

4th Annual NCIHC Membership Meeting Washington, D.C.

April 29 & 30, 2010

Dear NCIHC Members,

On behalf of the board of directors, it is my pleasure to invite you to Washington, DC on April 29 & 30, 2010, for the **4th Annual NCIHC Membership Meeting!** We are holding the meeting at the Carnegie Endowment for International Peace, in the historic and trendy Dupont Circle neighborhood, just 7 blocks north of the White House, and surrounded by scores of embassies.

I am excited to attend my first meeting and meet all of you in

person. We will have several opportunities to get to know each other, and learn from each others' experiences and accomplishments. We will also be hearing updates on certification and standards for training. And of course you'll be able to contribute to the work of the Council. We really want to know from you, our members, what



NCIHC should be doing next to fulfill its mission.

Also, this year for the first time, we will be recognizing special members and supporters of the council at a reception on Thursday evening, April 29. The reception will be open to non-members, so if you have friends and supporters in the area, be sure to invite them.

We look forward to seeing you in DC.

Sincerely,

Gem P. Daus, M.A.
NCIHC Executive Director

What?

The NCIHC Membership Meeting is the annual gathering of Council board, committee and general members for a day and a half of focused dialogue, exchange and consensus-building. No keynotes. No pyrotechnics. Just people. People coming together in a common purpose -- quality healthcare for **all**.

Since 1994, NCIHC has grown from a small informal working group to an established national organization that provides multi-

disciplinary leadership to an emerging field and a united voice on behalf of language access in health care. This didn't happen overnight and it didn't happen without the input and support of our diverse membership. Since its inception, the Council has brought its mission to stakeholders around the country and beyond.

This year we celebrate true progress and change not only in our field but for the lives of patients across the nation, regardless of their ability to speak English.



Photo credit: Greg Figaro, CultureSmart

Who?

YOU! The NCIHC Membership Meeting is all about **YOU!** This is the once a year time when our members have the opportunity to engage in a dialogue with each other in person—tapping into the collective knowledge of our board, committees and members. So who are our members? Inter-

preters, hospital staff, language access advocates... You've read their messages on the listserv, now meet them in person! Engage in a day and a half of shop talk with the most passionate group of people you'll ever meet... meet our Board and Committee Members who volunteer countless hours to the mission of the Council. Network with local

stakeholders. Connect with friends from across the nation.

We do warn you, however... you won't be sitting back, quietly listening to presentations. No. The NCIHC Membership Meeting is all about participating, taking action, being heard. Remember, this is not a conference. This is all about rolling up our sleeves, sharing ideas, and learning from our peers.



Photo credit: Destination DC

Where?

When D.C. was mentioned at last year's meeting as a possible choice for 2010, the overwhelming response from attendees cemented the decision on the spot. The Council will be taking advantage of gathering in our nation's capitol to meet with congressional staff to raise awareness of the issues of language

access in health care.

Plus, the weather is beautiful during April in D.C.! Some members may want to take the opportunity to bring family along and stay for the weekend. There's plenty to do in DC for everyone -- whether your interests run from history to pop culture or anywhere in between, there is something in DC that is sure to appeal to you.

Why?

There's an old Chinese proverb that says "It is better to take many small steps in the right direction than to make a great leap forward only to stumble backward." For those of us

who fight for language access in healthcare, this proverb describes the path that we have taken. Despite the existence of laws and regulations, ensuring that persons with limited or no English proficiency receive quality health care remains a challenge. The NCIHC Annual Membership Meeting is a place to come together to cele-

brate the successes, rant about the tragedies, and collectively come up with ways to keep the forward momentum going. If you need the tools to advocate for your clients and/or your community, to re-charge your batteries and re-invigorate your spirit, this gathering of like-minded souls is a must.

Work Group?

NCIHC is a volunteer organization, with a hands-on working board. Everything that is accomplished is done by people like you, busy people with an interest in advancing access for LEP populations, improving cross-cultural provider practices, and developing better skills and understanding in your own work. They do it all on their time, primarily at their own expense, and generously for the benefit of others.

Work groups are an opportunity to pool the expertise and energy of the membership - those already working on projects and you. Specific achievable projects are planned, some to be completed during the meeting by teams of members, others to be started and charted for ongoing development. This is your opportunity, especially if you haven't found something you can commit time regularly to, to do hands-on work in support of the NCIHC mission.



Photo credit: Greg Figaro, CultureSmart



Photo credit: Greg Figaro, CultureSmart

Exhibitors

The Council is thankful for the support of organizations from across the country. Depending on

your point of view they may be vendors or potential employers. Some are other organizations working to advance interpreting in health care, others are providers of reliable, valuable resources and guidance. We anticipate a substantial number and variety of exhibitors to appeal to diverse members and meet their needs.

For more information about being an exhibitor, contact

membership@ncihc.org.

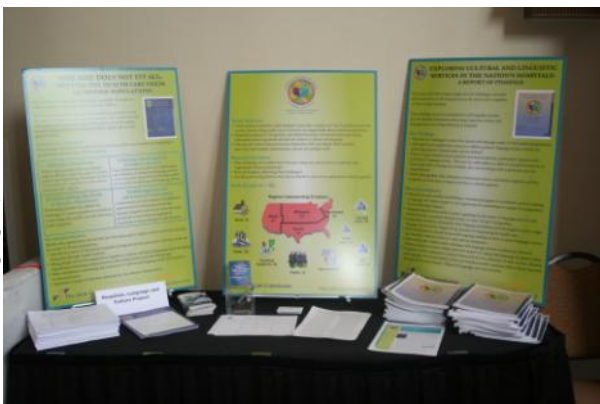


Photo credit: Greg Figaro, CultureSmart

What was your favorite part of the membership meeting?

- *I really enjoyed the opportunity to contribute my thoughts and ideas*
- *The chance to meet with and talk with colleagues from all over the country*
- *Casual feel of the meeting*
- **SPEED NETWORKING!**
- *Hearing the range of opinion on issues and getting perspective on issues nationally*
- *I was originally skeptical about how this meeting was set up in terms of work group sessions but in the end it fit our needs perfectly! Great idea! I heard from many people who commented on the fact that they appreciated the length of the sessions and that they weren't "presentations" but more input gathering sessions.*
- **Well structured!!**

(Comments were collected from 2009 attendee feedback forms)

Agenda At-a-Glance



Photo credit: Greg Figaro, CultureSmart



Wednesday, April 28, 2010

1:00 p.m. - 3:00 p.m. Area Tour: La Clinica del Pueblo

Thursday, April 29, 2010

8:00 a.m. - 8:30 a.m. Check-in and Continental Breakfast

8:30 a.m. - 9:45 a.m. Opening Session

9:45 a.m. - 10:00 a.m. Break

10:00 a.m. - 11:00 a.m. Networking Activity

11:00 a.m. - noon Standards for Training Programs

Noon - 1:45 p.m. Lunch (on your own)

1:45 p.m. - 2:45 p.m. Standards for Training Programs

2:45 p.m. - 3:00 p.m. Coffee Break

3:00 p.m. - 5:30 p.m. Advocacy Café

6:00 p.m. - 8:30 p.m. Interpretini Reception & Language Access Champion Awards

Friday, April 30, 2010

8:00 a.m. - 8:30 a.m. Continental Breakfast

8:30 a.m. - 9:30 a.m. CCHI Session

9:30 a.m. - 9:45 a.m. Break

9:45 a.m. - 11:45 a.m. Standards for Training Programs

11:45 a.m. - 12:30 p.m. Lunch

12:30 p.m. - 1:30 p.m. Joint Commission Session

1:30 p.m. - 2:30 p.m. Closing Session

Area Tour: La Clinica del Pueblo

When the National Council comes to town, we like to get out and meet the folks working on the front lines of hospitals and other healthcare organizations in the area. It serves as an opportunity for the local community to network with and obtain feedback from colleagues from across

the nation. It also allows membership meeting attendees to gain insight into how other organizations are meeting the linguistic and cultural needs of the LEP community in the host city.

This year we are pleased to announce a site visit of La Clinica del Pueblo on Wednesday, April

28th. La Clinica del Pueblo is a non-profit, federally qualified health center that serves the Latino and immigrant populations of the Washington, DC metro area. Their mission is to provide culturally appropriate health services to persons in the Latino community regardless of their ability to pay.

Tour Details

Date: Wednesday, April 28th
Time: 1:00 p.m. - 3:00 p.m.
Address: 2831 15th Street, NW - Washington, DC 20009

Tour participants are responsible for their own transportation and parking. There is no charge to attend the tour but seating is limited. All interested tour participants must RSVP during the registration process. For detailed directions, click on the map or visit <http://www.lcdp.org/template/page.cfm?id=20>

Please send any questions to membership@ncihc.org



Work Group Topics

Standards for Training Programs

Weighing In on the Draft Standards

This workgroup will focus principally on sharing and seeking input on the draft Standards for Training Programs for Healthcare Interpreters. These draft standards will have been compiled only a few weeks before by the project Advisory Committee, and this will be the first opportunity for NCIHC members

to provide their feedback. Participants will walk away with an up-to-date understanding of how far we've come toward establishing both training standards and certification. The feedback received by the committee will be combined with feedback garnered in other ways to revise the Standards for Training Programs.

Advocacy Café

Making the Case in Times of Limited Resources and Competing Needs

This segment of the NCIHC Annual Membership Meeting will be a unique opportunity to learn from experts in different fields about advocating for the needs of their constituents. Rather than a traditional panel, participants will interview individuals from various organizations to find out strategies for ensuring

that their activities match their mission and that they can carry out their work at optimum levels. "Advocacy" may include how to appeal to elected officials, how to wage a public relations campaign to increase awareness, how to engage community-based organizations and direct recipients of services, and



Photo credit: Greg Figaro, CultureSmart

the ongoing battle to raise funds. After each leader has been interviewed in small groups, everyone will come together to share their collective insights. Moderator for this unique event will be Ignatius Bau, former Program Director for The California Endowment.

CCHI Certification for Healthcare Interpreters

Developing a Certification Program That Reflects Your Needs

Given the increasing numbers of LEP patients across the country, ensuring language access with appropriate policies and practices is essential. But healthcare providers and coordinators of interpreting services also need to assess the competency of interpreters across a wide variety of languages in a valid, consistent and reliable way. Until now, the healthcare system has been relying on the only thing available—a system of interpreter referrals or dependency on interpreting services vendors who have their own corporate training and suite of specific services.

The Certification Commission for Healthcare Interpreters' (CCHI)

mission is to develop and administer a national, valid, credible, vendor-neutral certification program for healthcare interpreters—a certification program created by interpreters, for interpreters and the public good. This mission defines CCHI's approach, guides their process, and differentiates their certification program. CCHI brings together the necessary stakeholders through a non-profit organization that involves interpreters, healthcare providers, and certification experts. CCHI's collaborative process will result in a certification program that validly and credibly assesses the knowledge, skills and abilities needed by interpreters as well as meeting the needs

of healthcare providers and language agencies to ensure competency.

What does it mean to be vendor-neutral and why is that important? What makes a certification program valid and credible? What are the benefits and concerns of certification for interpreters and healthcare providers? CCHI Chair, Mara Youdelman, will moderate an interactive session focused on these questions, the uniqueness of CCHI's approach and their Job Task Analysis study that involved close to 2,500 of your colleagues. NCIHC members will have the opportunity to provide feedback, offer ideas, and discuss options for certification test delivery, preparation, and prerequisites.

Work Group Topics (continued)

Joint Commission Update

Implementing Standards for Cultural Competence, Effective Communication and Patient-Centered Care

Since 2008, The Joint Commission, with funding from The Commonwealth Fund, has been working on the development of accreditation requirements for hospitals to advance effective communication, cultural competence, and patient-centered care. Additionally, The Joint Commission, in collaboration

with the National Health Law Program, is developing an implementation guide to prepare Joint Commission surveyors and accredited hospitals for the potential release of proposed requirements to advance effective communication, cultural competence, and patient-centered care. This interactive session, led

by Amy Wilson-Stronks and Brette Tschurtz from the Hospitals, Language and Culture Project of The Joint Commission, will give an overview of these newly adopted standards and will engage participants in a discussion of how the implementation guide will be used in promoting language access in health care.

Interpretini Reception

The Annual Membership Meeting wouldn't be complete without an evening reception. This year, however, our reception will be slightly different. In addition to NCIHC Annual Membership Meeting attendees, we are inviting legislators, congressional staff, local language access advocates, ambassadors, and healthcare providers to join us. This will be a networking opportunity unlike any we've had before.

The highlight of our evening will

be the announcement of the NCIHC Language Access Champion awards. We're excited and proud to have created this opportunity to recognize organizations and individuals whose work improves the lives of all patients, regardless of language proficiency.

Oh... and in case you're wondering, an "Interpretini" is a delicious libation created specifically for our evening.

Salud!



Photo credit: publicdomainpictures.net

Getting to Dupont Circle

From National Airport (DCA) take the Metrorail Blue Line to Metro Center Metro Station. Then, take the Red line to the Dupont Circle Station. For more details visit <http://www.wmata.com>. (closest option)

From Washington/Dulles International Airport (IAD) take a cab or a Super Shuttle (multiple stops) to Dupont Circle. For more information, visit <http://www.metwashairports.com/dulles/793.htm>

From Baltimore/Washington International Thurgood Marshall Airport (BWI) there are multiple options. For more details, visit <http://www.bwiairport.com/en/travel/safe-trip>

NCIHC Language Access Champion

NCIHC is pleased to announce the establishment of the “NCIHC Language Access Champion” award. The purpose of this award is to honor a person, program, or organization whose work has contributed to improving the lives of all persons through the promotion of language access in healthcare. The presentation of this award will be one of the highlights of the NCIHC Annual Membership Meeting.

Nomination Process

The NCIHC Language Access Champion award is a recognition that comes directly from the NCIHC general membership. In this sense, this is an honor that is bestowed from peer to peer. Award recipients will be selected based on the following criteria:

The nominee must be a person, program or organization whose work has demonstrated an outstanding commitment and contribution to language access to ensure that persons who are members of linguistically diverse groups receive health care which embodies the principles of respect, dignity and choice. **What has the nominee done to champion language access in health care?**

Persons who are submitting nominations must be NCIHC members in good standing. Additionally, any member who chooses to submit a nomination must also include the following information for any necessary follow-up:

Nominator (person making the nomination)

- * Name
- * Position
- * Organization/Affiliation
- * Contact number and/or email address

Nominee (person being recommended for award)

- * Name
- * Position
- * Organization/Affiliation
- * Contact number and/or email address



Nominations must be received by March 24 and sent to Gem Daus, NCIHC Executive Director, at gdaus@ncihc.org

Questions regarding the NCIHC Language Access Champion Award:

Who can make a nomination?

Any NCIHC member in good standing can submit a nomination.

Must the candidate be an NCIHC member? What if I am not sure whether they are or not?

The candidate does not have to be an NCIHC member.

Where can I find the nomination form?

There is no official nomination form. All that is required is a description of what the nominee has done to champion language access in health care, as well as name, title, organization, and contact information for yourself and for your candidate.

How will nominations be tallied?

The selection of award recipients will not be based on a numeric tally. Instead, the selection will be based on the strength of the particular nomination as deemed by the NCIHC Board of Directors.

Must the candidate be an interpreter?

The award may be given to anyone in the field of healthcare, regardless of position. Thus, Directors/ Coordinators of Interpreter Services, physicians and other providers, administrative staff, managers, and other staff in addition to interpreters may be nominated. In addition, individuals in the larger healthcare arena, including but not limited to, insurers, funders, grant makers, policymakers, and other advocates, may be nominated.

When will the award be presented?

The award will be presented during the Interpretini Reception at the NCIHC Annual Membership Meeting.

Must the awardee be present to receive the award?

While it would be ideal to have the person or representative present, it is not a requirement that the recipient appear in person to receive the award.

If you have any additional questions, please contact Gem Daus at gdaus@ncihc.org

Where?



Photo credit: Wikimedia Commons

The Carnegie Endowment for International Peace provides an ideal location for the **4th Annual NCIHC Membership Meeting**. Located in the heart of Dupont Circle, the Endowment's Conference Center is dedicated to serving the needs of both public and private sector organizations in the area such as the Inter-American Dialogue and the National Center for Refugee & Immigrant Children.

Dupont Circle is a vibrant, cosmopolitan neighborhood, located minutes from Downtown DC. In this trendy, yet traditional neighborhood attendees will find an array of ethnic restaurants, some of the city's finest museums and Washington's largest concentration of private art galleries. Additionally, Dupont Circle is a popular destination for DC nightlife.



Photo credit: wikipedia

While the Carnegie Endowment can offer NCIHC a cost-effective, centrally-located venue for our 4th Annual Membership Meeting, there are no sleeping rooms inside the center. Nearby hotels, at a variety of prices, are available within walking distance or a short metro ride away. The hotels listed below offer discounted rates for the Carnegie Endowment Conference Center. Be sure to ask for their "Carnegie Corporate Rate":

Palomar	Tel: 202-448-1800	www.hotelpalomar-dc.com
Hilton Washington Embassy Row	Tel: 202-265-1600	www.hilton.com
Courtyard Marriott	Tel: 202-293-8000	www.courtyard.com
Topaz Hotel	Tel: 800-775-1202	www.topazhotel.com
Mayflower	Tel: 202-347-3000	www.renaissancehotel.com
Westin Embassy Row	Tel: 202-293-2100	www.westin.com
Doubletree Hotel	Tel: 202-232-7000	www.doubletree.com
Beacon Hotel	Tel: 202-296-2100	www.capitalhotelswdc.com

Budget options are also available, however they do not offer discounted rates for Carnegie guests:

Hostelling International DC	Tel: 202-737-2333	www.hiwashingtondc.org
Windsor Inn	Tel: 202-667-0300	www.windsor-inn-dc.com
The District Hotel	Tel: 202-232-7800	www.thedistricthotel.com (<i>mention NCIHC for discounted rates</i>)

Registration Info

Registration Fee: \$160 (includes continental breakfast on both days, lunch on Friday and admission to the Interpretini Reception & Language Access Champion Awards [Please note that the reception will feature hors d'oeuvres and a cash bar but not a full dinner])

Early Bird Discount

Register between now and April 1 and receive a \$40 discount off of the registration fee (\$120).

Online Registration

To register online, log in to the NCIHC website and click [here](#) or go to:

<http://www.ncihc.org/page/2010AMM>

Mail-in Registration

Complete the Mail-in Registration Form send to the address indicated along with a check or money order. Payment must be **received by** April 1 to qualify for early bird discount. Please make copies and complete one registration form for each person.

Not a member?

Become an individual member and register for the meeting! This offer also qualifies for the Early Bird Discount. Click [here](#) to become a member today or go to <http://www.ncihc.org> and click on 'Membership' then 'Individual Enrollment Form.'

Mail-In Registration Form

First Name _____ Last Name _____

Street Address _____ City: _____

State _____ Zip Code _____ Phone: _____

E-mail: _____

Job Title _____

Organization: _____

Do you plan on attending the Area Tour: La Clinica del Pueblo? Yes No

Do you plan on attending the Interpretini Reception? Yes No

Registration Fee \$160 Members

Discount \$40 if received before April 1st

Mail this form along with a check or money order to:

NCIHC * 5505 Connecticut Avenue NW, #119 * Washington DC 20015-2601