



National Healthcare Interpreter Certification Summit



**October 12, 2019
Minneapolis, MN**

Allina Commons
2925 Chicago Avenue
Minneapolis, MN 55407

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CCHI Staff

Natalya Mytareva, MA, CoreCHI™, Executive Director
 Eddie Alnadi, CHI™, CMS Specialist
 Yami Becker, Registrar

Lunch and Reception

Lunch is on your own and is held at 12:45 - 1:45 pm.
[Midtown Global Market](#) is located in the same building!
 There are over 50 vendors to satisfy everyone's palate.

Reception is held at 7-9 pm at [Sheraton Minneapolis Midtown Hotel](#), located across the street from Allina Commons (connected via walkway). Reception tickets were sold at the time of the online registration; check your name badge to verify if you got the admission ticket to the reception.

Parking & Name Badges

The Summit is held at a secure building of [Allina Commons](#) (2925 Chicago Avenue, Minneapolis, MN 55407).

The Registration station is located next to the security at the main entrance to the building.

All attendees will receive a badge which they must wear at all times.

The badge allows attendees to access various parts of the venue where the Summit is held. Attendees who are Allina's employees should use their regular employee badge.

Parking: Free at the **Global Market Ramp** at 10th Avenue and Lake Street. **Bring your parking ticket with you for validation.**

CE Credits & Certificate

The Summit is accredited by CEAP, ID #09100:

- onsite - 5.5 CE hours
- online, plenary stream - 4 CE hrs
- virtual roundtables - 1.5 CE hrs

Certificate of Attendance

- Onsite - at Closing Ceremony
- Online - by 10/31/19 via email



Schedule

7:30 - 8:15 am	Registration & Breakfast
8:15 - 9:00 am	Opening Ceremony
9:00 - 10:00 am	Keynote by <i>Mara Youdelman</i> , JD, "The Impact of Federal Policy on Language Access in Healthcare: Where are We and Where Are We Going?"
10:10 - 11:30 am	Plenary Panel 1 moderated by <i>Ignatius Bau</i> , JD, "Certification as a building block of the healthcare interpreter profession"
11:30 - 11:45 am	BREAK
11:45 - 12:50 pm	Keynote by <i>Johanna Parker</i> , MA, CHI™-Spanish, "A Rising Tide Lifts All Boats: The Medical Interpreter's Role in Health Care and the T&I Community"
12:50 - 1:45 pm	LUNCH (on your own, same building)
1:45 - 2:15 pm	Networking with Sponsors & Exhibitors
2:15 - 3:45 pm	Concurrent roundtable discussions "Where does it hurt? Challenges faced by stakeholders in the healthcare interpreting profession and industry."
3:45 - 4:10 pm	BREAK
4:10 - 5:15 pm	Plenary Panel 2 moderated by <i>Margarita Bekker</i> "Turning today's healthcare interpreting challenges into building blocks of the future"
5:15 - 6:00 pm	Closing Ceremony



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YEARS

2019

Welcome!

Dear colleagues,

Welcome to the ***First National Healthcare Interpreter Certification Summit!*** The Summit's goal is to bring together various stakeholders to discuss current issues and "pain points" of the healthcare interpreting profession and industry as well as challenges of providing meaningful language access to health care for patients with limited English proficiency. We hope we can collectively start mapping out paths for some mutually acceptable resolutions. Additionally, we'd love to celebrate our 10th anniversary of national certification with you!

Your support has made this journey exciting and productive. We hope you enjoy the Summit and continue to share your suggestions, ideas, and visions as we strive to make them a reality.

Sincerely,
CCHI Commissioners



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Speakers



Master of Ceremonies

Ignatius Bau, J.D., is an independent consultant, working with consumer and patient organizations, community-based organizations, physician and health care provider organizations, state health departments, and foundations on both health care and immigration policy issues. Bau has worked as an immigration and civil rights attorney, policy director at a national minority health organization, interim executive director at a statewide minority health advocacy organization, and program officer at a statewide health foundation. As a program officer at The California Endowment, he supported the work of the California Healthcare Interpreting Association, National Council for Interpreting in Health Care, Certification Commission for Healthcare Interpreters, National Health Law Program, and hospitals and health systems, and physician organizations to expand language access

and support health care interpreters. He has served on expert advisory groups focused on health equity for the U.S. Department of Health and Human Services Office of Minority Health, Centers for Disease Control and Prevention, and Office of National Coordinator for Health Information Technology; and for the Institute of Medicine, National Academy of Sciences, Engineering, and Medicine, National Quality Forum, Joint Commission, Institute for Healthcare Improvement, Patient-Centered Outcomes Research Institute, and Families USA.



Keynote Speaker

Mara Youdelman, J.D., is a founding CCHI Commissioner and was CCHI's first Chair. Mara is a Managing Attorney of the National Health Law Program's Washington D.C. offices. She has worked at the National Health Law Program since 2000 on issues that include Medicaid & CHIP, the Affordable Care Act, language access, and civil rights. Mara coordinates the National Health Law Program's federal regulatory and administrative work, including authoring and/or editing many of its comments on proposed regulations. Mara also leads the National Health Law Program's work as language access. Recognized as a national expert on language access in health care settings, Mara has written a number of reports and participated on expert advisory panels on the subject. She was named a 2011 Language Access Champion by the National Council on Interpreting in Health Care

(NCIHC) and a 2010 Health Reform Champion by SHIRE (the Summit Health Institute for Research and Education).



Keynote Speaker

Johanna Parker, M.A., is Lead Interpreter (Spanish) for Education and Training at Stanford Health Care. She is a CERTIFIED HEALTHCARE INTERPRETER™ and Federally- and California- Certified Court Interpreter, and holds a Master's Degree in Translation and Interpretation from the Middlebury Institute of International Studies at Monterey (Spanish<>English). She also works as a contract seminar interpreter for the US Department of State and a freelance conference interpreter. She teaches medical interpreting at MIIS and continuing education workshops for medical and legal interpreters.



Panelists

Panel 1 "Certification as a building block of the healthcare interpreter profession" is moderated by Ignatius Bau. Panelists will discuss the place of certification in the healthcare interpreter profession and language access arena, commenting on the changes, achievements and challenges faced over the last 10 years.

Panelists: Commissioners Emeriti: Catherine Anderson, MA (MO), Shiva Bidar-Sielaff, MA, CHI™ (WI), Frederick Bw'Ombongi, MA (MN), Kathleen Diamond, MA (VA), Gabriela Flores, MBM (MO), Alejandro Maldonado, MA, CHI™ (MN), Natalya Mytareva, MA, Core

CHI™ (OH), and Mara Youdelman, JD (DC); and *current Commissioners:* Margarita Bekker, CoreCHI™ (CA), Jaime Fatas-Cabeza, USCCI, CHI™ (AZ), Linda Golley, MA (WA), Dylanna Grasinger, MA (PA), Valerie Huang, MA, CHI™ (OH), Mina Kini, MSW, MS (MO), Eliana Lobo, MA, CoreCHI™ (WA), Idolly Oliva, MBS (MN), Edna Quartey, CHI™ (MI), Erin Rosales, BA, CHI™ (WI), Mateo Rutherford, MA, CHI™ (CA), and Jorge Ungo (TX).

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Catherine Anderson



Shiva Bidar-Sielaff



Frederick Bw'Ombongi



Kathleen Diamond



Gabriela Flores



Alejandro Maldonado

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Panelists



Natalya Mytareva



Mara Youdelman



Panel 2 “Turning today’s healthcare interpreting challenges into building blocks of the future” is moderated by Margarita Bekker, CCHI Chair. Panelists will discuss the most urgent or strategic issues faced by different stakeholder groups today and initiatives to address them in way that would increase the prestige associated with the profession, and contribute to the professionalization of healthcare interpreting.

Panelists: Katharine Allen, MA (CA), Zarita Araujo-Lane, MSW, LICSW (MA), Marjory Bancroft, MA (MD), Frederick Bw’Ombongi, MA (MN), Jose Garcia, CD, CHI™ (CA), Ludmila (Mila) Golovine (TX), Richard Laurion, MA, CI&CT, NIC Adv (MN), Tim Moriarty, MPA, CHI™ CMI (CA), Kristin Quinlan (OR), William P. Rivers, PhD (DC), Cynthia E. Roat, MPH (WA), and Angelica Villagran de Gonzales (CA).

See all panelists’ bios at

<http://cchicertification.org/summit-speakers/>.

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Margarita Bekker



Katharine Allen

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Panelists



Zarita Araujo-Lane



Marjory Bancroft



Jose Garcia



Ludmila Golovine



Richard Laurion



Tim Moriarty



Kristin Quinlan



William Rivers

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Cynthia Roat



Angelica Villagran

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Roundtable Discussions

Where does it hurt? Challenges faced by stakeholders in the healthcare interpreting profession and industry.

The objective of the roundtable discussions is to identify the most urgent or strategic issues faced by different stakeholder groups today, especially those, that contribute to the alienation and divisive attitudes or jeopardize the professionalization of healthcare interpreting.

Attendees are assigned to discuss in concurrent groups — onsite and online — one of these topics:

1. Professional Challenges for Interpreters
2. Challenges of Training Interpreters
3. Challenges for Language Services Companies
4. Challenges for Associations of Interpreters and/or Translators
5. Language Access and Policy Challenges
6. Technology in Interpreting and for Interpreters
7. Future Paths for Interpreter Certification

See the moderators' bios at <http://cchicertification.org/10-years/presenters/>.

Virtual Summit Sponsor



The Health Care Interpreter Network (www.hcin.org) has been supporting the interpreter community in California since 2005:

- **HCIN** is a nonprofit organization led by former hospital executives and technologists with a long-standing commitment to culturally and linguistically appropriate health care.
- **HCIN** created the first video interpreter services for health care, relying on hospital-based staff interpreters shared throughout the country to improve patient access to qualified interpreters.
- **HCIN** offers affordable online training and continuing education opportunities for interpreters via our learning platform, HCIN Learn (<https://hcinlearn.org>). Offerings include self-paced courses for individuals as well as live webinars. Courses are free to interpreters in HCIN member hospital systems.



ONSITE MODERATORS

Katharine Allen, InterpretAmerica, Co-President, CA
Diana Altuzar, UW Health, Interpreter Services Manager, WI

Enrica Ardemagni, Indiana University Purdue University Indianapolis, Professor Emerita, IN

Waleska Bonthrone, Spanish For All Austin, LLC, Director and Owner, TX

Chi Wei Chang, U of Michihan Health, Certified Mandarin Healthcare Interpreter, MI

Kathleen Diamond, Kathleen Diamond & Co, Principal, VA



Moderators

ONSITE

Danilo Formolo, Atrium Health, Director, Language Services, NC

Fernando Gargano, HCIN, Director of Business Development, CA

Carola Green, CEG Language Services Consulting, Owner, VA

Elisa Gustafson, Hennepin Healthcare, CHI™-Spanish Interpreter, MN

Dana Hable, Freelance Translator & Interpreter, CHI™-Arabic Interpreter, TX

Katherine Langan, More than Words, Free Lance Interpreter, IA

Rashelle, LeCaptain, Connecting Cultures, President & Founder, WI

David McCoy-Galicia, Medical Interpreting Training School - MITS, Director of Training Programs, CA

Matt Al Mudaris, Children's Hospital of Philadelphia, CHI™-Arabic Interpreter, PA

Johanna Parker, Stanford Health Care, Lead Spanish Interpreter for Education & Training, CA

Gabriela Siebach, MasterWord Services, Director, Business Development/ CHI-Spanish Interpreter, CA

Laurie Swabey, St. Catherine University, Professor, Interpreting, MN

Beverly Treumann, HCIN, Director Program & Quality Assurance, CA

VIRTUAL

Wilma Alvarado-Little, New York Office of Minority Health & Health Disparities Prevention, Director, NY

Sandra L. Dejeux, SD Translations LLC, Manager/ Owner, TX

Esther Diaz, Language & Learning, Owner, TX
Liz Essary, Seven Sisters Training & Consulting, LLC, Partner, IN

Manuel Higginbotham, Language Access Services Department; TAHIT, President, TX

Alma B. Kuhlemann, University of Louisville Hospital, Translation Coordinator/Interpreter, KY

Eduardo Mendelievich, UCSF Medical Center, Staff Interpreter, CA

E. Zoe Schutzman, University of New Mexico Hospitals, Educator & Staff Development Specialist II, NM

Megumi Segawa, Interpreter Services at Michigan Medicine, Interpreter, MI

Gayle Tang, Health Equity Consultant, Educator, City College of San Francisco, CA

Eder Vazquez, Barton Health, Manager & interpreter at Language Access Services, CA

Rio Zamarron, Children's Mercy, Clinical Services & Education Manager, MO



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As a new initiative, IEO is now offering online quizzes that allow healthcare organizations and individual interpreters to test professional knowledge and receive a certificate with documented results.

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