra Room***

Natalya Mytareva

Discussion of ethical dilemmas in interpreting is often approached as an attempt to resolve them based on analyzing pre-selected scenarios. This session, instead, focuses on identifying factors underlying and leading to emergence of ethical dilemmas. The presenter will guide participants, utilizing methods of small-group and general focus-group-style participatory discussions, to “discover” what turns a regular encounter into an ethical dilemma in healthcare interpreting context. Are some types of healthcare settings and appointments more prone to presenting ethical dilemmas to the interpreter than the others? Why? Is it a clash of patient-provider expectations or cultural beliefs? Or misunderstanding of the interpreter’s role by either party? Or lack of training or experience on behalf of the interpreter? Or??? Findings during this discussion will help inform the profession about areas of the healthcare interpreter ethics that need more clarification or development of more training opportunities or be included in certification examination questions.

**Natalya Mytareva, M.A., CoreCHI™**, is Managing 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.

### **“Sight Translation – The Good, the Bad and the Ugly”**

***Monterey Room***

Rosanna Balistreri & Julie Burns

Sight translation requires rendering a written statement into the spoken language. This workshop offers participants a model to determine when it is or is not appropriate to sight translate a document, practical steps for rendering a successful sight translation, tools to gracefully decline an inappropriate sight translation without alienating the provider, and the opportunity to practice their skills.



Friday 10a.m. – 12p.m.

**Miss Balistreri** is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics. In 2010 & 2011, Miss Balistreri served as President of the California

Healthcare Interpreting Association; she has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI) and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and a co-chair of the Language of Lesser Diffusion (LLD) Workgroup.

Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton & she owns REACH-reaching diversity, a consulting agency for cultural & linguistic services in healthcare, where she provides a vast array of interpreter training and cultural awareness training, as well as performs healthcare interpreter skill and knowledge assessments for a variety of clients who employ and contract interpreters.

**Miss Burns** is a veteran interpreter trainer, CCHI Certified Spanish interpreter and ATA certified English-Spanish translator. She holds an M.Ed. in Adult education and is a Certified trainer for The Community Interpreter®. 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 (formerly MMIA) and CHIA and has 20 years experience in health care interpreting and translation, as well as extensive experience in health education and training in both Latin America and the U.S.



Friday 1:30 – 2:30p.m.

**Cultural and Linguistic Emergencies:  
From Describing Quality of Pain To  
“Siento Atacado Los Bronquios”  
Antonio Esclapes**

***Cascade Room***

One of the most difficult and emotionally charged areas in a hospital for medical interpreters is without a doubt, the Emergency Department. This presentation will show the participants the most common reasons a patient is likely to visit an Emergency Room. What to expect in terms of names for some of the most common and advanced medical conditions and diagnostic procedures – all taken from real life cases, both in Spanish and English - will also be covered. Participants will learn about the most challenging aspects of medical interpretation in these situations and how to approach them. Other complicating elements that usually hinder communication in these situations, such as Cultural Differences and phrase normalization will also be discussed. Finally, practical tips and strategies on how to improve the overall skills of the medical interpreter will be presented. This is a medium to advance level, bilingual (Spanish and English) presentation.

**Antonio Esclapes** has worked as a Medical Interpreter at University Medical Center in Las Vegas, NV since 2005. Besides interpreting in a Trauma Level I hospital he collaborates in translation and proofreading of medical literature. He gave presentations at UNLV for the Language Department in order to promote interpreting awareness for the bilingual

students interested in pursuing careers in health related fields. He graduated from the School of Interpretation of Southern California Medical Interpreting program. Mr. Esclapes holds a degree in Economics from the Santa Maria University in Venezuela and a MBA from Phoenix University in Las Vegas, Nevada.

**End of Life Option Act in California –  
Panel Discussion**

***Sierra Room***

**The Interpreters’ Prescription for Effective Practice  
Richard Laurion, MA, CI and CT, NIC: Advanced**

***Carmel Room***

Since 2007, there have been a number of efforts to analyze and identify the knowledge and skills required of interpreters working in the health care setting. These include the study on “Core Competencies for Health Care Interpreters Research Report,” and a



Friday 1:30 – 2:30p.m.

national initiative to identify the domains and competencies required of sign language interpreters in medical settings.

This presentation will compare the findings of both studies and review the common areas of knowledge, skills and competencies required of interpreters identified by each. The CATIE Center at St. Catherine University and the National Consortium of Interpreter Education Centers (NCIEC) have developed educational programs and materials that

respond to needs of ASL/English interpreters identified in these studies. The presenter will outline how these same educational materials and programs might be replicated to serve health care interpreters regardless of language pairs.

Richard Laurion has 33 years of experience as an interpreter, mentor and educator. He served on boards of directors, state commissions of the Deaf, non-profit and for profit agencies. Richard's career has focused on the needs of interpreters living in rural areas. He has developed a reputation for leadership within the field through innovative and creative products and programs, including HealthcareInterpreting.org. Richard is also an instructor for the Introduction to Health Care Interpreting course at St. Kate's and works as an on-call emergency medical interpreter in Minnesota.

**Supporting LEP Patient – Provider  
Communication Remotely**

***Monterey Room***

Beverly Treumann, CHI<sup>TM</sup>, CMI & Fernando Pineda, CMI

Protocols for healthcare interpreting were originally written with the idea that the interpreter would be present in the room with the provider or medical team and the patient or patient and family. However, interpreting remotely via telephone and video has become a greater part of the job, if not the entire job, for many healthcare interpreters. Providing interpreter services from a distance presents unique challenges. The goal of this session is to review interpreting protocols that have been adapted from in-person settings to working remotely, including what interpreters do at the beginning, during, and at the close of an encounter and to consider and propose better practices for supporting communication between patients and providers.

**Fernando Pineda**, CMI-Spanish, began his career in 2005 working briefly as a court interpreter while enrolled in the Spanish Interpreter program at a community college in Visalia, Ca. He transitioned to the medical field in 2007 and was the first staff interpreter hired by Kaweah Delta Healthcare District. He obtained his Bachelor of Science degree in Spanish from National University Fresno, Ca. He has also served as a Language Coach for the Healthcare Interpreter program at College of the Sequoias. Currently he is the Interpreter Services Manager for Kaweah Delta. He serves as the language testing proctor for Kaweah Delta's staff. He has also worked as an interpreter for Qualified Medical Evaluations during workers' compensation cases.



## CHIA 17<sup>th</sup> Annual Educational Conference

*Negotiating Change: People, Paradigms and Policies*

Friday 1:30 – 2:30p.m.

In her position with HCIN, **Ms. Treumann** writes for [learn.hcin.org](http://learn.hcin.org) about protocols for remote interpreting; coordinates and documents training, testing, and continuing education for interpreters; and assists with conferences and meetings that benefit interpreters and language access programs at HCIN's member healthcare systems. Prior to 2008, she was a medical interpreter for ten years and a trainer of a 40-hour course on healthcare interpreting for four years. As CHIA's President from 2001 to 2005, she worked to support the completion, publication and dissemination of the CHIA Standards. She served on the Board again from 2011 to 2016.



Friday 3 – 4p.m.

**Equipment Assisted Simultaneous  
Medical Interpreting (EASMI): A Path Toward  
Improved Efficiency and Effectiveness in Medical Interpreting,**  
**Eden Y. Bravo Montenegro & Jeffrey S. Miller, MA** **Monterey Room**

Although consecutive is the traditional mode of interpretation in most medical settings, it is of course not without its own shortcomings and/or challenges, specifically the need for effective note-taking, short-term memory retention, intervention, interpreting side conversations, lack of intimacy, preservation of the original nuancing, and time restrictions, just to name a few. Learn how a team of interpreters have discovered that the non-traditional application of EASMI (Equipment Assisted Simultaneous Medical Interpreting) not only facilitates adherence to the code of ethics in overcoming these challenges, but exponentially enhances the encounter as well as the overall holistic experience for patients, families, providers and - last but not least - interpreters, in many of the most challenging and complex of scenarios.

Come prepared to enjoy a dynamic seminar complete with interactive discussion, live demos, and a skill-building group activity in which participants will experiment with equipment. We look forward to seeing you there!

**Eden Bravo Montenegro** has been in the language services sector for over 10 years, having completed interpretation and translation programs at the Institute for Health Professionals at Portland Community College and at UCLA Extension. In 2005 he co-founded a language services agency specializing in business translations. Later he relocated to the Pacific Northwest where he continued working as a certified translator and interpreter. In 2013 he joined UCLA Health as a medical interpreter and translator, and additionally is involved in interpreter training and course development. Outside of UCLA he has been involved in pro bono translation work for several nonprofits.

**Jeffrey Miller** has been a medical interpreter since 2008. Originally from the Midwest, Miller began his career just before receiving his BA in Spanish with a minor in Latin America and Latino Studies from Illinois State University. In 2014, he relocated to Los Angeles to continue his career at UCLA Health, and in 2015 he graduated with a Masters in Translation and Interpreting from the University of Illinois, specializing in Conference and Community Interpreting. At UCLA Health, Miller currently performs on-site consecutive and simultaneous interpreting, remote consecutive interpreting via video/phone, translation, interpreter training, and training course design.



Friday 3 – 4p.m.

**End of Life Act – Implementation and Interpreter  
Preparation at UCSF Health and UCLA Health**

***Sierra Room***

Mateo Rutherford & Hala Fam

The California End of Life Options Act creates a legal venue for physicians to prescribe life-ending medication to their terminally ill patients in the state of California. This presentation will briefly review some of the history of “physician assisted suicide” in the US and the 17 years of experience with physician assisted end of life in Oregon. We will cover the requirements and guarantees written into the California law for patients and providers, as well as the legal requirements for medical interpreters who interpret during these appointments. We will discuss specific policies and protocols created at UCSF Health and UCLA Health when offering these services. Finally we will present important considerations for interpreters when covering these appointments or finding themselves suddenly in an end of life discussion between a provider and patient and some safeguards interpreters should consider.

**Mateo Rutherford** has worked for Interpreting Services at UCSF Medical Center since 2012 as the Supervisor, Administrative Director and currently Project Manager. UCSF has over 200,000 interpreted patient visits in over 80 languages per year. Mateo holds a Master’s Degree in Biology from the University of California, Berkeley and a Master’s Degree in Spanish Interpretation and Translation from the Monterey Institute of International Studies. He has worked as a freelance Spanish interpreter since 1987 throughout Latin America, Europe, Asia and the United States. He specializes in topics related to the life sciences and technology. Mateo is a CERTIFIED HEALTHCARE INTERPRETER™.

**Hala Fam**, employed by UCLA Health as Office of the Patient Experience, Interpreter Services Manager in 2002. With her extensive knowledge on providing services for LEP patients, she is the founder of the Employee Volunteer Interpreter Program, and graduated over 200 students. Hala Created a video on the Laws & Rights to an Interpreter, JACHO Standards, and how to work with an interpreter.

**Interpreting for the Pediatric Forensic Interview**

***Cascade Room***

Alison Arévalo-Amador

Interpreters are called to use their expertise in many different settings where they will be impacted and affected. Cases of abuse and neglect can be one of the most challenging areas where this may happen. Even more so, cases where children are the victims. In this presentation, we will explore best practices for interpreters at forensic appointments, tips during the medical exam, and some discussion on self-awareness with the goal of rendering the best interpretation while building an understanding of the system by which these cases are processed. This session provides data from the annual Georgia



Friday 3 – 4p.m.

Conference on Child Abuse and Neglect, as well as experience from the Stephanie V. Blank Center for Safe and Healthy Children, at Children's Healthcare of Atlanta.

**Alison** is the current Manager of Interpreting & Translation Services at Children's Healthcare of Atlanta, Inc. and has developed presentations on best practices for providers and cultural sensitivity as part of her role with the organization. With a degree in Interpreting/Translating from California State University in Long Beach, she has worked in interpreting/translating for 11 years in the health and medical sector, from behavioral health and HIV prevention, to currently pediatric care. Her passion for this field stems from her Guatemalan ancestry and upbringing and she is proud to have continued opportunities like this one, to advocate for the Spanish-speaking community.

### **Healthcare Interpreting: A Systems Thinking Approach**

***Carmel Room***

Mirna Bonales

This presentation examines the current state of healthcare interpreting within the context of systems thinking and explores the potential directions the field may head. With healthcare interpreting an emerging profession, practitioners have a timely opportunity and obligation to guide the outcome of legislation and standards which support the advancement of qualifications and prerequisites for performing the work of healthcare interpreting. This workshop explores how to influence those processes towards the direction of effective practice.

**Mirna Bonales** has experience in the remote interpreting industry. She led the effort in the development of MasterWord Services video and over the phone service lines. An interpreter herself, she understands the importance of the healthcare interpreting profession and the effect that recent changes in technology have brought lately.





Friday 4:15 – 5:15p.m.

## **The 8 hour Neuropsychological Evaluation**

***Carmel Room***

Samuel B Verkhovsky, CoreCHI™

There are many scenarios and procedures in specialized multispecialty medical centers, for which an agency interpreter or staff interpreter may not have the precedence of experience necessary to be familiar with the procedure, specific terminology, vocabulary, anatomy, or other concepts, with enough readiness to be able to perform the interpretation proficiently. In these cases advance preparation will prove to be highly beneficial. 8 hour Neuropsychological evaluations are an example of such a scenario.

**Samuel** is the Manager of Language Access Program Development at The Cross Cultural Health Care Program (CCHCP). At CCHCP Samuel's interests and work are grounded in advancing the education, accreditation and professionalization of medical interpreters. Samuel received his Master's in International Public Policy degree from Johns Hopkins University with a concentration in international economics. Prior to this Samuel spent 12 years as a staff medical interpreter for Russian, Ukrainian and Hebrew speakers at Harborview Medical Center in Seattle. Harborview is the only level 1 trauma center for 5 states of the Northwest region.

## **CHIA Standards – California Standards for Healthcare Interpreters: Ethical Principles, Protocols, and Guidance on Roles & Intervention**

***Sierra Room***

Beverly Treumann

This introduction to the CHIA Standards was developed by the CHIA's Education Committee in 2007 and 2008. It gained greater importance as an effective tool for our profession on January 1, 2009 when SB853 became Section 1300.67.04 Language Assistance Programs of Title 28, California Code of Regulations, Department of Managed Health Care. The Code reads in part: "The Department will accept plan standards for interpreter ethics, conduct, and confidentiality that adopt and apply, in full, the standards promulgated by ...CHIA or the National Council on Interpreting in Healthcare."

After a brief presentation about patients' rights to language access services, the importance of trained and qualified interpreters, and how the publication, CALIFORNIA STANDARDS FOR HEALTHCARE INTERPRETERS: Ethical Principles, Protocols, and Guidance on Roles & Intervention, is structured to guide interpreters through the complex task of healthcare interpreting, participants will consult their own copy of the booklet as they discuss common dilemmas in small groups; a free copy is available for download as PDF



Friday 4:15 – 5:15p.m.

file at [www.chiaonline.org](http://www.chiaonline.org). Bring your own anecdotes about challenging situations. This session can be helpful to individuals preparing for certification and for experienced interpreters seeking a review of fundamentals.

In her position with HCIN, **Ms. Treumann** writes for [learn.hcin.org](http://learn.hcin.org) about protocols for remote interpreting; coordinates and documents training, testing, and continuing education for interpreters; and assists with conferences and meetings that benefit interpreters and language access programs at HCIN's member healthcare systems. Prior to 2008, she was a medical interpreter for ten years and a trainer of a 40-hour course on healthcare interpreting for four years. As CHIA's President from 2001 to 2005, she worked to support the completion, publication and dissemination of the CHIA Standards. She served on the Board again from 2011 to 2016.

**Medical Interpreter as Self-Directed Learners:  
Providing Quality Services Through  
the Pursuit of Perfection**

***Cascade Room***

H. Valerie Huang, MA, CHI™

Medical interpreters play key roles in improving health and patient experiences. The development of immediate and cumulative contextual knowledge on medical interpreting accuracy is what interpreters should be concerned with and prepared for. An examination of the current state of professional development for medical interpreters shows the need for strategies that promote the role of medical interpreters as self-directed Learners. So how exactly can one architect a professional development plan, without breaking the bank, while sustaining a snappy and compelling experience across the scaling spectrum? This presentation will describe the knowledge, skills and abilities required to perform

medical interpreting professionally, and an idea of the demand of self-directed and independent learning in the workplace setting. In this presentation, we will focus on creating individual medical interpreter self-directed professional development plan which are comprised, not limited to, a personal self-directed learning plan, authentic context, interdisciplinary collaborations, ongoing assessment, and system supports.

Valerie Huang joined Nationwide Children's Hospital as a language services program manager since 2011. Prior to Nationwide Children's Hospital, She has worked for the Asian American Community Services and Citibank. Originally from Taiwan, Valerie holds a MA in Human Resource Development from the Ohio State University. She later attended OSU Alternative Licensure program for foreign language education and soon found her passion in interpreter training. Valerie works with health care and social service providers to incorporate cultural understanding into their practice and to deliver project



Friday 4:15 – 5:15p.m.

development training. She has been frequent speakers for Social services and health care professionals in Central Ohio.

**Language Access Plans and the impact of  
Section 1557 of the Affordable Care Act**

***Monterey Room***

Erika Shell Castro

Having a robust Language Access Plan is essential to running an effective and efficient language services program. This workshop will walk you through the essential components and will assist you to understand the impact of Section 1557 of the ACA and what you need to know to be compliant. Having an effective Language Access Plan reduces liability, increases patient and staff satisfaction and helps Language Services leadership to champion the value of the services provided.

Erika Shell Castro is the Director of Interpreter Services at Language Access Network. A big portion of her role with the organization is to provide guidance to hospitals on building Language Access Plans. Before accepting the position at LAN Erika was the Manager of Language Services at Ohio Health where she built and managed the Language Services department providing services for 4 hospitals via on-site, agency, video and telephonic. Erika is a Bridging the Gap and The Community Interpreter Trainer and has trained over 800 interpreters in the last 12 years. Erika is a founding member of the Clínica Latina which provides free health care to Spanish speaking patients at the OSU Medical Center. She was honored to receive the 2016 Language Access Champion Award from the National Council of Interpreters in Healthcare.



Friday 7 – 9p.m.

**Poster Presentations**

***Donner / Siskiyou Room***

- A. Overcoming Barriers to Communication: A Qualitative Study of Medical Interpreters in A Safety Net Setting**  
Candace Luo
- B. The ZipDX-Remote Simultaneous Interpreting**  
Eder Vazquez
- C. Medical Interpreter Web Application**  
Eder Vazquez (for Tracy Young)
- D. Dialects of American English: Enhancing Comprehension & Pronunciation**  
Sarah Stockler-Rex
- E. PQMEs: The Basics**  
Adriana Guevara
- F. Examining the Advocate Role of the Medical Interpreter in Workers' Compensation**  
Carlos Garcia
- G. From Possibility to Reality: Training Visually Impaired Bilinguals to be Medical Interpreters**  
Denise Schlickbernd
- H. Kidney Transplant for Vietnamese Interpreters**  
My-Hoa T. Le
- I. Frequently Mentioned Drugs During Emergency Visits**  
Shaobo Jiang



Saturday 9 – 10a.m.

**Lessons of the 2<sup>nd</sup> National Job Task Analysis  
Study of the Healthcare Interpreter Profession**

***Sierra Room***

Natalya Mytareva, M.A., CoreCHI™ & Margarita Bekker, CoreCHI™

In May-June 2016, CCHI conducted the 2nd national Job Task Analysis (JTA) survey of the healthcare interpreter profession in order to validate and update the current definition of the profession and the content of the corresponding certification examinations. JTA is an opportunity to reflect on the professional tasks and responsibilities. The survey was completed by over 2,000 respondents. The presentation will highlight the composite “portrait” of the healthcare interpreter based on the demographic section of the survey. It will exemplify which job tasks and corresponding knowledge, skills and abilities are considered most critical to the profession as evident from the survey responses. The presentation will also discuss the implications of the JTA results for certification candidates as well as for healthcare interpreter trainers and curriculum developers.

**Natalya Mytareva**, M.A., CoreCHI™, is Managing 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.

**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.

**Anticonceptivos: Medical Terminology  
For Family Planning**

***Cascade Room***

Michelle Scott, RN & Carlos Pava

Interpreters should be prepared for conversations about birth control and STD prevention methods between providers and patients anywhere on the age spectrum (teens to elders) at a variety of healthcare settings, including family planning clinics, ERs, prenatal care, STD



Saturday 9 – 10a.m.

clinics, L&D, pediatrics and internal medicine. This presentation will review technical terms and slang for 20 contraceptive methods used by women and men, with a focus on Spanish translation of these terms. The discussion will include cultural anecdotes and related terminology (e.g., side effects, procedures), within the framework of medical interpreting ethics and roles. It will be appropriate for novice and expert interpreters, with crossover benefit for translators.

**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, interpreter training (over 15 years), curriculum development and multilingual research projects. Currently, she is working to develop video content for VoicesAcademy.com, a new virtual conference website providing relevant preparation for language accommodation to linguists and healthcare providers. 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.

**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® curriculum. Carlos champions the cause of healthcare interpreting, promoting national certification, advancing continuing education and credentialing training programs.

**Enhancing Interpretation Skills through  
Mentoring - Practical Tools to Advance Your  
Interpreting Career and Encourage Others**  
Ana Catalina (Cata) Gonzalez Siax

***Carmel Room***

You've heard about the concept of interpretation multiple times. You feel confident in your ability to communicate and your willingness to help others. You completed your training and it's your first day on the floor, but now you hear your more experienced colleagues and begin to wonder if this is harder than you thought? This is a key time to begin working with a mentor. What are the things that you should look for in a mentor? What are the most important areas to have highlighted in your Quality Assurance feedback? The ***Enhancing interpretation skills through mentoring - practical tools to advance your interpreting career and encourage others*** presentation will help to answer those questions, as well as provide guidance to seasoned interpreters interested in



Saturday 9 – 10a.m.

becoming a mentor or trainer. This presentation will help interpreters learn how to continue enhancing each other's learning curves.

**Ana Catalina (Cata) Gonzalez Siaux** was born and raised in Costa Rica and began her career as an interpreter with LanguageLine Solutions in 2006. She began as a general interpreter and later transitioned to medical, financial and legal interpretation. While working as an interpreter, Cata was also responsible for mentoring new hire interpreters and participating in training sessions. In 2008, Cata helped to develop the new hire interpreter training for Pacific Interpreters in Costa Rica. Cata became a Certified Medical Interpreter (CMI) in 2013 when she moved to the United States. In 2016, she became LanguageLine Academy's Testing Manager, responsible for overseeing thousands of assessments and trainings each year.

### **What You Need to Succeed as a Remote Interpreter**

**Monterey Room**

Eliana Lobo

This workshop reviews remote interpreting from two perspectives: hospital administrators' and working interpreter's. We'll clearly make the case that remote interpreting is here to stay, while simultaneously assuring working interpreters that face-to-face encounters will never go away. They're just going to get harder, as simpler requests will be increasingly shunted to remote modalities, while tougher assignments will increasingly fill the onsite interpreter's schedule.

Guidelines for testing equipment, rollover planning, and triaging requests to the phone, video or in-person interpreter are shared. The working interpreter will better understand the metrics and issues that speak to their management professionals.

Then we'll look at how to enhance one's remote persona. Workstation set-up, scripts to enforce best practice (pre-session, confidentiality, transparency and managing the flow) will be shared. Local and Federal law governing call centers will be examined. Links will be shared for materials and exercises to assist interpreters with skills assessment and enhancement.

**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 in Bilingual Education, and Portuguese & Brazilian Studies. She's a nationally certified CoreCHI-Portuguese, and a former Fulbright Grantee.

Since 2013, via NCIHC's "Home for Trainers" webinar workgroup, she has helped create and host over 30 national webinars on effective medical interpreter training. Currently, Eliana is the Director of Multilingual Awareness Programs and Services at IEO (Interpreter Education Online).



Saturday 10 – 11a.m.

**Poster Presentations**

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My-Hoa T. Le
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Shaobo Jiang





Saturday 11a.m. – 1p.m.

**Keynote Presentation**

**Sierra Room**

***Negotiating Change: People, Paradigms and Policies***

Shane Feldman

Shane is Director of Strategic Partnerships and Development at the Communication Service for the Deaf, an organization committed to creating innovative technology and services that aim to transform the Deaf community's experience with their access to communication. He served as the Executive Director of the Registry of Interpreters for the Deaf (RID) and Chief Operating Officer at the National Association of the Deaf (NAD), organizations that represent the Interpreter and Deaf communities in the United States.



His role as an advocate on behalf of the Deaf and Interpreter communities provided him with a unique insight into the systemic and policy challenges that prevent a strong partnership among stakeholders in the interpreter experience. Shane will illustrate a vision of the future where ingenious laws, technology, and services transcend the status quo. These changes will better position consumers to develop meaningful and rich relationships with the people and organizations in their lives. He will describe how innovations in policy, technology, and services provided by interpreters, customers, agencies, and government officials can bring us closer to the future that consumers wish to build. Shane believes that California, a state that has been respected nationwide as a trailblazer in upholding its citizens' human rights, has a unique opportunity to become a model for other states to emulate in their quest to uphold their commitment to their consumers, customers, and interpreters.



Saturday 1:15 – 2:15p.m.

### **Blood Thinner or Anticoagulant?**

***Sierra Room***

Tatiana González-Cestari, PhD, CHI<sup>TM</sup>

Drugs or other products that affect blood coagulation are often discussed in medical encounters. In order to guarantee accuracy during these types of interpretation sessions, interpreters must understand the mechanism by which certain products affect coagulation, some interactions between other drugs or food with anticoagulants, and many other important side effects that affect patients' quality of life. This session will focus on increasing understanding of the blood coagulation process and products affecting it as well as important aspects of interpreting coagulation-related medical sessions.

**Tatiana F. González-Cestari** is a Pharmacist with a Ph.D. in Pharmacology. She obtained her CHI<sup>TM</sup> National Certification on January of 2013, has worked as a medical interpreter for more than 3 years, and as a translator for 6 years. She has mentored; developed trainings; presented at Symposia, Conferences, and Workshops; and has lectured courses for undergraduate and graduate students in the healthcare area over the past 10 years. In addition, she has trained medical interpreters in skill-based and medical terminology areas for more than 3 years, and now manages Interpreter Education and Compliance at Language Access Network (MARTTI®).

### **The Trauma-informed Interpreter:**

***Cascade Room***

### **Techniques and Strategies for Interpreting Trauma**

Marjory A. Bancroft, MA

This presentation explores an emerging specialization called trauma-informed interpreting. After defining this new field, the session focuses on specific techniques, strategies and self-care practices for interpreters who encounter trauma in any setting. The workshop highlights medical and mental health interpreting, although the techniques can be applied to schools and social services. Through discussion, film vignettes and short activities, interpreters explore how they can interpret traumatic content effectively and accurately without re-traumatizing the survivor. They will also find out how to establish professional boundaries while still conveying compassion and empathy for survivors. The session concludes with a spotlight on vicarious trauma, with interpreters learning how to build their own realistic self-care plan based on the work of trauma-informed therapists and "SMART" objectives.

**Marjory Bancroft** founded and directs Cross-Cultural Communications, the only national training agency for medical and community interpreting, with more than 250 licensed trainers in 35 states, DC, Guam and six other countries. She holds a BA and MA in French linguistics from Québec and advanced language certificates from Spain, Germany and



Saturday 1:15 – 2:15p.m.

Jordan. Ms. Bancroft has lived in eight countries and studied seven languages. Her career spans interpreting, translation, teaching at universities and authoring numerous publications, including interpreting textbooks, workbooks and trainer guides. She sits on international committees and was the world project leader for an ISO international interpreting standard.

### **Building Entrepreneurial Skills for Interpreters**

***Carmel Room***

Rosanna Balistreri

Whether you are a novice or seasoned interpreter and/or translator, chances are you will be working mostly with one or more organization as an independent contractor, or as an employee. This workshop will walk you through those key areas for you to start a successful professional venture, minimize the risks and maximize the rewards that come with becoming a professional interpreter; it will help you identify how to market yourself competitively, earn the highest respect from the organization you work with, increase your chances of ongoing service and drive higher revenue. Learn what language service providers and healthcare agencies expect from their linguists, and how you can align your business goals to theirs!

**Miss Balistreri** is a trilingual speaker of Spanish, Italian & English. She holds a B.A. in Linguistics with a Certificate of Teaching English as a Second Language (TESL), and an M.A. in Spanish Linguistics. In 2010 & 2011, Miss Balistreri served as President of the California Healthcare Interpreting Association; she has also served as Subject Matter Expert (SME) for the Certification Commission for Healthcare Interpreters (CCHI) and is presently Member of the National Council of Interpreters in Health Care (NCIHC) Standards and Training Committee and a co-chair of the Language of Lesser Diffusion (LLD) Workgroup.

Currently, Miss Balistreri teaches Translation and Interpreting at Cal State University Fullerton & she owns REACH-reaching diversity, a consulting agency for cultural & linguistic services in healthcare, where she provides a vast array of interpreter training and cultural awareness training, as well as performs healthcare interpreter skill and knowledge assessments for a variety of clients who employ and contract interpreters.

### **The Road to a Prepared Interpreter: Quality Strategies from an Agency Perspective**

***Monterey Room***

William Glasser

Best practices for training a comprehensive interpreter. How to factor quality assurance, training, continued education, and exceptional customer service into a realistic and client-driven business model.



## CHIA 17<sup>th</sup> Annual Educational Conference

*Negotiating Change: People, Paradigms and Policies*

**Saturday 1:15 – 2:15p.m.**

**Bill Glasser** spent his formative professional years bookkeeping, fundraising, copy writing, and freelancing as a Spanish interpreter and translator for various organizations. In 1986, Bill graduated from UCLA and began work as an on-call interpreter for families seeking legalization under the Reagan Administration's famous amnesty program.

In 2000, Bill founded Language World Services, Inc., Northern California's largest on-site healthcare interpreting and bilingual staffing agency. Due to the absence of meaningful, in-depth training programs for Language World, the company developed training and professional advancement opportunities in-house. It soon became clear to Bill that the investment required to screen, test, train, mentor, deploy and quality assure a Language World interpreter was essential for maintaining the standards of excellence for customers and employees alike.



Saturday 2:45 – 3:45p.m.

**Service Matters: The Role of the Interpreter  
in the Patient Experience**

***Carmel Room***

Nick Arce, CHI, CMI, MA, MLIS

During the past decade, hospitals across the nation have focused on improving their Patient Experience, particularly since patient satisfaction data is now publicly reported, enabling patients to make informed choices about how and where they receive their care. CMS gauges hospitals on patient experience at the national level through HCAHPS scores which impacts value-based purchasing and reimbursement.

Effective communication is a critical component of satisfaction and given that Interpreters play a pivotal role in bridging communication barriers, they directly impact the overall experience of limited English proficient patients and families. This presentation defines the Patient Experience, reviews terminology/phrases associated with Patient Satisfaction, including but not limited to patient surveys & difficult conversations related to patient complaints. The concept of “professionalism” is an essential tenet of any Interpreter Code of Ethics, this presentation will include a review of how interpreters can exceed Service Expectations for all key stakeholders, including patients, providers, hospitals, and agencies.

**Nick Arce** works as the Director of Customer and Interpreter Services at Long Beach Memorial Medical Center, Miller Children’s and Women’s Hospital, and Community Hospital Long Beach. Throughout the past decade, Nick has worked as a healthcare interpreter, served on the CHIA Board, and taught healthcare interpreting at CSU Fullerton and Denver University. He is certified by both CCHI and NBCMI, received his MA in Spanish Linguistics and Literature, Master of Library and Information Science, Bachelor of Arts in Translation and Interpretation Studies, and studied abroad at the Universidad Complutense de Madrid.

**"I Need a Repetition" or How to Develop Your  
Short-Term Memory Skills**

***Sierra Room***

Margarita Bekker, CoreCHI™

Consecutive interpreting skills consist of a complex set of sub-skills and abilities. Good short-term memory is one of the pre-requisites to successful interpreting in general, and consecutive mode in particular. This practical, engaging, and hands-on workshop will help participants better understand how short-term memory works. The presenter will demonstrate ways to improve short-term memory. Attendees will learn practical tips and exercises that every healthcare interpreter can use to develop their short-term memory between assignments.



Saturday 2:45 – 3:45p.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.

## **Understanding the Cultural Framework of Communication**

**Monterey Room**

Gayle Tang, MSN, RN

Health care professionals serve individuals of many different backgrounds, values, beliefs, and norms. Both quality patient care and effective teamwork depend on understanding and communicating with health consumers and colleagues from a diversity of languages and cultures. This workshop aims to promote understanding of the components of intercultural communication and how those components influence interactions in patient care and in the workplace. Effective tips and strategies will be explored.

**Gayle** is an independent consultant and is faculty at City College of San Francisco.

Gayle is the principal architect of award-winning programs, addressing language access, cultural competency, and diversity and inclusion innovations. As former senior executive director at Kaiser Permanente, Gayle led design and execution of the organization's National CLAS Strategy, Centers of Excellence in Culturally Competent Care, LGBTIQ Health Equity, and Data Collection strategy. Gayle developed the Healthcare Interpreter Certificate Program and Qualified Bilingual Staff Program with national dissemination. She also co-authored the California Healthcare Interpreter Standards of Practice and Code of Ethics.

Gayle is active on Boards and is a member of the Office of Minority Health's National Project Advisory Committee on the *National CLAS Standards*.

Gayle received her Master's of Science with a focus on leadership, diversity management and business, and completed an Executive Leadership Program at Harvard Business School, Harvard University.



Saturday 2:45 – 3:45p.m.

## **Interpreting in Worker's Comp Filed**

***Cascade Room***

Markhabo El Nasser

This presentation aims to educate interpreters about the unique client needs and labor laws pertaining to the Workers' Comp field. As a Division Manager of a national language services provider for Workers' Comp and Auto Insurance Carriers, I come across various interpreter expectations which frequently contradict with those expectations established in healthcare or legal fields. My goal is to share LSP perspective based on my daily experience.

The interpreting market for Workers' Comp in CA has tremendous regulatory and logistical challenges. Customers and suppliers often have expectations that do not share common ground. This applies to price as well as the quality of the services. LSPs face the challenge of delivering the service where the suppliers are primarily independent contractors. Contractors have the choice to charge a fair market rate and, in accordance with most recent labor laws, customers should reimburse at the market rate, however the reality tells us a different story.

**Markhabo El Nasser** is the Language Services Manager at AccessOnTime. She oversees the delivery of language services to organizations active in Workers' Compensation, Case Management and other fields. She works with interpreters and language service providers across the nation to meet the needs of the insurance carriers, third-party administrators, as well as other related organizations. She collaborates with representatives of these entities to coordinate language access.

Ms. El Nasser's professional career includes interpreting for Russian and Uzbek languages for over nine years. Prior to coming to AccessOnTime, Ms. El Nasser worked for a national auto and home insurer in a management capacity which allows her to have a solid understanding of the client's need. She strives to use her knowledge to improve language service access in the claims process and to contribute to the growth of the language industry overall. She earned her MBA from Saint Leo University in Florida.