



# **The 2nd National Healthcare Interpreter Certification Summit**

## **SETTING THE COURSE FOR THE NEXT 15**

### **April 6, 2024**

in collaboration with



## **University of Houston Downtown**

**Academic Building, 3rd floor, Amphitheater (Mural Area)**

**1 Main Street**

**Houston, TX 77002**

**#CCHI15 – follow us and share your thoughts**

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<https://cchicertification.org/2024-national-certification-summit/>



# Logistics

## Reception, Venue, Parking

The Summit is held at the Academic Building of the **University of Houston Downtown** (1 Main Street, Houston, TX 77002).

**Public Transportation: METRORail Red Line**, UH Downtown Stop is located at the 3rd floor entrance level to the UHD One Main Building which is attached to the Academic Building where the Summit will take place.

**Parking:** \$5 at the UH Downtown Visitor Parking Lot (201 Girard Street, Houston, TX 77002).

**CCHI's 15th Anniversary Reception** is held at **4 - 6 pm on April 5th, at Angel Share** bar, which is a 12-minute walk from the UHD campus (924 Congress St., Downtown Houston, TX 77002).

## CE Credits

The Summit is accredited by  
**CEAP:** 5.25 CE hrs (up to 3 PB CE hrs)  
**RID:** 0.425 CEUs

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**Mara Youdelman**, JD, LL.M. (MD)  
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**Natalya Mytareva**, MA, CoreCHI™, Executive Director  
**Eddie Alnadi**, CMS Specialist  
**Yami Becker**, Registrar  
**Shawn Morgenlander**, Administrative Specialist  
**Jorge U. Ungo**, Language Access Advocate



# Summit Schedule



7:30 - 8:15 am	<b>Registration &amp; Breakfast</b> (3rd floor, Academic Building, <b>Mural Area near Amphitheater</b> )
8:15 - 9:15 am	<b>Opening Ceremony (Amphitheater)</b>
9:15 - 9:30 am	<b>Break and Exhibitor Time</b>
9:30 - 10:15 am	<b>Plenary session “Futurist Thinking Workout”</b> by Natalya Mytareva, M.A., I.C.E.-CCP, and Yasha Saebi, M.S., CoreCHI-P ( <b>Amphitheater</b> )
10:15 - 10:30 am	<b>Break and Exhibitor Time</b>
10:30 - 11:30 am	<b>Concurrent sessions A (see pp. 4, 5, 7)</b>
11:30 - 12:45 pm	<b>LUNCH and Networking with Exhibitors (Mural Area)</b>
12:45 - 1:15 pm	<b>Plenary panel session “Legislative Future”</b> with Kathleen Diamond, M.A., Bill Rivers, Ph.D., and Mara Youdelman, J.D., LL.M., moderated by Jorge Ungu ( <b>Amphitheater</b> )
1:15 - 1:30 pm	<b>Break and Exhibitor Time</b>
1:30 - 2:30 pm	<b>Concurrent sessions B (see pp. 5, 6, 7)</b>
2:30 - 2:45 pm	<b>Break and Exhibitor Time</b>
2:45 - 3:45 pm	<b>Concurrent sessions C (see pp. 5, 7, 8)</b>
3:45 - 4:00 pm	<b>Break</b>
4:00 - 4:45 pm	<b>Plenary session “Summit Reflections”</b> by CCHI Chair Vonessa Costa and Vice Chair Johanna Parker ( <b>Amphitheater</b> )
4:45 - 5:00 pm	<b>Raffle Prizes and Closing Ceremony (Amphitheater)</b>



# Plenary Sessions

## Master of Ceremonies

**Jorge U. Ungo**

**CCHI Language Access Advocate**

For over two decades, Jorge U. Ungo supported healthcare organizations in their efforts to deliver compassionate, culturally competent, patient-centered care to their diverse patient population. During this time he served as a board member on the National Council on Interpreting in Health Care (NCIHC), President of the Texas Association of Healthcare Interpreters and Translators (TAHIT), and a CCHI Commissioner. In 2015, Jorge was recognized by TAHIT as the Texas Star in Language Access and in 2019, he was recognized by NCIHC as a Language Access Champion. Born in El Salvador and raised in a bilingual, bicultural home in Texas, Jorge is passionate about uplifting marginalized communities and being a vocal ally for the underserved.



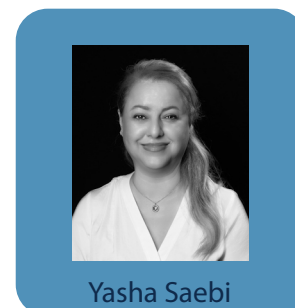
## Futurist Thinking Workout (9:30 - 10:15 am)

*Presenters: Natalya Mytareva, M.A., I.C.E.-CCP, and Yasha Saebi, M.S., CoreCHI-P*

Learn to think as a futurist! Visualize what the future will hold for interpreters, training of interpreters, and delivery of language services in the next 15 years.



Natalya Mytareva



Yasha Saebi

## Legislative Future (12:45 - 1:15 pm)

*Panelists: Kathleen Diamond, M.A., Bill Rivers, Ph.D., and Mara Youdelman, J.D., LL.M.*

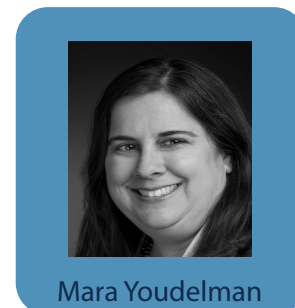
The panelists will discuss the current and upcoming legislative environment for the healthcare interpreting profession as well as advocacy efforts everyone can contribute to.



Kathleen Diamond



Bill Rivers



Mara Youdelman



Vonessa Costa



Johanna Parker

## Summit Reflections (4 - 4:45 pm)

*Presenters: Vonessa Costa, CoreCHI-P, CCHI Chair, and Johanna Parker, M.A., CHI-Spanish, FCCI, CCHI Vice Chair*

What can you do today to make your desired future happen? What can we do together? Learn about CCHI's new initiatives.



# Concurrent Sessions A

## 10:30 - 11:30 am



Session Type	Title & Presenters	Room
<b>Performance-Based</b> (Limited to 20 attendees)	<b>Interpreting Slam</b> <i>Paul Spacek, M.S., CHI – Spanish, &amp; Paco Martinez, M.A., CHI-Spanish (Children's Mercy Hospital, Kansas City)</i> Facilitators will lead participants in practice interpreting exercises and will provide feedback and guidance for future practice.	<b>1</b>
<b>Performance-Based</b> (Limited to 20 attendees)	<b>AIM For Accuracy: Honing Your Consecutive Skills</b> <i>Agustín Servin de la Mora, B.A., CMI, FCCI (DE LA MORA Institute of Interpretation)</i> This session offers an opportunity to enhance the accuracy and effectiveness of interpreters working in the consecutive mode.	<b>2</b>
      	<b>Advancing Skills in the Digital Era: A Practical Approach to Technology and Growth in Healthcare Interpreting</b> <i>Andrew Dafoe, CHI-Spanish. LA and MS Court Certified Interpreter (TNOLA Languages)</i> The session offers a hands-on exploration of the latest remote interpreting technologies and practical strategies for continuous skill development, tailored for healthcare interpreters seeking tangible ways to enhance their professional practice.	<b>3</b>
	<b>I'm Not Just Bilingual, I'm a Professional Interpreter</b> <i>Tatiana Cestari, Ph.D., CHI-Spanish, &amp; Danielle Meder, RID-NIC (MARTTI by UpHealth)</i> Plan your path to finding interpreting work using your portfolio and social media presence and exceed expectations in the industry.	<b>4</b>
	<b>Remediating Situations: Important Tips for Interpreting Success</b> <i>Romina Espinosa, M.A., CHI-Spanish (UC San Diego Health)</i> An interactive presentation where participants learn what it is like to interpret in a U.S. hospital.	<b>5</b>
	<b>Vital Signs: How to Effectively Communicate with Deaf Patients in Healthcare Settings</b> <i>Timothy Riker M.A., CDI, CLIP-R (Brown University, DeafYES! Center for Deaf Empowerment and Recovery)</i> The session includes a Vital Signs film screening and discusses how to be culturally sensitive working with diverse patients from the Deaf and Hard of Hearing communities.	<b>6</b>



# Language Access Leadership

(Room 7)

## A. "Provider Training about Interpreters & Language Access"

10:30 - 11:30 am

### From Evidence to Action - How Do Your Providers Rate (on Language Access?)

David Hunt, J.D. (BCT Partners)

This presentation will discuss how language access leaders can use assessment tools (like BCT's Provider Cross Cultural Medical Assessment) to evaluate whether providers are complying with language access laws and clinical best practices when treating LEP and Deaf and Hard of Hearing patients. Overall assessment results can then be used to create a Language Access Audit.

### Every Time? Changing Mindsets

Andy Schwieter, CMI-Spanish (Cincinnati Children's)

Current clinician language access training and education is ineffective. Clinicians continue to "get by" without interpreters or rely on ad-hoc interpreters, even when professional interpreters are readily available. We must develop new interventions for clinicians which are psychologically wise. If we could change the mindset of clinicians, perhaps, they would call an interpreter every time one is needed.

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## B. "Interpreter Services Operations"

1:30 - 2:30 pm

### Got Interpreters? Improving Language Access through Enhanced Agency Partnerships

Lyndsey Newman, MBA, MHA, LSSGB (Memorial Hermann - Texas Medical Center)

This presentation will discuss how a Houston Level I Trauma center improves agency engagement in order to improve access to on-site interpreters for patients and families, highlighting strategies and tools used to enhance the partnership between client and agency.

### Prioritizing Clinical Encounter by Interpretation Modality

Melina Kolbeck (Children's Health of Dallas)

This session explains how to prioritize the type of clinical appointment by in-person, video, or phone interpreter. We will share how the priorities were established and approved by key leaders in the organization. We'll present our 2023 data, which includes the distribution of staff interpreters in inpatient and outpatient settings by encounter type.

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## C. "Serving Deaf & Hard of Hearing Clients"

2:45 - 3:45 pm

### Deaf and Hard of Hearing Clients: Legal and Ethical Challenges

Detra Stewart, BS, RRT (ADA Compliance Experts)

This presentation addresses access to medical, mental health, and social services for individuals who are deaf, hard of hearing, and Deaf-Blind. It compares patient assessments, treatment, and prevention strategies of patients with hearing loss to that of the general population.

# Concurrent Sessions B

## 1:30 - 2:30 pm



Session Type	Title & Presenters	Room
<b>Performance-Based</b> (Limited to 20 attendees)	<b>It's All About the Drills! Preparing for Certification the Deliberate Way</b> <i>Elena Langdon, M.A., CT (MasterWord)</i> A hands-on session to learn and practice skill-building drills, in preparation for interpreter performance exams.	<b>1</b>
<b>Performance-Based</b> (Limited to 20 attendees)	<b>Keeping up With a Caffeinated Cheetah: Coping with Fast Speakers in Simultaneous Interpretation (Part I)</b> <i>Johanna Parker, M.A., CHI-Spanish, FCCI (CCHI) and Victoria Sormani, CHI-Spanish</i> In this session, participants will learn and practice coping strategies for simultaneous interpretation of fast speakers.	<b>2</b>
 <b>CERTIFIED LANGUAGES</b> INTERNATIONAL  <b>children's health</b>  <b>DE LA MORA</b> Institute of Interpretation  <b>HCIN</b> HEALTH CARE INTERPRETER NETWORK  <b>TRANSLATION &amp; INTERPRETATION</b> NETWORK  <b>UNIVERSE</b> TECHNICAL TRANSLATION	<b>Idiomatic Expressions: Excuse me, que dijo?</b> <i>Heidi Hobson, CHI-Spanish</i> This session prepares learners to approach idiomatic expressions in English.	<b>3</b>
	<b>Interpreting After Grief and Loss</b> <i>Marisa Rueda Will, CHI-Spanish (Tica Interpreter Training and Translations)</i> This session will help interpreters learn strategies that will guide them during seasons of grief and loss, in their personal and professional lives.	<b>4</b>
	<b>Interpreting for Radiation Oncology Encounters</b> <i>Erika Saldana, CHI-Spanish</i> This educational lecture will introduce the medical terminology needed to interpret for radiation oncology encounters.	<b>5</b>
	<b>The Quality Conundrum: Aligning Onsite and On-Demand Remote Healthcare Interpreter Qualifications</b> <i>Katharine Allen, M.A. &amp; Caroline Remer, M.A. (Boostlingo)</i> This session tackles the uneven playing field in healthcare interpreter training, aiming to bridge the skill gap between in-person and remote interpreters and improve stakeholder collaboration to achieve more equitable language access.	<b>6</b>



# Future Roundtables

(Room 8)

## A. The Future of Language Services

10:30 - 11:30 am

*Melina Kolbeck (Children's Health, Dallas), Kristin Quinlan (CLI),  
Winston Scott, PhD (MasterWord)*

This panel will discuss the two major challenges facing delivery of language services and provision of language access in the near future. The first challenge relates to increasing demand for interpreters of low instance languages. The U.S. immigrant and refugee populations continue to grow in diversity across the country while pools of qualified interpreters available to serve them do not expand at the same rate. And the second challenge is technology pressure. Interpreting technology continues to evolve with a rapid shift towards remote healthcare technologies and introduction of AI-assisted solutions to oral communication and interpretation. Our panelists will share their opinions about approaches to meet these challenges.

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## B. The Future of Interpreter Ethics

1:30 - 2:30 pm

*Giovanna Carriero-Contreras (AAITE), Christina Green (ATA),  
Jane Crandall Kontrimas (NCIHC), Janis Palma (NAJIT)*

Codes of ethics for language professionals tend to vary from one specialty to another, however, many interpreters and translators work across multiple specializations. Some may work in multiple settings like court, schools and healthcare facilities, and in some cases, they may work in one setting like education, but be exposed to a broad range of topics such as education, health care, legal, mental health, and social services. In this panel discussion, leaders from different associations will discuss the current landscape of ethical responsibilities for interpreters and translators and the challenges that different ethical frameworks may pose for language professionals and the people they serve.

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## C. The Future of Certification

2:45 - 3:45 pm

*MB Bekker, CoreCHI-P, Mateo Rutherford-Rojas, M.A., CHI-Spanish,  
Valerie Huang, M.A., CHI-Mandarin, Natalya Mytareva, M.A., I.C.E.-CCP*

In this panel discussion, CCHI current and past commissioners, members of CCHI Test Development Steering Committee, will discuss what the future of credentialing in healthcare language access will look like. This will be a very interactive session with opportunities for attendees to contribute their insights, shaping the potential trajectory of certification in language access. Gain a deeper understanding of forthcoming developments and actively participate in shaping the future of credentialing in your profession.

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## Focus Groups: Update & Revise the National Standards of Practice

### Room 9: Repeated for all 3 sessions

*Facilitators: Lorena Castillo, CHI-Spanish, CMI-Spanish, Credentialed Instructional Designer, and  
Jane Crandall Kontrimas, M.S., CoreCHI*

The National Standards of Practice Work Group (NSoP Work Group) is reviewing and updating the NATIONAL STANDARDS OF PRACTICE for Interpreters in Health Care and will conduct focus groups to gather feedback from interpreters and other stakeholders.




We encourage interpreters to re-read the NATIONAL STANDARDS OF PRACTICE for Interpreters in Health Care and the NATIONAL CODE OF ETHICS FOR INTERPRETERS IN HEALTH CARE before attending.



# Concurrent Sessions C

## 2:45 - 3:45 pm



Session Type	Title & Presenters	Room
<b>Performance-Based</b> (Limited to 20 attendees)	<b>The Art of Note-Taking: LAB PRACTICE</b> <i>Catalina Natalini, M.A., Certified Spanish Court Interpreter, &amp; Maria Perez-Chambers, FCCI (Magna Voce LLC)</i> A practical session on how to develop a note-taking practice.	<b>1</b>
<b>Performance-Based</b> (Limited to 20 attendees)	<b>Keeping up With a Caffeinated Cheetah: Coping with Fast Speakers in Simultaneous Interpretation (Part II)</b> <i>Johanna Parker, M.A., CHI-Spanish, FCCI (CCHI) and Victoria Sormani, CHI-Spanish</i> In this session, participants will learn and practice coping strategies for simultaneous interpretation of fast speakers.	<b>2</b>
     <b>NCIHC</b>	<b>The Five Pillars of a Solid Interpreter Team: Ways to Promote Interpreter Engagement</b> <i>Dayana Sanchez, CHI-Spanish (Sinai Chicago)</i> This session offers medical interpreters the opportunity to discuss ways in which to advocate for better working conditions.	<b>3</b>
	<b>Interpreting Is a Performance Art</b> <i>Javier Castillo, CHI-Spanish, FCCI, State Court Certified (Castillo Language Services, Inc.)</i> Learn tips and techniques from the world of acting that will improve your interpreting performance.	<b>4</b>
	<b>The Role of the Interpreter in Speech-Language Pathology</b> <i>Devin Lukachik, B.A., CHI-Spanish</i> Devin Lukachik, an English-Spanish interpreter turned Speech-Language Pathologist, talks about how interpreters can work with this often misunderstood health profession.	<b>5</b>
	<b>Insights from the Interpreting SAFE-AI Task Force</b> <i>Ludmila Golovine, Christina Green, Court Certified Interpreter, ATA Certified Translator, Timothy Riker M.A., CDI, CLIP-R, Bill Rivers, PhD</i> Members of the Interpreting Stakeholders Advocating for Fair and Ethical AI in Interpreting (Interpreting SAFE-AI) Task Force present qualitative research gleaned in their two-track December 2023 study	<b>6</b>



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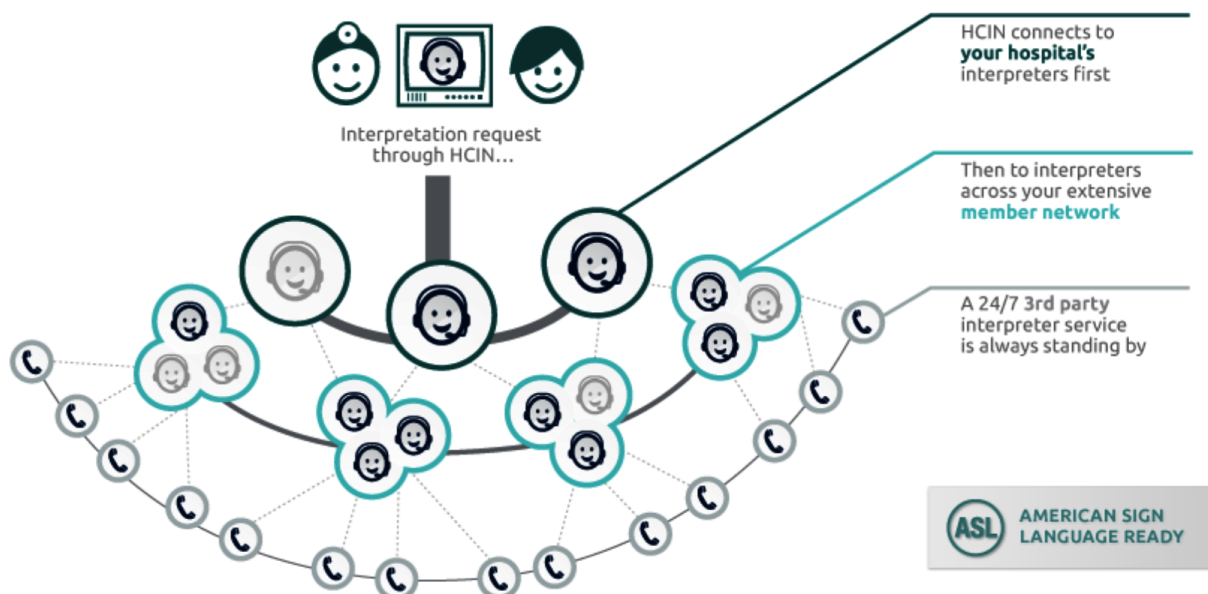


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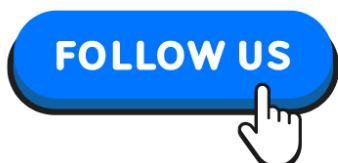
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