

NCIHC 2019 Board of Directors Elections Director Candidate Statements

1. Diana Holland

Hi, my name is Diana C. Holland, and I am excited for the opportunity to nominate myself for a Director position. I am a CHITM(Spanish) and a CMI-Spanish, hold a Masters of Arts in Psychological Studies, and I am also a medical interpreter trainer. I live and work in Nashville, TN.

The area I am most interested in participating is Member Relations. The enclosed resume details my long-time expertise in building community – both as a hired worker and as a volunteer -, as well as what I define as “weaving communities together”: bringing together those who are both likely and unlikely to connect, at the same time that I act as support to their interactions by problem solving, assisting in deepening their connections, and being available and responsive to their inquiries and needs.

I am of the belief that those who join NCIHC have a desire to connect with others in the field of health care interpreting but, at times, do not know how to navigate this connection. Assisting them in finding the right niche for them, as well as in establishing long-term relationships with members, is what elevates and empowers both an organization and its members. And I feel alive when I am able to support that journey.

Having started and run a small arts nonprofit (Tango Nashville) for 7 years, and sat on the boards of multiple organizations since the year 2000 (please see resume), I understand that this charge, as well as that of upholding NCIHC’s values of social justice, respect and acceptance of all peoples, empowering LEPs and continuing to evolve in culturally appropriate practices in health care interpreter training, is a team effort. It is in that way that I believe I can mostly give back and enrich the field.

My experience as the Program Coordinator for the Diversity in Dialogue program (2003 to 2010), allowed me to build on the foundation from an organization that had a true commitment to empowerment of those whose voices are often hard to hear. It was there where I was able interact and learn from community members, whose contributions assisted in the expansion and growth of the program.

Thank you for the chance to submit my information for nomination, and please do not hesitate to contact me with any questions. I am grateful for your consideration.

Warmly,
Diana C. Holland, CMI-Spanish, CHITM (Spanish)
MA in Psychological Studies

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2. Lynette Reep

When I joined NCIHC I was working full-time as a private practice ASL/English interpreter. Much of my work was in healthcare settings, and although NCIHC was geared toward spoken language interpreters, I immediately felt at home. In 2015 I was hired as Interpreter Coordinator at the University of Vermont Medical Center—a first for our organization and for Vermont--and the NCIHC listserv has continued to provide invaluable support and guidance as we grow Language Access Services. Our Network has recently expanded and I am now able to share our gains with our partner hospitals. In the past four years our department has accomplished a number of goals including the creation of a 1,200+ item data base of translated documents; captioning of hundreds of provider profile videos; an annual Language Expo; the creation of a nurse residency training with Deaf and Spanish speaking “patients”; ASL classes for staff, and more.

I am an RID (Registry of Interpreters for the Deaf) credentialed interpreter with particular interests in adult education, ethics, and creative problem solving of all types. In addition to the trainings I provide at grand rounds and staff meetings, I have previously taught interactive ethics workshops for ASL interpreters across the country. I have served on my local Vermont RID board and on the planning committees for several regional RID conferences.

I am eager for an opportunity to serve NCIHC, supporting and enhancing the organization’s reputation as a pre-eminent resource for healthcare interpreters and coordinators.

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3. Gabriela Seibach

The role that NCIHC has played in developing our industry is undeniable. In the training, mentorship, and assessment programs I have spearheaded, I have consistently turned to the NCIHC Standards of Practice and the guidelines for interpreter training programs. In the past 5 years, not only have I pursued a graduate degree in our field, but I have established relationships with other interpreting communities, sharing tools, resources, ideologies, etc. in hopes of furthering our profession. One example of this effort was my participation in the planning committee for the 5th Annual International Language Services Conference, which sought to unite representatives of all stakeholder groups of healthcare interpreting encounters to develop actionable recommendations for improvement. If elected as a Director, I hope to build bridges between our community and other related professions to advance the healthcare interpreting profession to benefit interpreters, patients, physicians, and other stakeholders.

Gabriela Siebach is a freelance Spanish interpreter and Director of Business Development for MasterWord Services. Gabriela supports a team which is tasked with exceeding service goals and customer expectations by exploring options and maintaining high standards for language access compliance. She has a background in translation, interpreting, and language program management, which make her uniquely suited to provide a “systems thinking” approach to some of our industries most prevalent challenges. Active in the translator and interpreter community, Gabriela is a Certified Healthcare Interpreter (CHI™), has accumulated more than 10 years of professional experience in linguistics, has spearheaded the development of multiple training, mentorship, and assessment programs, and holds a graduate degree from the world renown Middlebury Institute of International Studies at Monterey.

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4. Daniel Tschida-Reuter

In October of 2016, I started a job as the Manager of Language Services for Mayo Clinic. When I took the job, I was leaving a Product Manager role in which I was in charge of the Mayo Clinic Patient Portal. Although, the Mayo Clinic Patient Portal had over a million users and was revered in the Health Care industry as a leading piece of technology, I wanted to do more to help people. I wanted to help Mayo Clinic into the world's premier destination medical center. Below is an outline of some of the work I have done to help Mayo Clinic Language Services and is a good outline of the skills and passion I will bring to the Director role of the NCIHC.

Since becoming the Operations Manager of Language Services, I have immersed myself in peer reviewed articles, webinars and any other readings I can get my hands on regarding the industry. This information has helped spearhead many developments for our department and Language offerings at Mayo Clinic. First, we were able to bring in instructors to lead all staff through the 40-hr training course. Although some staff had already gone through this, I wanted to reset the foundation with a firm understanding of the code of ethics. Additionally, we were able to send two of our interpreters to become certified trainers.

We also noticed a high no-show rate and low satisfaction form many of our domestic patients and our domestic providers. In analyzing the data, and through focus groups, we learned that this was due to the inconsistency of having an in-person interpreter. This was a huge frustration for the Practice and patients. We were able to highlight this issue and get space in the Primary Care building to house our interpreter. Since then, we have received feedback that this has been "transformative" to the Practice and our care for these patients.

In a few weeks, we will be starting two additional initiatives that are sure to change Mayo Language Services forever. First, we are constructing a call center in which we will staff a rotation of Mayo interpreters to help handle video interpreting sessions with patients. Due to monthly bills well over \$100,000 for vended services, we want to save money and increase our efficacy. The second initiative is the use of our simulation center in the assessment and training plan development for all of our staff. We are paying actors and creating scenarios in which we will be able to observe and help our staff become the best they can be.

We have also created a Vision and Mission Statement for Language Services. Our Vision is to ensure ALL patients can effectively communicate to meet their healthcare needs. Our mission is to provide timely, culturally competent, highly specialized interpretive and translation services that empower patients to make decisions concerning their healthcare needs. With this vision and mission as a driving force, I believe I would be a great asset to the NCIHC Board.

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5. Rio Zamarron

I'm committed to enriching the profession of medical interpreting through education and research and strongly feel I would be a great candidate to serve in a Director capacity by providing my knowledge and passion to enhance our interpreting profession. I've worked in the Interpreting and Translation profession since 2005 in a Pediatric hospital. I've also served as faculty member at a Community College where I've developed and taught medical interpreting courses such as Interpreting in Pediatrics and Teenage Setting. I've coauthored/ developed a 60 hour Advanced Medical Interpreting Course (AMI) such as Simultaneous Interpreting and Sight Translation workshops with the purpose of enhancing medical interpreting skills and pass National Certification. In 2015, I developed a workshop and training titled "Coaching & Mentoring Strategies" for senior medical interpreters that serve as mentors to interpreting students (practicum) and new hires. This provides senior interpreters with coaching strategies to provide effective feedback. Lastly, in 2016 I worked closely with our Simulation Department in developing simulation scenarios that provides interpreters with challenging real-life situations (trauma, child abuse, end-of-life) they encounter and in fun learning environment be able to cope and discuss strategies that can help their performance. Currently, we presented this topic in Society for Simulation in Healthcare and looking forward to publishing this article.

I have a Master's degree in Health Professions Education from the University of Missouri-Kansas City (UMKC), graduating in 2016; also completed the Training of Trainers for the Healthcare Interpreting Profession from Monterey Institute of International Studies (MIIS). Completed Bridging the Gap Course (40 hour medical interpreting course) and Spanish Bilingual Assistant Course (60 hour introduction in medical interpreting course).