

Henry Colindres, CMI-Spanish
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Professional Experience

Specialist Educator & Staff Development II – Interpreter Language Services – UNMH. Jan 2023 –

- Revision and optimization of the Qualified Dual Role Medical Interpreting program for the University of New Mexico Hospitals (UNMH).
- Principal trainer of “The Medical Interpreter” training program.
- Subject Matter Expert strategic and consulting support to the Interpreter Language Services department.
- Revision and updates of the Interpreter Language Services policy and procedures
- Currently developing medical interpreting training for tribal communities to improve access to Native American communities in the state.

Manager – Language Access, Presbyterian Healthcare Services. Aug 2019 – Nov 2022

- Founded the Language Access Department for the largest healthcare organization in NM. Language Access strategy development, operationalization, execution, and evaluation for the 9 hospitals and scores of outpatient locations.
- Job description and profiles creation, recruiting, interviewing, and hiring of new staff medical interpreters for Navajo, ASL, and Spanish languages (remote and in-person) with efficient integration to contracted in-person and remote interpreting vendors.
- Development, implementation, execution, and evaluation of medical translation program for the statewide operation.
- Management, direction, coordination, mentoring, and performance evaluation to the team of staff medical interpreters/translators (ASL, Navajo, and Spanish).
- Responsible of the integration of medical interpreter services to Telehealth platform to improve access of language access services, in coordination with the Clinical Education and Outpatient Services.
- Responsible of the implementation of MyChart-Spanish in coordination/collaboration with Epic Analysts, Informatics, and Outpatient Services to mitigate patient safety risks and improve health equity for the large Spanish speaking community in NM. MyChart Spanish went live in August 2022.
- Design and implementation of front staff and provider training and strategic communications to improve awareness of language barriers and its impact in the Patient Experience, Patient Safety and Quality healthcare.
- Communication and coordination with leaders at all levels of the organization to promote meaningful and sustainable change to deliver equitable and high-quality patient centered care.
- Collaborated with the Patient Safety Department as a Just Culture certified trainer and coach, supporting the implementation of the program in the organization.
- Budget planning, management, and responsible financial execution of a \$1.6 million Language Access (department operation and contracted agencies).
- Contract management and periodic performance evaluation of contracted services.
- Optimization of medical interpreter and translation services (agencies and staff) resulting in over \$250,000 of annual savings in contracted services.
- Achieved a 300% increase compliance in the provision of ASL medical interpreters for d/Deaf patients (outpatient and inpatient), 400% increase compliance in the provision of medical interpreters for spoken languages (outpatient and inpatient).
- Spearheaded the creation of the Qualified Bilingual staff/provider designation to capitalize on their bilingual competency to control expenses and improve patient experience.
- Principal trainer of “The Medical Interpreter” training program.

- Daily and monthly qualified medical interpreter utilization reports for inpatient locations to leadership.
- Developed quality metrics reporting periodically to the Quality Committee and hospitals' leadership.
- Active member of the Diversity, Equity, and Inclusion Committee.

Clinical Quality Manager, Presbyterian Rust Medical Center. Rio Rancho, NM. Feb 2018 - Aug 2019

- Responsible of Clinical Quality Initiatives assigned by the Rust Manager of Quality. Activities included: data collection, analysis, planning, development, implementation, evaluation, and maintenance of clinical quality initiatives.
- Quality support to Rust Medical Center nursing managers to achieve clinical priorities such as: Sepsis, Perinatal core measures, Code Blue, Fall Prevention, Regulatory Readiness, Patient Safety, etc.
- Data abstraction, analysis and identification of critical issues, process improvement support, required education, and assistance with measurement of performance metrics for Significant Clinical Events.
- Significant Clinical Events preliminary investigation, Event Reviews and Root Cause Analysis.
- Facilitator and coordinator of continuous quality improvement activities and measurement to assure sustained performance improvement for identified patient safety opportunities for improvement.
- Provided support for Rust Medical Center in Healthcare Quality, Patient Safety, Performance Improvement, Regulatory Readiness and TJC Accreditation during the 6 months vacancy of the department's manager.
- Supported the Interpreter Services Program as subject matter expert.

Interpreter Services Program Coordinator, Presbyterian Healthcare Services. July 2016 – Feb 2018

Responsible for assessing, developing, delivering, documenting, and evaluating PHS programs for interpreter, translation services, and cultural competency education to meet regulatory requirements and community needs.

- Planning, developing, and execution of the PHS qualified medical interpreters training program for dual role employees.
- Principal trainer - Bridging the Gap Healthcare Interpreter training program.
- Language Access Regulatory Compliance monitoring and promotion at the system level through audits and chart reviews, identification of opportunities for improvement; process reengineering was facilitated when applicable.
- Data collection, analysis, and timely reporting of language access metrics to leaders and quality committees.
- Updated the system language access policy to meet regulatory and federal requirements.
- Creation of a stand-alone Language Access annual required training module for the enterprise.
- Co-author of the Culture Competence annual required training module for the enterprise, to meet ACA Section 1557 requirements.
- Initiation and completion of RFP process to consolidate contracted VRI and OPI services for cost effective and service optimization. Coordination of transition of new VRI and OPI vendors.
- Implemented OPI services at the Clinical Delivery System combining with Vocera for improved access.
- Developed a strong collaborating relationship with the New Mexico Commission for Deaf and Hard of Hearing

During my tenure we achieved a 22% increase in the provision of interpreter services for our patients and members with a 17% reduction in operational costs through optimization of resources and contracted services.

Video Remote Medical Interpreter – Stratus Video. May 2016 – Jul 2019

- Part-Time video remote medical interpretation services for healthcare industry across the USA.

Interpreter Services Supervisor, Covenant Health System. Lubbock, TX. October 2012 – June 2016.

Responsible of the Language Access program for the largest healthcare system in West Texas and Eastern New Mexico, including Covenant Pediatric Hospital, Women's Hospital, Covenant Plaza (Behavioral Health Unit), Palliative Care Unit, Joe Arrington Cancer Center, Specialty Hospital (LTAC), Covenant Medical Center for over 900 licensed beds and multiple outpatient clinics in the city of Lubbock. Provide support to Covenant Plainview Hospital and Covenant Levelland Hospital.

- Recruiting, assessing, training, coaching, and continuing education of dual role qualified interpreters
- Implementation of Video Remote Interpretation (VRI) and Over the Phone Interpreter (OPI) services.
- Quality assurance of contracted remote VRI/OPI, and on-site interpreter services at the system level
- Development and execution annual competency and revalidation process of dual role interpreters.
- Development and execution of qualification process for language concordant healthcare staff/providers
- Development of Interpreter Services metrics for the Committee of Clinical Excellence.
- Development of Cultural Competence training modules for annual required training at the regional level, and new employee onboarding training with a dedicated module for Nursing Orientation.
- Updated Interpreter Services policy to comply with federal and state laws and regulators.
- Implemented process for in-house translation of documents English-Spanish, Spanish-English.
- Principal trainer - Bridging the Gap Healthcare Interpreter training program.

A strong, collaborative interaction with Patient Experience, Nursing, Clinical Education, Risk Management, Quality and Clinical Excellence, Performance Improvement, and Standards & Regulatory departments was instrumental to the consolidation of the program.

Customer Service Interpreter, Language Line: Dec 2011 - June 2012

Fast-paced over the phone interpreter for a variety of settings including government agencies, healthcare, financial services, etc.

Medical Interpreter II, JPS Health Network- Fort Worth, TX. Feb 2009 – Sept 2012

- Medical interpretation for health providers and patients in all settings (inpatient and outpatient) of a Level I Trauma Center, and the Center for Cancer Care, focused on the improvement of patient-provider communication.
- Main contributor of the continuing education program for the Language Services department (over 25 full time medical interpreters.)
- Principal medical translator English-Spanish, Spanish-English (Medical records, Consents, IRB, etc.)

Patient Compliance Manager, Praxair Healthcare: From Jan 2001 to Feb 2009 – Arlington, TX and Waco, TX

Started with the largest privately held DME Company in the USA (Home Care Supply), finally acquired by Praxair Healthcare. With over 1000 home oxygen patients my responsibilities were:

- Asset management
- Patient compliance
- The Joint Commission accreditation readiness for the North and Central Texas region (8 branches).
- CMS and FDA compliance readiness (2 branches).
- Routine Oxygen Equipment Maintenance compliance
- Warehouse and Inventory Best Practices implementation
- Supervision of 3 patient service technicians, Respiratory Therapist, Customer Service/Billing associate.
- Budget elaboration and execution.

Transformed the Waco branch to become the best performing branch of the North/Central Texas Region in only 6 months, obtained Joint Commission accreditation with zero conditional findings, passing CMS and FDA audits.

Health Director, Ingenio Tululá (Tulula Sugar Mill) Guatemala, Central America. Sept 1998 – Oct. 1999

- Management and administration of health program (primary and secondary level) for 1500 employees and their direct relatives. The health program involved health promotion education, medical, dental and pharmacy areas.
- Development and implementation of Continuous Quality Improvement System for the health division.
- Assistance to the Human Resources Manager to implement organizational culture and organizational development programs.
- Budget elaboration and execution.
- Development and implementation of Industrial Safety program in collaboration with the Industrial Division manager.
- SME and principal trainer in Industrial Safety, Health Promotion and Wellness, and Total Quality Management.
- Direct Supervision of Healthcare team: Registered Nurses, Dental Tech and Health Educators.

CEO, Conexión Salud (The Health Connection) Guatemala, Central America. Feb.1988 - Aug.1998

- Founder and CEO of multi-specialist medical group.
- Leadership of a Medical Team (Family Medicine, Pediatrics, OB/GYN, Surgery) and coordination with a network of subspecialty physicians, Clinical Laboratory and Customer Service Depts.
- Consultant/Advisor in Health Promotion and Industrial Safety for international companies operating in Guatemala. Among our most relevant clients were: Kellogg Central America; El Dorado Marriott's Hotel (5 stars); Royal Dutch Shell plc, Guatemala; Esso Standard Oil S.A. (Exxon Mobile) Guatemala.
- Principal trainer for Defensive Driving, Preventive Medicine, and Health Promotion.
- Community and healthcare development consultant and grant writing for ONG's (ADRA Guatemala).
- Professional Clinical practice.

Medical Center Director, (Supervised Professional Practice), Alta Verapaz, Guatemala. Jan. 1987 - June 1987.

- Responsible of Population Health initiatives, epidemiology, sanitation, and public health activities for the community. Supervision of Registered Nurse and Community Health and Sanitation Technician.

Med-Surg Intern. Hospital General San Juan de Dios, Guatemala City, Guatemala. Jul-Dec 1987.

- Supervision of medical students on Med-Surg rotation.
- Supervised Professional Practice.

Education

- **Emergency Medical Technician**, Texas Department of Health (Inactive as 9/30/06)
- Jan 1993 – March 1994 **Diplomate in Business Administration.**
 "Tayasal" Escuela de Negocios ("Tayasal" Business School)
 Guatemala City, Guatemala, Central America.
- Jan 1980 – Sept 1987 **Medical Doctor & Surgeon.**
 Universidad de San Carlos de Guatemala. Guatemala City, Guatemala,
 Central America.

Certifications, Skills, and Activities

- **Certified Medical Interpreter** English-Spanish (NBCMI), 2012
- **Certified Healthcare Interpreter** English-Spanish (CCHI), 2017 (inactive)
- **The Community Interpreter and Medical Interpreter** TOT, Licensed trainer, 2019
- **Bridging The Gap** Health Care Interpreter TOT, Licensed Trainer, 2015
- **Just Culture Certification**, Certified Trainer and Coach, 2019
- **Relations for Healthcare Transformation**, Certified Trainer, 2019
- **Quality and Green Belt** training (Green Belt project pending), 2018
- **Crucial Conversations, Crucial Accountability**, and **Influencer** training. 2018 – 2019.
- Presbyterian **Promise Champion**. 2018
- **Team STEPPS** Master Trainer. Dallas, Texas June 2013
- **Management of Health Services**. 40 contact hours seminar.
"Instituto Centroamericano de Administración de Empresas" (INCAE) Alajuela, Costa Rica, Central America. 1997
- **Strategic Planning for Healthcare** Services. 24 contact hours seminar. John Snow Institute/ The Rand Group/ USAID. 1993
- **Fundamental Marketing**. 4 months Seminar "Tayasal" Escuela de Negocios ("Tayasal" Business School) Guatemala City, Guatemala, Central America
- Computer literate, knowledgeable of Office suite, and Visio.
- Strong knowledge of **Joint Commission accreditation** standards.
- Other computer software and platforms such as Meditech, Cerner, and Epic EMR. Midas, Statit, Tableau.
- Bilingual: Spanish (Native), English (Professional proficiency)