

Advancing Skills in the Digital Era:

A Practical Approach to Technology and Growth in Healthcare Interpreting

Designed and presented by Andrew Dafoe of



WWW.TNOLA.COM

and



The 2nd National
Healthcare Interpreter
Certification Summit

SETTING THE
COURSE FOR
THE NEXT 15

April 5 & 6, 2024

CCHICERTIFICATION.ORG



A LITTLE BIT ABOUT ME...

Andrew Dafoe

- CHI Spanish
- Certified through Supreme Court of LA and MS
- Founded TNOLA Languages in 2014 Founder of
- TNOLA Learning



Housekeeping

Expectations

Establish a place to learn, grow and ask questions.

- Participation is required!
 - We're shaping the next 15 together
- Respect your colleagues
- Expect to make mistakes.
- Call out ouches.
- Parking Lot



TNOLA Languages

WWW.TNOLA.COM

What to expect

1. Introduction to the Evolving Landscape
2. Remote Interpreting: Embracing Technology and Adding Tools to your kit
3. Software Upgrades to Your Brain
4. Human Strengths in Interpreting
5. Where do we go from here?



Introduction to the Evolving Landscape



Doom and Gloom in the Headlines

What's
the story?

What's
the
Reality?

What are
the
Positives?

AI is coming for our Jobs!!



[BIZ & IT](#) [TECH](#) [SCIENCE](#) [POLICY](#) [CARS](#) [GAMING & CULTURE](#) [STORE](#) [FO](#)

ASCENSO DE LOS ROBOTS —

“AI took my job, literally”—Gizmodo fires Spanish staff amid switch to AI translator

Meanwhile, readers say that some AI-penned articles switch languages halfway through.

BENJ EDWARDS - 9/5/2023, 2:57 PM

AI is coming for our Jobs!!


Home > News >

Duolingo Sounds AI Layoffs Alarm as Human Translators Replaced

Duolingo has pivoted to AI to translate content, sparking backlash among employees and users online.



Written by
Isobel O'Sullivan

Published on
 **January 9, 2024**

AI is coming for ALL Jobs!!



BUSINESS INSIDER

Newsletters Log in

Subscribe

DISCOURSE | AI

ChatGPT might replace your doctor — and it will actually do a better job of caring for you

AI is coming for ALL Jobs!!

Nvidia is now powering AI nurses

The cheap AI agents offer medical advice to patients over video calls in real-time

By Maxwell Zeff / Gizmodo Updated March 20, 2024



**What's the
Reality?**

What's the reality?



AI vs. Human Translators: Who Will Win the Translation Battle?

Millions of people use AI daily to translate various texts, but can AI capture emotional nuance and replace human translators?

BY [LILIA STOYANOV](#) • FEB 6, 2024

Share



What's the reality?

Home > Europe > Poland > Technology

CONTRIBUTOR



RZECZNYCI PATENTOWI
PATENT & TRADEMARK ATTORNEYS



Most Read: Contributor Poland, September 2023



ARTICLE



Share



Follow



Question



Print



Translate

Poland: Why Will AI Never Replace A Human Translator?

03 August 2023

by [Agnieszka Burzyńska](#)

JWP Patent & Trademark Attorneys



What's the reality?

Hospital bosses love AI. Doctors and nurses are worried.

Mount Sinai has become a laboratory for AI, trying to shape the future of medicine. But some healthcare workers fear the technology comes at a cost.



By [Pranshu Verma](#)

Updated August 10, 2023 at 10:54 a.m. EDT | Published August 10, 2023 at 7:00 a.m. EDT


What's the reality?

HEALTHCARE

FEB 1, 2023

Will AI Eventually Replace Doctors?

Maybe not entirely. But the doctor–patient relationship is likely to change dramatically.

 BASED ON THE RESEARCH OF

David Dranove

Craig Garthwaite

What's the reality?

Occupations most exposed to AI and LLMs

Rank	Exposure to AI in general	Exposure to LLMs/AI chatbots
1	Management consultants and business analysts	Telephone salespersons
2	Financial managers and directors	Solicitors
3	Accountants	Psychologists
4	Psychologists	Further education teaching professionals
5	Purchasing managers	Market and street traders and assistants

What's the reality?

Occupations most exposed to AI and LLMs

5	Purchasing managers	Market and street traders and assistants
6	Actuaries, economics, and statisticians	Legal professionals
7	Business and financial project managers	Credit controllers
8	Finance and investment analysts and advisers	Human resources admins
9	Legal professionals	Public relations
10	Business and related associate professionals	Management consultants and business analysts
11	Credit controllers	Market research interviewers
12	Solicitors	Local government admins
13	Civil engineers	Clergy
14	Education advisers and school inspectors	Higher education teaching professionals
15	Human resources admins	Collector salespersons and credit agents

What's the Reality?

01

Technology
is Changing
rapidly

02

Tech WILL
change the
way we work

03

We can't
predict
the future

What are the positives?

Home > Health > Health news

As European doctors retire, could AI help to solve a health workforce shortage?



What are the positives?

01

Improved
Access to
Language
Services

02

Improved
Access to
Training

03

Improved
Quality

Embrace the future!

Remote Interpreting



Your Essential Tech Tool Kit



Connection is Key!!

Not connected = Not showing up

How fast is your speed?

Sound, Lights, Action!

You can't interpret what you can't hear

You're a professional, you should Look and sound like it!

Software and updates

Software and links = Addresses and directions

Remote Platforms

Zoom



Microsoft
Teams

Google Meet



WebEx

Improvement requires

Practice



Feedback

Leveraging Tech and AI to your advantage



Terminology improvement

Refine and improve your mental software with glossary tools and research



Tech at your fingertips

Manage Terms and sessions seamlessly on-the-go



Connect to Community

Expand knowledge through peer collaboration networks

Leveraging Tech and AI to your advantage



ChatGPT

Creating a termbase or glossary for Spanish-English medical interpreters in preparation for a Deep Brain Stimulation (DBS) surgery might include the following entries. Please note that these are basic translations and definitions, and any medical interpreter should consult with a medical professional to ensure accuracy and context.

English Term	Spanish Term	English Definition	Spanish Definition
Deep Brain Stimulation (DBS)	Estimulación Cerebral Profunda (ECP)	A neurosurgical procedure that involves implanting electrodes within certain areas of the brain to produce electrical impulses.	Un procedimiento neuroquirúrgico que implica implantar electrodos dentro de ciertas áreas del cerebro para producir impulsos eléctricos.
Electrode	Electrodo	A conductor through which electricity enters or leaves an object, substance, or region.	Un conductor a través del cual la electricidad entra o sale de un objeto, sustancia o región.
Lead	Derivación	A wire that conducts electrical currents from the electrode to the neurostimulator.	Un cable que conduce corrientes eléctricas desde el electrodo hasta el neuroestimulador.

Leveraging Tech and AI to your advantage



Terminology improvement

Refine and improve your mental software with glossary tools and research



Tech at your fingertips

Manage Terms and sessions seamlessly on-the-go



Connect to Community

Expand knowledge through peer collaboration networks



The Irreplaceable Human Touch in Interpreting

Empathy sets us apart

Cultural and emotional resonance

Professionalism sets us apart

Ethics and decorum are crucial to all encounters

Reliability and adaptability set us apart.

No bad connections, weak wifi or slow boot-up times!

Where do we go from here??

How can YOU improve this next year?

01

Identify one area for improvement

Maybe a tool you want to incorporate to your toolkit, a new skill, or a mode you want to improve on?

02

Setting SMART Goals

Work in small groups or pairs to draft at least one SMART Goal for the coming year.

How To Write
**SMART
GOALS**

S

Specific

Be as clear and specific as possible about what you want to achieve.

M

Measurable

Make goals more measurable so they can be easily tracked. This allows you to see your progress.

A

Attainable

Achievable targets ensure that the steps to reach them are under your control.

R

Relevant

A target that supports or aligns with other targets will be considered a relevant target.

T

Timebound

Set a realistic time limit so that you can focus and prepare the required resources as soon as possible.

SMART Goals

Specific: Can't achieve vague ideas

Measurable: How do you know if you succeeded?

Attainable: Don't set yourself up to fail

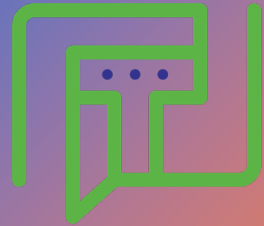
Relevant: What are we doing here??

Time-Bound: When will you be done?



+

Thank You!!!



TNOLA Languages

WWW.TNOLA.COM

 TNOLA Learning

- Contact:
AJ.dafoe@tnola.com