

Paving the Way to Health Care Access



A Day of Learning for Interpreters

June 10, 2016

8:30am - 5:00pm

Marlborough Courtyard Marriott Conference Center

75 Felton Street

Marlborough, Massachusetts 01752

Accreditation/Approval Information: Applications have been made to the Certification Commission for Healthcare Interpreters (CCHI) and to the International Medical Interpreter Association (IMIA) for approval of CE hours. CE Certificates will be distributed to participants by mail within 6 to 8 weeks following the program.

The conference is a program of MassHealth and the MassAHEC Network.



Register online at:

<http://events.constantcontact.com/register/event?llr=wth7oacab&oeidk=a07eckt9i7baee5809a>

Directions to Marlborough Courtyard Marriott Conference Center can be found at:

<http://www.marriott.com/hotels/maps/travel/bosmd-courtyard-boston-marlborough/>

**Marriott hotel(s) offering a special group rate: Courtyard Boston Marlborough \$169 per night
Last day to book at group rate: 5/12/16**

Click link below to book hotel at the group rate:

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Workshop Descriptions

Title: Supporting Domestic Violence Survivors in Immigrant Communities

Presenter: Robert Le, The Asian Task Force Against Domestic Violence (ATASK)

Description: This training provides an introduction to the dynamics of domestic violence, giving service providers basic skills in serving immigrant communities. Given the additional barriers that immigrants face in the legal, social, political and economic systems, it is critical to support immigrant clients in an appropriate and culturally competent manner. Through interactive activities and discussions, participants will learn about resources where survivors can seek help, survivors' barriers to leaving an abusive relationships, and best practices to support the specific cultural needs of immigrant clients.

Title: Anatomy of a Family Meeting

Presenters: Jane Candrall Kontrimas-CoreCHI™, M.S., Ana L. Torres-CMI, Midori White- CoreCHI™, B.S., Diana Steinberg- CoreCHI™, B.A.

Description: Family Meetings are challenging for interpreters as well as other participants. In this panel discussion we will describe several types of situations that may require a family meeting, discuss examples of several of the types of challenges to interpreters, as well as the pros and cons of various options for handling challenges.

Challenges to interpreters may include intense emotions. Several people may talk at the same time. Participants may use indirect speech to refer to topics (like death, or cancer) so that it is challenging to interpret the intended meaning into the other language because the words actually spoken do not carry the same implications in the listener's language. As a result, important ideas may not be grasped even though the interpretation is "word-perfect." Real life examples will be given and the discussion will identify challenges to interpreters as well as a variety of responses that may help interpreters maintain inner calm while promoting comprehension among participants.

Panelists will include interpreters from four different countries/cultures, and a BIDMC Social Worker. Participants will feel better prepared to approach family meetings. Participants will bring to their next family meeting conceptualizations of some of the possible goals and roles of participants, and will have thought about concrete options for dealing with some of the challenges that arise.

Title: Medical Interpretation in Psychotherapy

Presenter: Francis "Lee" Stevens, Ph. D.

Description: This workshop focuses on overcoming the challenges medical interpreters may face when providing interpretation during a psychotherapy session. Participants will become familiar with the different branches of therapy and gain a working understanding of the principles behind each modality of counseling. Participants will gain a knowledge of therapeutic nomenclature and when such terms are used and applied. The background knowledge of abnormal psychology will be overviewed including the various types of disorders and their symptoms. Attention will be paid to the role of emotions in therapy and the critical importance they play in interpreting content from client to therapist.

Title: You are the key to HPV Cancer prevention

Presenter: Eileen Duffey Lind, MS, RN, CPNP; Aidee Nieto-Herman, DMD, MScD

Description: This workshop highlights the role of the medical interpreter in recognizing the burden of HPV disease and the importance of the translating accurate, data driven and up to date provider information about the HPV vaccine. Communicating about health with patients is a critical responsibility. The communication mismatch between professionals and consumers is profound. Individuals must have the capacity to obtain, process, understand and apply basic health information and services needed to make appropriate health decisions. This workshop will give an overview of HPV disease, the importance of vaccination and describe the role of the medical interpreter in translating compelling provider information and recommendation of the HPV vaccine.

Title: The Business of Language Interpretation and Translation**Presenter:** John True, MBA

Description: The United States Bureau of Labor Statistics projects an increase of approximately thirty percent in employment over the next decade in the field of interpretation and translation. The projected growth is attributable to an increasingly globalized economy as well as an expansion in non-English speaking residents in the United States. While some interpreters and translators will work for an employer in this field, many others will take the entrepreneurial route and start their own businesses. Owning and operating your own business, whether full time or part time, allows one both flexibility and independence. Strong organizational and record keeping skills are necessary for the business to survive and thrive in this competitive business environment. A substantial portion of the record keeping will be accounting for the income and expenses generated from the provision of interpretation and translation services. In addition to internal accounting to monitor the performance of the business, income and expenses will need to be reported to external regulatory entities like the Internal Revenue Service and Massachusetts Department of Revenue. This reporting will take place on either an annual or quarterly basis depending on the amount of money generated. Setting up sound financial record keeping systems at the start will insure that compliance with federal and state tax laws will be met. This presentation will provide an overview of the business side of interpreting and translating.

Title: Do As Your Mother Taught You.....Use Your Manners**Presenter:** Ursula Tice-Alarcon

Description: Disrespectful and discourteous behavior brings unhappiness, and damages the cohesion of the relationships you could potentially build for your survival in the business world. It works against all of the efforts you make to motivate and teach others about you and your career, and leaves a mark difficult to erase even with the best stain remover. Disharmony with the world reduces productivity. Whether you are interacting with a person higher or lower in hierarchy, giving feedback, resolving a situation or advocating for you or a patient, good manners are an absolute necessity. This workshop highlights the importance of loving-kindness and good manners for interpreters.

Title: Video Interpretation Best Practices**Presenter:** Andrew Bielat

Description: Video interpretation is a useful new tool for communication. As with any new technology, healthcare providers and interpreters need to be aware of video interpretation's strengths and limitations. This presentation will discuss regulations, technology, challenges, and best practices related to video interpretation.

Title: Zika Virus**Presenter:** Melissa Cummings, MS

Description: Zika virus disease (Zika) spreads to people primarily through the bite of an infected *Aedes* mosquito. Most people infected with Zika will not have symptoms. In those who do, the illness is usually mild. The most common symptoms of Zika are fever, rash, joint pain, and conjunctivitis (red eyes). Outbreaks of Zika have occurred in areas of Africa, Southeast Asia, the Pacific Islands, and the Americas. Because the *Aedes* species mosquitoes that spread Zika virus are found throughout the world, it is unsurprising that outbreaks will spread to new countries. In December 2015, Puerto Rico reported its first confirmed Zika virus case. Local vector-borne transmission of Zika has not been reported elsewhere in the United States, but cases of Zika are increasingly being reported in returning travelers. Zika is of particular concern because it can be spread from a pregnant woman to her fetus. Zika has been linked to a serious birth defect of the brain called microcephaly in babies of mothers who had Zika virus while pregnant. Until more is known, special precautions are recommended for pregnant women and those wishing to become pregnant if they travel to areas with Zika virus transmission. There is still a great deal that is unknown about Zika virus. Scientists and public health experts are working diligently in Brazil and other affected countries to investigate the link between Zika virus infection and microcephaly and at the local level public health professionals are working with

healthcare providers to test pregnant patients with potential exposure for Zika virus infection. Recommendations for avoiding exposure for all travelers are also being made.

Title: Organ Donation: Honoring Generosity, Saving Lives

Presenter: Alan Woodworth

Description: Presentation will include an overview of the organ donation process including a review of the number of patients waiting for a lifesaving organ transplant, potential donor criteria, triggers for critical care staff to refer potential donors and the two paths to donation--donation after brain death and donation after cardiac death. Furthermore, presentation will include discussion on setting the stage for a donation discussion, best practices for approaching families and ways in which hospital staff and interpreters can collaborate to ensure that families have the opportunity to honor their loved ones through the generous, lifesaving decision of organ donation.

Title: Medical Interpretation in Genetic Counseling

Presenter: Kendra Flores, MS, CGC

Description: This workshop focuses on overcoming the challenges medical interpreters may face when providing interpretation during a genetic counseling session. Participants will become familiar with the three branches of genetic counseling, (pediatric, cancer, and prenatal) and gain a working understanding of the principles behind each type of session. This working knowledge will help navigate interpreting complex scientific information that is common in genetic counseling sessions. Furthermore, attention will be given to areas of cultural difference, such as the aspect of patient-choice in healthcare, as well as socio-economic difference, such as suboptimal insurance coverage. Participants will engage in group activities and role playing exercises in order to apply information learned.

Title: How to Interpret about Sexual topics

Presenter: Hernando Restrepo Payan

Description: The World Health Organization (WHO) defines sexual health as "a state of physical, emotional, mental and social wellbeing related to sexuality; which is not merely the absence of disease, dysfunction or disability. For sexual health is achieved and maintained, the sexual rights of all persons must be respected, protected and exercised to the fullest ". To achieve a "positive and respectful approach to sexuality and sexual relationships, as well as the possibility of having pleasurable and safe sex free of coercion, discrimination and violence" is required. Sexual health and reproductive health -SSR- (involving aspects of biological, psychological, sociological and cultural character), therefore, should be based on three principles: individualization (taking into account individual differences); respect for human dignity (personal and group values) and self-determination (compared to existing alternatives is the person who decides ultimately). Talking about sexual aspects or own privacy of individuals is embarrassing for many people and it includes medical and health personnel in general. Usually, people suffer in silence for their sexual problems by fear of consult, either by shame, prejudice, lack of confidence or knowledge of where to turn. To this is added the fact that the doctor does not always explore this important aspect of the life of human beings. Specialties such as Urology, Gynecology, Psychiatry, infectology, may be more likely to explore the sexual dimension of patients and in that sense, achieve empathy with the patient, it becomes essential to achieve the objectives. Interpreters have an important role because interpreters not only transmit verbal messages, but messages through attitude and body and facial expression in general. A sympathetic attitude, nonjudgmental, generating trust and an atmosphere of warmth, facilitate message transmission and two-way flow of information is required to know and understand terms and concepts and facilitate communication. Similarly, to acquire an understanding attitude requires ongoing review of one's sexuality and in this sense, the proposed activity in this workshop may be an early form of motivating an individual work for this purpose.

Title: Here is another 'ism'. Understanding and dealing with regionalisms**Presenters:** Alexandra Baer, MM., CMI-Spanish and Harry Figueroa**Description:** This interactive workshop will portrait one of the most common (and often challenging) situations interpreters may face. This particular situation deals with unfamiliar or foreign words in their own language; we often refer to these unfamiliar terms as regionalisms. Understanding the subcategories of regionalisms and getting exposed to a variety of nuances across Spanish speaking countries will help Spanish interpreters to feel more at ease during a medical encounter. More importantly it will heighten her/his awareness of its widespread use and ultimately reducing the risk of potential misunderstanding or misuse of words.**Title: Embark on a journey to become an exceptional interpreter with native-speaker proficiency - How to acquire American slangs and idioms****Presenter:** Yilu Ma**Description:** Slangs and idioms are an integral part of the American English language. If properly used, they can be extremely effective in communication. You would be perceived by native speakers as truly accomplished and polished; you would definitely strike a chord of solidarity with the listeners; distance between you and them, if any, could be alleviated or even eliminated, and instant intimacy and rapport established. Otherwise, a total absence of idiomatic ways of expressing yourselves would be viewed as dry, unimaginative, or too serious and official. The reason that slangs and idioms are effective is that they are culturally bound and used daily by people considering themselves as in-groups. They are used for special effects, for emphasis, for adding spice or flavor in chats, or revealing ongoing feelings or emotions. As speakers of English as a second language, we very often feel at a loss when hearing them being used by native speakers, due to a lack of background knowledge or special anecdotes behind them. In order for us to perfect language proficiency and interpreting skills, we need to make extra efforts to catch up, removing such blocks hindering effective communication. This session is focused on some practical ways of acquiring American slangs and idioms in general and medical usage in particular. Practical tips will be shared and demonstrated during the session, as encouragement of the audience to figure out their own ways to acquire slangs and idioms.**Title: Can you speak Dental?****Presenter:** Andrew Beshay**Description:** This workshop is concerned with dental terminology, from the perspective of various dental specialties. It introduces the attendee to the most commonly used expressions in the dental office - starting as simple as regular and routine oral care measures, whether home oral hygiene or chairside routine prophylactic gingival care as well as periodic exams. Workshop will escalate gradually through more technique sensitive procedures and related dental materials characteristics/limitations in regards to visits number/sequence and the suggested treatment plan options along with the post-operative instructions. Widely diverse US communities need above all a deep understanding to each patients cultural, social and religious belief, to best serve the community. Workshop will end with a glance on the documentation process, going through different types of forms that you commonly encounter in a dental practice, to, maximize accuracy and explaining informative consents. It will also include information on dental insurance allowances/limitations etc.**Title: "Estrangeirismo": A Natural Word-Borrowing Process of the Language or Pure Pedantism?****Presenter:** Rosiane B. deOliveira**Description:** According to Geoffrey Finch, in the magnificent book *Word of Mouth* (2003), "grammar (in the sense of language) is never static. It grows with use". Language is a lively organism that grows and adapts itself to its speakers. It evolves to accommodate the linguistic needs of the speakers of a certain era at a certain community. As a native speaker of Portuguese, this trainer has witnessed the constant creation of new terms, hybrids from English and Portuguese to satisfy the moment's need - most of them professional - of Portuguese speakers who live on Cape Cod as well as in other areas of Massachusetts. Several of these hybrids are the result of the conjugation of an English verb by using

the Portuguese system of conjugation; e.g., busy (*estar bisado*), etc. Finch asserts that “every speaker of a language contributes to these, (growth of language), for not only do we speak our native language, but in a more subtle sense, it speaks through us.” (2003). The goal of this workshop is to observe how these changes occur and if, indeed, we, as speakers, participate in them. We will look at the process of *estrangeirismo* and explore it from a social linguistic perspective.

Title: Everyone Plays a Role in the Education of Clinical Trials

Presenter: Dr. Karen Winkfield, MD, PhD, and Ana C. Marin

Description: Medical interpreters play an important role in communicating health related information. More importantly, their ability to effectively interpret information could be enhanced by their understanding of the subject matter. Increasing access to cancer clinical trials is important, but education and awareness must come first. Dana-Farber/Harvard Cancer Center – Initiative to Eliminate Cancer Disparities and MGH – Lazarex – MGH Cancer Care Equity Program partnered to offer a creative learning curriculum designed to engage in a discussion about cancer clinical trials. Key educational messaging tailored to lay communities must extend beyond clinical trials to include other key factors such as building trust, health disparities and health literacy. The training program aims to equip its participants with the required strategies to inform and educate diverse communities about the importance of clinical trials.