

# FABIOLA MUNAFO

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A servant leader passionate about language, communicative autonomy, and equity. Well-versed in quality control strategies, change management, leadership theory, strategic management, project management, and resource utilization. Strongly committed to advocacy, diversity, and inclusion. Experienced in provider education, interpreter education, and curriculum development. A firm believer that a culture that values transparency, vulnerability, and empathy is the perfect environment for staff development and growth.

## EXPERIENCE

4/1/2021-PRESENT

### **LAS MANAGER**, CINCINNATI CHILDREN'S HOSPITAL

- Oversee recruitment, hiring, and training of interpreters.
- Lead Co-Researcher. Currently working on Language Access related research.
- Coach, develop and support interpreters (ASL, Arabic, Spanish, Nepali and French).
- Create and maintain departmental guidelines.
- Change management implementation.
- Contribute to the creation of our department's strategic plan.
- Support efforts to meet the goals in the strategic plan.
- Data reporting (CBDI Metric, TOGGL, High Wait Times, and Call Handle Ratio).
- Manage all aspects of Cincinnati Children's Hospital Qualified Bilingual Staff Program. Some of the responsibilities include vendor management, testing coordination, being the primary contact for over 200 providers, make decisions related to marketing communications related to the program.
- Database creation and maintenance.
- Timekeeping.
- Interpret when needed.
- Main contact during weekends and after hours for Language Access related needs.
- Oversee policy adherence.
- Contribute to changes in policies.
- Create Joint Commission competencies.
- Ensure Joint Commission compliance.
- Responsible for improving team collaboration and employee satisfaction.
- Ensuring adherence to the Code of Ethics and Standards of Practice (CHIA, IMIA, RID & NCHIC).
- Stay up to date on Language Access rules and regulations.
- Lead or contribute to QI initiatives.
- Project management.
- Provide feedback on emerging interpreter management tools.
- Translation management and coordination experience.

**11/11/2013 – 4/1/2021**

**LEAD MEDICAL INTERPRETER, CINCINNATI CHILDREN'S HOSPITAL**

- Co-Founder, trainer, and coordinator of Cincinnati Children's Qualified Bilingual Staff Program.
- Develop and guide a team of six medical interpreters (Arabic, Spanish, French).
- Address performance issues.
- Serve as a resource for team members and walk them through employee development processes.
- D&I collaborator.
- Assist management with policy drafting.
- Meet the needs of the E.R. by providing interpreting services.
- Point of contact between the LAS department and the E.R.
- Researcher of interpreter-related issues.
- CCHI Proctor.
- Creator of daily patient census reports.
- Appointment entry in Epic.
- QCA (quality control) evaluator.
- Conference presenter.
- Database management.
- Staff and interpreter trainer.
- Project collaborator.
- Mediator of interpreter affairs.
- Departmental newsletter editor.

**09/01/2017-PRESENT**

**INTERPRETER, CLI**

Over-the-phone interpretation.

**09/01/2013-PRESENT**

**SCHEDULER & INTERPRETER, JSLANGUAGES**

On-Site interpreter. I used to serve as a scheduler, but currently, I only take interpreting assignments.

**08/10/2010 – 11/11/2013**

**ON-SITE INTERPRETER, ALS, VOCALINK & TRANSLATIONS UNLIMITED**

Offer interpreting services during medical, legal, and educational encounters.

**08/01/2008-7/23/2010**

**TELEPHONIC INTERPRETER, LANGUAGE LINE**

Offer interpreting services during medical and customer service assignments.

**8/15/2007 – 12/20/2009**

**TEACHING ASSISTANT, UNIVERSITY OF PUERTO RICO**

Facilitate English courses ranging from a basic to an advanced level.

8/15/2006-12/20/2009

**AFRO-PUERTO RICAN TESTIMONIES/ INTERVIEWER**, UNIVERSITY OF CINCINNATI

Interview descendants of Puerto Rican enslaved people to create awareness of their contributions and existence throughout Caribbean history. Present findings in Harvard's Dubois Institute and develop a collection of narrated testimonies.

## EDUCATION

COMPLETED 2023

**MCKINSEY MANAGEMENT ACCELERATOR PROGRAM**

COMPLETED 2022

**CULTURAL COMPETENCY CHAMPIONS PROGRAM**, CINCINNATI CHILDREN'S HOSPITAL

COMPLETED DECEMBER 2023

**PH.D. IN STRATEGIC MANAGEMENT**, LIBERTY UNIVERSITY

FINAL RESEARCH PROJECT: CHANGE MANAGEMENT AND EMPLOYEE SATISFACTION

COMPLETED AUGUST 2018

**M.A IN HEALTH ADMINISTRATION**, UNIVERSITY OF CINCINNATI

MAY 2010

**M.A ESL**, UNIVERSITY OF PUERTO RICO

All coursework was completed for this program.

COMPLETED MAY 2007

**B.A. ENGLISH LITERATURE (SUMA CUM LAUDE)**, UNIVERSITY OF PUERTO RICO

## CERTIFICATIONS:

OBTAINED ON OCTOBER 2022

**BRIDGE PROGRAM: INTERPRETING IN BEHAVIORAL AND MENTAL HEALTH**

OBTAINED ON NOVEMBER 2013

**CCHI CERTIFIED HEALTHCARE INTERPRETER**

OBTAINED ON 2012  
**STATE OF OHIO CERTIFIED LEGAL INTERPRETER**

## **SKILLS**

- Process optimization.
- A high level of Spanish and English proficiency.
- Team development.
- Conflict resolution.
- Quality control.
- Policy improvement.
- Vast knowledge of medical terminology.
- Mastery of Interpreters' Standards of Practice and Code of Ethics.
- VRI equipment savvy.
- Trainer.
- Fast learner.
- Data entry.
- Multitasker.
- Computer skills.
- Team worker.
- Conflict management.
- Team building.
- Cultural humility.
- Accurate and detailed documentation skills.
- Public speaker.
- Partnership development and collaboration.
- Performance review.
- Problem-solving expertise.
- EPIC.
- Up to date with changes in the Language Access field.
- Project management.

## **ACTIVITIES**

- Volunteer work in health fairs and Hispanic community events.
- Avid reader.
- JUNTOS-Hispanic and Latinx Employee Resource Group.
- Research and curriculum development.
- Support colleagues in their research efforts.
- NCHIC'S NES Workgroup member.
- Subject Matter Expert in CCHI's Test Development Project.