

**2019 NCIHC Annual Membership Meeting (AMM)
Philadelphia, Pennsylvania**

Thursday 05/30/19

1:00 PM – 3:00 PM **Hospital Tour**
Temple University Hospital
3401 North Broad St
Philadelphia, PA 19140

6:00 PM – 9:30 PM **Welcome Reception**
Frankford Hall
1210 Frankford Ave
Philadelphia, PA 19125
<https://frankfordhall.com/>

Friday 05/31/19 **NCIHC Annual Membership Meeting**
Historical Society of Pennsylvania
1300 Locust St
Philadelphia, PA 19107
<https://hsp.org/>

8-8:45 am Check-in and Continental Breakfast
9:00-9:30 **Welcome – Mayor James Kenney**
9:30-10:45 **Keynote Address – Mara Youdelman, National Health Law Program**

Health care issues were front-and-center in the recent Congressional elections, helping change the face of Congress. The looming Presidential campaign cycle and Congressional debates to increase access to health care should provide new opportunities to advance language access. Yet, with anti-immigrant sentiment on the rise, we must also fight to protect the rights of limited English proficient individuals. So how can interpreters and advocates engage in national and state conversations around improving health care access while fighting back against proposals that create fear in communities about accessing health care? We'll discuss opportunities and challenges that face us over the coming year.

Mara Youdelman is Managing Attorney at the National Health Law Program in Washington, DC.

10:45 – 11:00 Break
11:00 - 11:45 Networking Activity
11:45 - 1:00 Lunch (Served at AMM)
1:00-2:00 Language Access Café - Round 1
2:00-3:00 Language Access Café - Round 2
3:00-3:15 Break
3:15-4:15 Language Access Café – Round 3
4:15-4:45 NCIHC Committee Reports
4:45-5:00 NCIHC New Board Installation
6:30-9:30 **Interpretini Reception with Language Access Champion Award**
Historical Society of Pennsylvania

Saturday 6/1/19

8:30-9:00 Continental Breakfast

9:00-10:00 **Keynote Address – Brook Danielle Lillehaugen, PhD**
Resisting threats to linguistic diversity: lessons from Zapotec language activism

Zapotec languages are indigenous to Oaxaca, Mexico. All Zapotec languages are endangered and some critically so, with communities shifting to speaking Spanish under the pressure of pervasive anti-indigenous discrimination. Nevertheless, Zapotec people continue to speak their languages and to resist these threats. In this talk, I situate the linguistic diversity of Oaxaca in a global perspective and highlight what language activism can look like in this context, including digital language activism in the form of online Talking Dictionaries, tweeting in Zapotec, and creating web series in endangered languages.

Brook Danielle Lillehaugen is a linguist and associate professor in the [Tri-College Department of Linguistics](#), at [Haverford College](#). She received her Ph.D. in linguistics in 2006 from the University of California, Los Angeles. Lillehaugen's research profile includes grammatical description as well as collaborative language documentation and revitalization projects, with specialization on Zapotec, a family of languages indigenous to Oaxaca, Mexico. She leads several teams in developing online [Talking Dictionaries for Zapotec languages](#) and recently collaborated on a documentary web-series in Tlacoahuaya, [Dizhsa Nabani – Lengua Viva – Living Language](#). Follow her on Twitter at [@blillehaugen](#).

10:00-11:45 Language Access Café - Open Dialogue for All Topics

11:45 - 12:00 Reflections/AMM Closing

Language Access Café

A) Is your organization in compliance with Section 1557's requirements for qualified interpreters and qualified bilingual clinical staff?

On May 13, 2016 the Office of Civil Rights (OCR) of the Department of Health and Human Services (DHHS) issued a final rule implementing Section 1557 of the Patient Protection and Affordable Care Act (ACA). Section 1557 went into effect on July 18, 2016 and will affect physicians and hospitals, home health agencies, nursing homes, pharmacies, laboratories, insurers, health professional training programs and public health programs, any part of which receive federal financial assistance. Failure to comply can result in loss of federal funding, and those who believe they have experiences prohibited discrimination have the right to sue either individually or as a part of a class action.

Section 1557 provides that an individual shall not, on the basis of race, color, national origin, sex, age or disability be excluded from participation in, denied the benefits or subjected to discrimination under any health program or activity that receives Federal financial assistance. Covered entities may provide language assistance services through the use of "qualified bilingual /multilingual staff," "qualified interpreters" or "qualified translators."

The Final Rule defines "qualified bilingual/multilingual staff" as a member of the Covered Entity's workforce who:

- Has been designated to provide oral language assistance as part of the individual's job responsibilities;
- Has demonstrated he/she is proficient in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized medical vocabulary or terminology; and
- Is able to effectively, accurately and impartially communicate directly with individuals with LEP in their primary language.

Join us to discuss some of the implications, challenges and solutions to being in compliance with Section 1557.

Facilitator: **Carla Fogaren** has served as System Director of Diversity Initiatives and Interpreter Services for Caritas Christi/Steward Health Care since November 2009. A registered nurse since 1988, Carla oversees the implementation of best practices across the Steward system including maximizing interpreter efficiency through reduced usage of on-call, agency, and off-site telephonic interpretation. Carla successfully streamlined implementation of improved LEP patient access, multilingual online resources, an iPad Touch-based dispatching system, proactive community outreach and ethnic marketing, and other key priorities for maximizing patient volume and quality.

Carla's proven ability to build consensus regarding language access initiatives across Steward is rooted in her extensive experience as the former Director of Community Outreach, Interpreter Services, and Mission Outreach and a member of the Senior Leadership team at Good Samaritan Medical Center in Brockton Massachusetts dating back to 1993. In this role, Carla developed additional responsibilities for Interpreter Services at GSMC including LEP patient registration and financial counseling which was recognized by Massachusetts DPH and the Boston Public Health Commission the "Outstanding Outreach Educator Award," 2005. Carla's efforts have been instrumental in numerous national, state, and regional initiatives that have advanced the quality of medical interpretation and successfully promulgated legislation requiring trained medical interpreters for emergency and psychiatric patients. Carla's experience as a trained medical interpreter and certified medical interpreter trainer (Monterey Institute of Languages, 2008) combined with her experience as a multilingual provider, afford her an interdisciplinary awareness of health care priorities essential for forging a group consensus in diverse settings.

B) Self-Care for Medical Interpreters: Creating a Haven

Healthcare interpreters are faced with a variety of challenging demands that can lead to "vicarious trauma", an accumulation of experiences where the interpreter feels emotional and physical symptoms. As an industry, it is everyone's responsibility to ensure the highest levels of quality in medical interpreting encounters. The responsibility lies with language services administrators, providers, accreditation bodies, associations, and interpreters to ensure that all are supported and provided the right tools and resources to cope with stress. Exchange ideas with your peers and discover how we might support each other as we encounter emotionally difficult scenarios.

Facilitator: **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 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.

C) *Interpreter's Continuing Education: Why? How? What?*

While the area of continuing education of healthcare interpreters has expanded in the last 3 years, gaps still exist. It is important for the profession as a whole to understand what is needed to support life-long learning of practicing interpreters.

Facilitator will outline the traditional and emerging continuing education (CE) paths. Participants will discuss rationale for CE, preferred methods of obtaining CE, types of preferred CE activities, and subject matter areas they consider important for CE.

Objectives of the discussion:

- Clarify expectations practicing interpreters have of CE
- Understand what methods of CE delivery are most appealing to practitioners today
- Define what subject matter areas deemed important by practitioners are lacking educational opportunities

Facilitator: **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 is the author and instructor of 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.

D) *Beyond Preservation: Advocacy, Empowerment, and Capacity-Building for LLD*

Since 2019 is the International Year of Indigenous Languages, the Languages of Limited Diffusion Work Group will be leading a Language Access Cafe at this year's Annual Membership Meeting. We look forward to engaging attendees in a dynamic discussion about how to increase awareness, understanding and empowerment among speakers of Languages of Limited Diffusion. The main focus of the Language Access Cafe will be on the current regulatory landscape and the challenges that still continue to persist around language access. We invite attendees to come prepared to discuss recommendations and possible course of actions to advocate, collect data, build capacity and engage speakers of Limited Diffusion to ensure that their linguistic, historic, and cultural heritage remains visible.

Facilitator: **Rosanna Balistreri** is the founder of REACH-reaching diversity and has over 20 years of background in language teaching and proficiency assessment, as well as extensive experience in curriculum development, as well as teaching translation and interpreting programs. She has served as President of the California Healthcare Interpreting Association and is presently a Board Member of the National Council of Interpreters in Health Care, where she also serves as Chair of the Standards and Training Committee & co-chair of the Language of Limited Diffusion Work Group.

Miss Balistreri has a B.A. in Linguistics and an MA in Spanish Linguistics; she is a licensed trainer of The Community Interpreter®, the international edition training developed by Cross Cultural Communications LLC., and a licensed trainer of the Applied Suicide Intervention Skills Training (ASIST), a world-renowned training developed by Living Works that aims to teach individuals in the community to provide immediate safety to a person at risk of suicide across languages and cultures.

In 2008 she started her teaching role at Cal State University Fullerton in the Translation and Interpreting Certificate Program where she also served as an Education Advisory Board Member.

Miss Balistreri is a dynamic member in the language service arena and an active conference speaker and presenter on language access, diversity & Inclusion, as well as cultural awareness in healthcare. She has presented at annual conferences and other educational events organized by the American Translator Association, Association of Translators and Interpreters in the San Diego Area (ATISDA), the National Council of Interpreters in Health Care (NCIHC), the International Medical Interpreter Association (IMIA), the California Healthcare Interpreting Association (CHIA), the Arizona Translator and Interpreter Association (ATI) and the Texas Association of Healthcare Interpreters & Translators (TAHIT), among others.

E) “Human Trafficking Myths and Facts”

Nationalities Service Center is a nonprofit organization offering services to immigrant and refugee community. The anti-human trafficking program provides services to victims of human trafficking as defined by Trafficking and Violence Protection Act (TVPA). Human trafficking is a crime involving the exploitation of someone for the purposes of compelled labor or a commercial sex act through the use of force, fraud, or coercion. Although human trafficking affects every community in the United States across age, gender, ethnicity, and socio-economic backgrounds. Immigrant communities are particularly vulnerable to becoming victims of trafficking due to language barriers, immigration status, lack of economic and educational opportunities, etc. The session will seek to inform the participant of the reality of human trafficking within immigrant communities.

Facilitator: **Yawei Song** serves NSC as the Anti-Human Trafficking program coordinator. Her responsibilities include community outreach and survivor case management. She brings her passion and experience working with the immigrant and refugee communities to the program. Yawei previously worked at Chinatown Clinic of Drexel University. While there, she helped immigrant patients to access health and social services, and bridged language and cultural barriers between recent immigrants and the society. Yawei completed medical school in China and received her Master of Social Work degree from University of Pennsylvania, School of Social Policy and Practice.

F) Working conditions for interpreters: Stress, Nutrition, and Health

What are the current working conditions of healthcare interpreters as contractors and staff? How do those conditions affect your performance and your overall health?

Facilitator: **Gerardo Lázaro**, Bachelor in Science (Biology) and in Education, completed Master's of Education (Peru), and currently a Ph.D. Student in Public Health (USA). He started working in Human Assisted Reproduction in Peru (3 years) and in the US (4 more years). A career change led him to work as a Master Medical Interpreter in the major hospitals of the Philadelphia Metropolitan Region where he co-developed training programs for Coordinated Healthcare, Cultural Competency and related healthcare topics. As a Ph.D. student in Public Health, he has found the niche to improving health care primarily for low-income, immigrants, and limited-English proficient people.

G) [LGBTQ] TBD

Facilitator: TBD