



NATIONAL COUNCIL ON INTERPRETING  
IN HEALTH CARE (NCIHC)

**10TH ANNUAL MEMBERSHIP MEETING**  
**a decade of working towards social justice**

AUSTIN, TX  
APRIL 1, 2016



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LAS VEGAS  
WASHINGTON, D.C.  
NEW ORLEANS  
MADISON  
SEATTLE  
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MINNEAPOLIS  
AUSTIN



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To all NCIHC Members and Friends,

This year we are excited to celebrate 10 years of our Annual Membership Meeting. Over the past years we have moved to different areas of the country, and we enjoy seeing those who return yearly. We welcome and look forward to meeting and speaking with those who are first attendees. This year in Austin, we choose to focus on how the NCIHC has progressed in working towards language access in health care. With this comes a particular focus on social justice: A Decade of Working towards Social Justice. In this election year, we are particularly moved by concerns of promoting basic human rights. Let's use this time together to focus on language access, to promote tolerance, freedom and equality, especially language access to quality healthcare with dignity and respect. The NCIHC has always stood by value, and we applaud those of you who passionately support us and who strive to educate, inform and empower individuals at the local, regional and national level through your direct actions.

We are honored to have Ali Noorani, exemplar in the work he has done at the National Immigration Forum, to share his expertise and leadership in this agency to apply social justice principles to structural problems, and to protect many from not receiving the healthcare benefits that are rightfully theirs. Let's use this opportunity to learn from his presentation, as well as to learn from each other through the diverse topics at the Language Access Café sessions and to carry our work forward. Wishing you an educational and productive Annual Membership Meeting.

Thank you for your support!

With best wishes,  
Enrica J. Ardemagni, Ph.D.  
President, NCIHC Board



**Enrica J. Ardemagni, Ph.D.** is Professor Emerita of Spanish at Indiana University Purdue University Indianapolis where she taught translation studies, medical and legal interpreting, Spanish for the professions, and Spanish for Medical Students. She has served on nine boards, with a wealth of experience in language access and community engagement. Professor Ardemagni is currently the President of the NCIHC board, where she has served on the Organizational Development, Finance, Policy and Research and Education Committees. She has been working as an interpreter and is a published literary translator. She holds a Certificate in Online Teaching, a graduate certificate in Medical Interpreting and she is an Indiana Supreme Court Certified Court Interpreter.



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# 2016 ANNUAL MEMBERSHIP MEETING

## a decade of working towards social justice

### AGENDA overview

Friday, April 1, 2016

8:00 am – 8:30 am	REGISTRATION/BREAKFAST
8:30 am – 8:45 am	OPENING REMARKS
8:45 am – 9:15 am	NCIHC COMMITTEE REPORTS/INSTALLATION OF NEW NCIHC BOARD
9:15 am – 10:00 am	KEYNOTE ADDRESS Ali Noorani, Executive Director, National Immigration Forum
10:00 am – 10:15 am	BREAK
10:15 am – 11:00 am	SPEED NETWORKING ACTIVITY (Bring Business Cards)
11:00 am – 11:15 am	BREAK
11:15 am – 12:15 pm	LANGUAGE ACCESS CAFÉ – ROUND 1: <ul style="list-style-type: none"><li>- Challenges in Defining and Achieving Advocacy, Kalen Beck, CI, CT</li><li>- The Push and Pull of Role Boundaries, Katherine Langan, PhD</li><li>- Engaging Providers to become Language Allies, Enrica Ardemagni, PhD</li><li>- Benchmarks for Ensuring Quality in Language Access Services, Martine Pierre-Louis, MPH</li><li>- To Hire or Not To Hire? Managing the Staff/Contractor Relationships for Interpreters and Agencies Under the Watch of the IRS, Marina Hadijoannou Waters, JD, MPH</li><li>- Where's the "Dual" in Individual when it comes to the Role of the Interpreter?, Wilma Alvarado-Little, MSW, MA</li><li>- Cultural &amp; Linguistic Needs of LEP LGBTQ Patients, Kevin Cunningham</li><li>- Parallels and Challenges between Peer Workers and Interpreters in the New World of Mental Health, Joy Connell</li></ul>
12:15 pm – 1:15 pm	LUNCH
1:15 pm – 2:15 pm	LANGUAGE ACCESS CAFÉ – ROUND 2 Participants rotate to a 2 <sup>nd</sup> table from above topics
2:15 pm – 3:15 pm	LANGUAGE ACCESS CAFÉ – GROUP REPORT OUT
3:15 pm – 3:45 pm	BREAK
3:45 pm – 4:45 pm	NCIHC MEMBERSHIP SESSION WITH BOARD/COMMITTEES Setting the Agenda for Social Justice
4:45 pm – 5:00 pm	CLOSING SESSION
6:00 pm – 10:00 pm	INTERPRETINI RECEPTION: LANGUAGE ACCESS CHAMPION AWARD CEREMONY Kunst Art Gallery, 411 Brazos Street - <a href="http://www.kunstaustin.com/">http://www.kunstaustin.com/</a>

Note:

The Silent Auction will commence at 8:00 am and continue throughout the AMM until 3:00 pm. At that time, all bids will be closed. Winners will be announced during the afternoon break.



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# 2016 ANNUAL MEMBERSHIP MEETING

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8:30 am – 8:45 am	OPENING REMARKS
8:45 am – 9:15 am	NCIHC COMMITTEE REPORTS/INSTALLATION OF NEW NCIHC BOARD
9:15 am – 10:00 am	KEYNOTE ADDRESS – ALI NOORANI, EXECUTIVE DIRECTOR NATIONAL IMMIGRATION FORUM

Ali Noorani has more than a decade of successful leadership in public policy advocacy, non-profit management and coalition organizing, across a wide range of issues. As a key figure among a new generation of national leaders, he continues this mission as Executive Director of the National Immigration Forum advocating for the value of immigrants and immigration to the nation.

Under Ali's leadership since 2008, the Forum is a powerful and key advocate on numerous immigration issues, working closely with business, law enforcement, faith and immigrant leadership across the country to advance much needed reforms to our nation's immigration system. Ali has led the Forum through a transition process to prepare the organization for the future, focusing on creative alliance building toward a better future for immigrants and America. With a keen eye for accountability and good business practice, Noorani secured for the Forum accreditation from the Better Business Bureau and a four star rating from Charity Navigator.

Ali provides a principled and reasoned voice on immigration policy and politics, and has appeared on Fox News, CNN, MSNBC, NBC News, ABC News, and various radio and local news programs. He has been quoted on the pages of most of the nation's major dailies and is a regular speaker at conferences and campuses across the country.

Born in California, Noorani is the son of Pakistani immigrants. He is a graduate of the University of California, Berkeley and received his Master's in Public Health from Boston University. In 2007, Noorani received the Boston University Young Alumni Award.



10:00 am – 10:15 am	BREAK
10:15 am – 11:00 am	SPEED NETWORKING ACTIVITY (Bring Business Cards)
11:00 am – 11:15 am	BREAK
11:15 am – 12:15 pm	LANGUAGE ACCESS CAFÉ – ROUND 1

This segment of the NCIHC annual membership meeting will be a unique opportunity to learn from experts in various fields and from each other. The café format, inspired by the world café, is based on the assumption that our members already have the experience, creativity and wisdom to confront even the most difficult questions. We keep everyone in the same room (the



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café); assign each table a topic and a host (listed below); allow members to join the conversation of their choice; then allow conversation and dialogue around questions that matter. Our table hosts/conversation leaders are NCIHC members and invited guests. In the space of two hours you will have the opportunity to participate in two conversations. Each conversation cluster will have 1-2 table hosts/conversation leaders and about 10-12 NCIHC members (depending on total attendance). Key points of the discussion will be recorded and reported out briefly following the second round.

### TOPICS & HOSTS OVERVIEW

- [1] Challenges in Defining and Achieving Advocacy, Kalen Beck, CI, CT
- [2] The Push and Pull of Role Boundaries, Katherine Langan, PhD
- [3] Engaging Providers to become Language Allies, Enrica Ardemagni, PhD
- [4] Benchmarks for Ensuring Quality in Language Access Services, Martine Pierre-Louis, MPH
- [5] To Hire or Not To Hire? Managing the Staff/Contractor Relationships for Interpreters and Agencies Under the Watch of the IRS, Marina Hadjoannou Waters, JD, MPH
- [6] Where's the "Dual" in Individual when it comes to the Role of the Interpreter? Wilma Alvarado-Little, MSW, MA
- [7] Cultural & Linguistic Needs of LEP LGBTQ Patients, Kevin Cunningham
- [8] Parallels and Challenges between Peer Workers and Interpreters in the New World of Mental Health, Joy Connell

### TOPICS & HOSTS DETAIL

- [1]  
**CHALLENGES IN DEFINING AND ACHIEVING ADVOCACY, KALEN BECK, CI, CT**  
recorded by Sasha F. Carrillo

In 2015, a review of the NCIHC National Standards of Practice was initiated with input from interpreters, trainers and other stakeholders. After several community forums, town hall meetings and careful review, the greatest lesson learned so far from the review was a need for more clarity and applicability of the Standards in various fields of health care interpreting. Participants wanted more clarity and intention of the Standards as they are applied to the various interpreting modalities and different health care settings.

Advocacy is considered one of the more difficult standards implement and also to teach. Share your insights about advocacy with colleagues from across the country: What is your definition of advocacy. When should interpreters advocate and not advocate? How much work experience do interpreters need before they know whether or not to advocate in a given situation, and how to do it without getting fired? Can interpreters be taught to advocate effectively? Do employers and interpreters have different perspectives on Advocacy? Come join a vibrant conversation about the advantages and pitfalls of advocacy.

**Kalen Beck** holds a Certificate of Interpretation (CI) and a Certificate of Transliteration (CT) from the Registry of Interpreters for the Deaf (RID). Kalen holds a Bachelor's degree in Interpreter Education from George Mason University and has been a professional interpreter for more than 25 years. She has been the Manager of Language Services at Oregon Health and Science University (OHSU) since August 2012. Ms. Beck has been an interpreter trainer since 1998 and has taught a variety of workshops throughout the Mid-Atlantic Region and at national conferences. Additionally, she taught interpreting courses at Northern Virginia Community College in their interpreter continuing education program. Kalen has been an active mentor to new interpreters and continues to guide many of those protégés through the process of becoming nationally certified.



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[2]

## THE PUSH AND PULL OF ROLE BOUNDARIES, KATHERINE LANGAN, PHD

recorded by Elena Langdon

The NCIHC National Standards of Practice are guidelines which describe the best practices of the profession of healthcare interpreting. The correct and appropriate application of each standard requires the interpreter to make often split second decisions in complex situations. This table will focus on role boundaries. The goal is to identify the questions and doubts among interpreters and discuss strategies for deciding where the boundary is in any situation.



**Katherine Langan** is a linguist who has worked as a full time or occasional translator/interpreter since 1979. She has worked with various combinations of Indo-European and Mayan languages including English, Spanish, Poqomam, K'iche', Kaqchikel, Koiné Greek and French. She has been involved in the training of interpreters and translators both in the US and Guatemala since 1979. She has interpreted in legal, educational and medical contexts in both the U.S. and Guatemala. As an active member of the National Council of Interpreters in Health Care she is the Chair of the Standards and Training Committee coordinating the work of the Home for Trainers and co-chairing the Languages of Limited Diffusion Work Group and the Review of the National Standards of Practice for Healthcare Interpreters Work Group. She is researching and developing specialized training for interpreters in speech language therapy. She is currently learning German for the fun of it.

[3]

## ENGAGING PROVIDERS TO BECOME LANGUAGE ALLIES, ENRICA ARDEMAGNI, PHD

recorded by Hank Dallmann

The Council has long been engaged in training initiatives, which lately have included Webinars, through its Home for Trainers work group. These webinars have focused on a variety of topics, mostly reaching out to interpreters who want beginning to advanced training, or specialized topics such as interpreting in mental health, note-taking in consecutive interpreting, etc. The Council is now launching an educational initiative. This topic will focus on definitions and discussion on the differences between education and training, and lead an interactive discussion on how future delivery will focus not only on interpreters, but provide educational initiatives to all individuals involved in language access. A main component of this is education for healthcare providers, insurance companies, language companies, etc., with the goal of having them become Language Allies. This is an interactive session requesting input from attendees to bring recommendations on what educational initiatives should guide planning.

**Enrica J. Ardemagni, Ph.D.** is Professor Emerita of Spanish at Indiana University Purdue University Indianapolis where she taught translation studies, medical and legal interpreting, Spanish for the professions, and Spanish for Medical Students. She has served on nine boards, with a wealth of experience in language access and community engagement. Professor Ardemagni is currently the President of the NCIHC board, where she has served on the Organizational Development, Finance, Policy and Research and Education Committees. She has been working as a translator and is a published literary translator. She holds a Certificate in Online Teaching, a graduate certificate in Medical Interpreting and she is an Indiana Supreme Court Certified Court Interpreter.



[4]

## BENCHMARKS FOR ENSURING QUALITY IN LANGUAGE ACCESS SERVICES, MARTINE PIERRE-LOUIS, MPH

recorded by Allison P. Squires

Hospitals across the US are implementing language access programs to serve limited English proficient and Deaf patients. How do we measure the quality of these programs? Come join the National Council's Metrics Workgroup in a highly interactive session about the definition, impact and feasibility of the following 10 measures:

1. Average interpreter response time – onsite



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2. Average interpreter response time – remote
3. Patient wait time for an interpreter
4. Average interpreter wait time for care to proceed
5. Count of interpreter abandon/ provider not ready
6. % LEP/ Deaf patients seen with an interpreter
7. % Interpreters provided to interpreters requested
8. % Patients screened for preferred spoken language
9. Count of LEP/ Deaf patients refusing interpreters
10. Cost of interpretation by LEP/Deaf patient served

**Martine Pierre-Louis** is Director of Interpreter Services at Seattle’s Harborview Medical Center. Her department is responsible for planning and delivering communication assistance to 19% of Harborview’s patient population; providing care coordination, outreach and navigation to five language minority communities; and creating content for [www.ethnomed.org](http://www.ethnomed.org). Over the last 12 years, Martine has led a number of quality improvement efforts at Harborview which have resulted in significant successes, such as increasing the ratio of patients screened for preferred language; increasing utilization of interpreters at the bedside; and lowering the overall cost of interpretation per patient served. In 2015, she led Harborview’s Disparities Leadership Program which focused on an in-depth analysis of colorectal cancer screening rates by race, ethnicity, language, payer, and location. Martine holds a master in public health with a focus on international health. A Haitian Creole and French interpreter for over a decade, she is a founding member and past board member for both the Society of Medical Interpreters and the National Council on Interpreting in Health Care. She has been involved for years in community-based public health efforts with a focus on access to health care and equity for refugees and immigrants.



[5]  
**TO HIRE OR NOT TO HIRE? MANAGING THE STAFF/CONTRACTOR RELATIONSHIP FOR INTERPRETERS AND AGENCIES UNDER THE WATCH OF THE IRS, MARINA HADJIOANNOU WATERS, JD, MPH**  
 recorded by Maria Schwieter

The business of interpreting is often a balancing act. For agency owners, other service providers and language providers, more and more, the decision to call someone a staff or a contracted worker is catching the attention of the IRS and others. During this session, we will discuss different strategies for managing teams of both freelancers and staff, review the new IRS standards for determining when a contracted worker must be hired on as an employee, and look at the rights of language providers and how they can best protect themselves and assert their rights with the agencies they serve. As the industry continues to boom, state and federal auditors will have more influence on our business. We will discuss how we can help shape best employment practices for all the stakeholders involved.



**Marina Hadjoannou Waters** is the Chief Operating Officer at LUNA Language Services (Indianapolis). She has built a career advocating for the civil, political and cultural rights of communities facing discrimination. After participating in disability determination research at the University of Arizona, Marina received her Master’s Degree in Public Health focusing on Community Health Practice. She later obtained a law degree and worked at the State of Arizona, Office of Civil Rights and then as a staff attorney at the University of Arizona where Marina represented indigenous communities in international human rights courts and organizations. At LUNA, she oversees the largest team of ASL and foreign language service providers in the state. Marina proudly serves as the Vice President of the Board of Directors for the National Council of Interpreting in Health Care, and is also a board director for Exodus Refugee & Immigration and the Community Health Foundation. She also serves on several advisory boards including the City of Indianapolis Language Access Task Force and the Indiana Supreme Court Interpreter Certification Program.



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She speaks regularly on language access planning under the ADA and the Civil Rights Act. In all of her work, Marina consistently and passionately promotes equal access to care and non-discrimination.

[6]

#### WHERE'S THE "DUAL" IN INDIVIDUAL WHEN IT COMES TO THE ROLE OF THE INTERPRETER?

WILMA ALVARADO-LITTLE, MSW, MA

recorded by Gaye Gentes

According to the NCIHC, "A qualified interpreter is an individual who has been assessed for professional skills, demonstrates a high level of proficiency in at least two languages and has the appropriate training and experience to interpret with skill and accuracy while adhering to the National Code of Ethics and Standards of Practice published by the National Council on Interpreting in Health Care." However, it is not uncommon for individuals who are perceived to be bilingual to be utilized as interpreters in addition to their already existing role within their organization. These individuals are pulled into an interpreting encounter with no prior training or language proficiency testing in any language, and many times without consideration of their literacy or health literacy levels. Let's discuss challenges and lessons learned and strategies with this method of service delivery.

**Wilma Alvarado-Little** has been a strong voice advocating for linguistically and culturally appropriate health services. In addition to her interests in public policy, research and health disparities prevention, she is a healthcare interpreter and trainer who has been instrumental in the development and implementation of hospital and clinic based programs. She has also been involved with media initiatives on the importance of identifying linguistic and cultural barriers in the provision of quality health care services. With over 30 years of experience, she works tirelessly to educate healthcare institutions on provision of quality language access services and has participated in efforts led by the Joint Commission, American Medical Association, and the HHS Office of Minority Health. She is the former Co-chair of the Board of the National Council on Interpreting in Health Care, is a member of the National Project Advisory Committee for the Review of the CLAS Standards, HHS Office of Minority Health, the Institute of Medicine Health Literacy Roundtable and the Chair of the New York State Office of Mental Health Bureau of Cultural Competence Multicultural Advisory Committee in addition to serving on boards at the state and local levels which address multicultural issues. Prior to becoming an independent consultant, she received a grant from the NIH in May 2009 as part of an award to the Center for Elimination of Minority Health Disparities, University at Albany, SUNY to support research to identify access and barriers to health care for populations in smaller cities and served as the PI/ Director of Community Engagement/Outreach. She has a Master Arts degree in Spanish Literature, a Master's in Social Welfare and Bachelor Degrees in Spanish and Psychology. Currently residing in New York, Wilma dedicates her time to the issues of language access for the limited English speaking population nationwide.



[7]

#### CULTURAL & LINGUISTIC NEEDS OF LEP LGBTQ PATIENTS, KEVIN CUNNINGHAM

recorded by Jason Reczek

Lesbian, gay, bisexual, and transgender (LGBT) individuals often face challenges and barriers to accessing needed health services and, as a result, can experience worse health outcomes. These challenges can include stigma, discrimination, violence, and rejection by families and communities, as well as other barriers, such as inequality in the workplace and health insurance sectors, the provision of substandard care, and outright denial of care because of an individual's sexual orientation or gender identity. These inequalities may be even more pronounced for LGBT people from racial/ethnic minorities or due to other characteristics such as education level, income, geographic location, language, immigration status, and cultural beliefs. Refugees and asylees face innumerable challenges when resettling in the United States. As they adapt to a new culture, learn a new language, and look for work with limited resources. On top of the challenges typically associated with resettlement, lesbian, gay, bisexual, and transgender (LGBT) refugees and asylees are confronted with additional obstacles and have unique concerns and vulnerabilities.



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**Kevin Cunningham** has been working in management and sales within the language industry since 2000. He is a former member of the New England Regional Minority Health Committee, and has been continually active in interpreter training and credentialing initiatives in addition to his sales background. He has been with Certified Languages International (CLI) since 2007. He is currently active on the National Council on Interpreting in Health Care (NCIHC), first on the Event Planning Committee, and currently as the Chair of the Event Planning Committee. In June of 2015 he was elected to the Board of Directors for the NCIHC. Mr. Cunningham is working to complete his master's degree in health policy management. He is the main point of contact for any issue that may arise regarding telephone interpreting services, and is responsible for any training requested around services at CLI.

[8]

**PARALLELS AND CHALLENGES BETWEEN PEER WORKERS AND INTERPRETERS IN THE NEW WORLD OF MENTAL HEALTH, JOY CONNELL**

recorded by Dijana Rizvanovic

With the acknowledgement that the “Medical Model” is not the only approach to working with people with mental illnesses, the “Peer” movement is one that has gained increasing visibility and acceptance. Peer Workers are people who have “lived experienced” of receiving a psychiatric diagnosis and being treated in the mental health system, and also are interested in helping others in a similar position. What is the unique challenge when peers happen to be bilingual and work with patients who are also LEP? Join us to discuss the role of peers in the mental health workforce, specifically in the role of mental health interpreter, to promote recovery-oriented, person-centered, culturally and linguistically competent mental health services.

**Joy Connell** has over 29 years of public sector experience working with multicultural populations at the Massachusetts Department of Mental Health where she is currently Civil Rights/Diversity Officer. Her extensive work with community-based organizations has focused on refugees and immigrants, while her training activities have encompassed issues of traditional minority groups as well as those of newcomers. She has consulted and/or presented to a wide array of human service providers in federal, state and private systems on a wide range of topics including ethnic-specific mental health needs, language access issues, and workplace diversity concerns. She was selected to be a trainer for the Multicultural Issues, Diversity Studies and Training (MIDST) program of the Boston University School of Social Work, and is certified as a Senior Trainer of Brandeis University's Diversity Curriculum produced for the Commonwealth of Massachusetts. She is Immediate Past President of the Board of Directors of the National Council on Interpreting in Health Care (NCIHC) where she has been on the board since 2001. Other board positions include current member at the Center for Health Impact (Central Mass. Area Health Education Council), former member of the Massachusetts Immigrant and Refugee Advocacy (MIRA) Coalition, and former President of the Massachusetts Medical Interpreters Association (MMIA/IMIA).



12:15 pm – 1:15 pm	LUNCH
1:15 pm – 2:15 pm	LANGUAGE ACCESS CAFÉ – ROUND 2 Participants rotate to a 2 <sup>nd</sup> table from above topics
2:15 pm – 3:15 pm	LANGUAGE ACCESS CAFÉ – GROUP REPORT OUT
3:15 pm – 3:45 pm	BREAK
3:45 pm – 4:45 pm	NCIHC MEMBERSHIP SESSION WITH BOARD/COMMITTEES Setting the Agenda for Social Justice
4:45 pm – 5:00 pm	CLOSING SESSION



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6:00 pm – 10:00 pm

INTERPRETINI RECEPTION: LANGUAGE ACCESS CHAMPION AWARD CEREMONY  
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