



 ANNUAL CONFERENCE  
PORTLAND, OREGON - 2016



**ALL TOGETHER**  
THE LANGUAGE ACCESS  
REVOLUTION

SATURDAY OCTOBER 1  
8 AM - 5 PM

DESIGNED BY  
DIEGO MANCILLA  
DI-NATION.COM

## *A message from the* **OHCIA Executive Director**

*Dear Friends,*

*I am so appreciative of your presence here at our fourth annual conference, themed All Together: The Language Access Revolution.*

*As you are likely well aware, there are many challenges that prevent Limited English Proficient (LEP) patients from receiving equitable health care. These difficulties create a lack of access to needed services, adversely affect the health of underserved communities, and perpetuate the vicious cycle of chronic disease and associated high costs.*

*Health care interpreters, who play a crucial role in the fight against these disparities, also face challenges such as a lack of professional development opportunities and low compensation.*

*Despite the challenges, we have a pivotal opportunity to create powerful solutions.*

*I am excited to say that this conference is the launch of a collaborative revolution to lower health disparities and elevate the health care interpreter profession!*

*The OHCIA is bringing together health system partners, language service providers, community organizations, and local government to build a sustainable path of training and professional development for health care interpreters.*

*This program is called the Pacific Northwest Interpreter Hub (or Hub for short), and it has the potential to bring about positive change for language access across Oregon and beyond.*

*So we invite all stakeholders of this very important profession to unite in bringing about the Language Access Revolution!*

*In Partnership for Change,*



**OHCIA Executive  
Director**



# CONFERENCE SCHEDULE

- 8:00 AM** Registration opens, Free Breakfast, Tradeshow Open
- 9:00 AM** Main Program Begins - Welcome by MC
- 9:10 AM** Introduction of OHCIA Board of Directors and Staff
- 9:15 AM** *All Together: The Language Access Revolution*  
Susy Molano, OHCIA
- 9:45 AM** *Oregon's Role in Fighting the Race to the Bottom*  
Barry Fatland, National Institute of Coordinated Healthcare
- 10:30 AM** 1st Round Workshops (see pg. 11)
- 11:15 AM** BREAK
- 11:30 AM** 2nd Round Workshops (see pg. 11)
- 12:15 PM** BREAK FOR LUNCH
- 1:30 PM** 3rd Round Workshops (see pg. 11)
- 2:15 PM** BREAK
- 2:30 PM** 4th Round Workshop (see pg. 11)
- 3:15 PM** BREAK
- 3:30 PM** Health Care Interpreter of the Year Award – Presented by Harold Odhiambo, 2015 Award Winner
- 3:45 PM** *Interpreter and Clinicians Working Together in the Real World -*  
Monica Arce, Virginia Garcia Memorial Health Center
- 4:30 PM** Program Closes, Job Fair Continues
- 4:45 PM** Raffle Held in Atrium
- 5:00 PM** Event closes



## CONFERENCE ESSENTIALS TO KNOW

It is our pleasure to offer this conference free of charge to all attendees! Support the conference and our efforts by purchasing from the items available at the OHCIA table.



### T-SHIRT

There are limited Conference T-Shirts available in a variety of sizes. **CLAIM YOURS TODAY!**



### WATER BOTTLE

Keep your beverages hot (or cold) for longer with one of these steel coated, vacuum insulated beverage bottles. **LIMITED QUANTITIES!**

**RAFFLE** Purchase a raffle ticket today. We are raffling off several amazing prizes, including two full scholarships to the OHCIA's Health Care Interpreter Training.

***Raffle will be held at 4:45 PM in the 1st floor atrium.***

**LUNCH** Lunch is from 12:15 PM to 1:30 PM. There are several food carts a five minute walk south down Moody Ave.

**CEUs** This conference is approved for Continuing Education Units for health care interpreters through the Certification Commission for Healthcare Interpreters (CCHI). These CEUs also count for the National Board of Certification for Medical Interpreters (NBCMI), and they will likely count for the Oregon Health Authority Office of Equity and Inclusion (OEI) for Oregon qualification and certification (the exact CEU requirements have yet to be defined by OEI).

***Make sure to complete and keep the CEU Attendance Record Sheet in your conference bag. No additional charge for CEUs.***

## SPECIAL THANKS

Thank you to the presenters and MCs for your wonderful talks and workshops! Thank you to our volunteers for your hard work to pull off an event of this scale.

We say thank you to the volunteer OHCA Board of Directors, for their valued time and expertise:

**Grace Amos, Treasurer**

**Juan Barraza**

**David Brackett, Chair**

**Leda Garside**

**Morad Noury, Recruitment Director**

**Toc Soneoulay-Gillespie, Training Director**

**Matthew U'Ren, Legal Advisor, Secretary**

Also, thank you to Maria Michalczyk, our recently retired Treasurer and Training Director, for her many years of service to health care interpreters.

Thank you to our graphic designer, **Diego Mancilla** (Di-Nation.com), and our event photographer, **Randy Montgomery** (montgomerymediaproductions.squarespace.com).



*Bridging communities and health care institutions to advance access to quality health care that is culturally and linguistically appropriate since 1992.*

Our nationally recognized training and consulting services include:

- *Closing The Gap*: Cultural Competency training
- *Bridging The Gap*: Medical Interpreter training\*
- *Connecting To Care*: Patient Guides training
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- Training of Trainers Institute
- Organizational and community needs assessments

\*40 and 64 Hour Curricula Available



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## ABOUT THE OH CIA

**OUR MISSION:** To advocate, educate, and provide resources to elevate the health care interpreter profession.

Founded in 2010, the Oregon Health Care Interpreters Association (a 501(c)(3) non-profit) has strived to improve health outcomes through the professional development of health care interpreters.

As the first established, Oregon Health Authority approved training center for health care interpreters, we have since trained over 600 interpreters, given \$33,000+ in financial hardship and language of lesser diffusion scholarships, and hosted four annual conferences with over 1000 combined attendees.

Now staffed with Executive Director Susy Molano and Program Manager Austin McRobbie, the OH CIA has built a collaborative network of language service providers, health system partners, and community organizations to further elevate the health care interpreter profession.



## ABOUT THE HUB

Our new program, the Pacific Northwest Interpreter Hub, brings together interpreters and health care stakeholders to support the professional development of health care interpreters (HCIs).

The objectives of the Hub are to improve opportunities, access, and outcomes in the HCI industry.

The Pacific Northwest Interpreter Hub has the following main components:

1. Online Interpreter Portal to increase access to quality interpreters and standardize interpreter requirements
2. Work force development through training, mentorship, and coaching opportunities provided by a team of master interpreters
3. Partnership with health system partners to provide clarity on role of the interpreter and share knowledge and resources
4. Advocacy work for reimbursement of language access services to increase interpreter services demand and compensation
5. Advisory Board of stakeholders to support Hub objectives

Want to learn more?

Check out the OHCIA Hub Flyer in your conference bag for more details, and then come to the OHCIA Hub Table to get involved.

# 2016 PRESENTERS

The principal founder and first board chair of the OHCIA, Susy has over fifteen years of experience in the health care interpreting field. With a strong background in law, human resources, and business management, Susy has been well prepared to serve as the OHCIA's first ever Executive Director.



## SUSY MOLANO

CMI, OHCIA Executive Director & Board Member, Spanish Interpreter at Shriners Hospital for Children

## BARRY FATLAND

Director of Academic Training, National Institute for Coordinated Healthcare

With more than 40 years of experience as a Spanish interpreter, Barry found his place as an interpreter educator and advocate. He has served as manager of the interpreter training program for Bridging the Gap as well as the Washington State Chapter Chair of the IMIA.



## MONICA ARCE

CNM, Lead OB Clinician, Virginia Garcia Memorial Health Center

Monica has a diverse background as a certified nurse-midwife, medical interpreter, and professional musician. Now the Lead OB Clinician for Virginia Garcia Memorial Health Center, Monica delivered more than 600 babies in both Washington and Multnomah Counties.



## AMANDA WHEELER-KAY

Executive Director, Los Niños Cuentan, OHCIA Training Instructor

An educator, advocate, Spanish health care/community interpreter, and social worker, Amanda has worked with Clackamas County, Catholic Charities, Lifeworks NW, Child Welfare and others to create solutions for language equity issues.



## MARGARITA BEKKER

Training and Curriculum Developer, Certification Commission for Healthcare Interpreters

As a certified Bridging the Gap trainer, Russian interpreter, and HCI Instructor at Glendon School of Translation, Margarita brings a valuable depth to the medical interpreting profession.



## LINDA YOUNG

RN, MSN, CIC, Infection Prevention & Employee Health Coordinator Shriners Hospital for Children

A nurse for more than 30 years, Linda has extensive experience in various settings, from Oncology to Critical Care to Nurse Care Manager. Over the past 10 years, she has become a specialist in Infection Prevention.





## TOC SONEOULAY-GILLESPIE

MSW, Director, Catholic Charities Refugee Resettlement,  
OHCIA Training Director & Board Member

A 1.5 generation refugee, Toc brings a unique perspective for understanding the strengths and complexities of working with refugees and immigrants. As an interpreter, consultant, and trainer, she recognizes the disparities in equitable language access and is deeply committed to advocating for systemic change.



## MATTHEW U'REN

JD, Attorney, M&L Legal, OHCIA Legal Advisor, Training  
Instructor and Board Member

Matthew holds a Juris Doctor from the Washington School of Law in Seattle, and currently he serves as attorney for both the French and Mexican Consulates in Oregon. Since 2013, he has instructed for the OHCIA Health Care Interpreter Code of Ethics Module.



## LEDA GARSIDE

MBA, RN, Clinical Services Manager of Tuality Healthcare,  
¡Salud! Services, OHCIA Board Member

Leda completed her nursing degree at the University of Alaska in Anchorage in 1983; she has a Master of Business Administration, with an emphasis in Healthcare Management from Marylhurst University in 2011 and is a Certified Bilingual Healthcare Professional.



## HAROLD ODHIAMBO

Oregon Qualified Swahili Health Care Interpreter,  
Interpreter Relations Coordinator-Passport to Languages

Harold has received many awards for his commitment to quality language access, including the Multnomah County Public Health Hero Award in 2009 and 2016, and the OHCIA Interpreter of the Year Award in 2015.

## M.C.s



## ÓSCAR FERNÁNDEZ

Ph.D., Professor, Portland State University

Born in San José, Costa Rica, Dr. Fernández specializes in inter-American studies, literary theory, and the intersection of culture, sexuality, and representations of disease in literature. His teaching philosophy challenges students to see the world differently and to question at-face-value approaches.



## ELIZABETH DINH

Evening News Anchor, FOX 12 Oregon

During the Fall of Saigon in 1975, her parents fled from South Vietnam to Texas, where Elizabeth was born. She learned Vietnamese at an early age (and still speaks it!) Elizabeth's career has taken her to Dallas, Seattle, Tampa & Amarillo before joining the FOX 12 team in February 2016.

## WORKSHOP SCHEDULE & DESCRIPTIONS

### ROOM KEY

- **Room 1A001**  
(1<sup>st</sup> Floor)
- **Room 3A001A**  
(3<sup>rd</sup> Floor)
- **Room 3A001B**  
(3<sup>rd</sup> Floor)

### LANGUAGE KEY

- Presented in Spanish

## MAIN PRESENTATIONS

- **All Together: The Language Access Revolution**  
*Susy Molano*  
9:15 AM  
In this dynamic opening talk, Susy will share about the OHCIA's new, revolutionary program for improving health outcomes: the Pacific Northwest Interpreter Hub.
- **Oregon's Role in Fighting the Race to the Bottom**  
*Barry Fatland*  
9:45 AM  
Barry will discuss the status of the medical interpreting profession nationally and pose ways for each of you to help by participating in the OHCIA's "revolution."
- **2016 Health Care Interpreter of the Year Award**  
*Harold Odhiambo, 2015 Award Winner*  
3:30 PM  
The Health Care Interpreter of the Year is an honorary award recognizing an Oregon qualified or certified health care interpreter who is a role model to their professional community.
- **Interpreters & Clinicians Working Together in the Real World**  
*Monica Arce*  
3:45 PM  
How can you as an interpreter make the lives of patients and clinicians better? What is it like for a clinician to work with an interpreter? Monica will address these questions and talk about advocacy and health care provider career opportunities for interpreters.

# WORKSHOPS

## Everything You Need to Know About Simultaneous Interpreting

*Amanda Wheeler-Kay*

*Sessions: 10:30 AM & 2:30 PM*

Do you know the difference between simultaneous and consecutive interpreting? Do you know in which situations you should use each? This workshop will allow participants opportunities to practice simultaneous interpreting skills.

## Demystifying Sight Translation in Healthcare Settings

*Margarita Bekker*

*Sessions: 10:30 AM & 11:30 AM*

Sight translation in healthcare settings often occupies an underprivileged position among the interpreter's skills. Attendees will receive practical guidelines for assessing and improving their mastery of sight translation.

## General Concepts of Infection Prevention for Interpreters

*Linda Young*

*Sessions: 11:30 AM & 1:30 PM*

Healthcare interpreters are frequently face-to-face with patients and families. Learn sound proven infection prevention practices to protect yourself and prevent the spread of infection in the healthcare environment.

## Beyond the Basics: Elevated Principles of Interpreting

*Toc Soneoulay-Gillespie*

*Sessions: 1:30 PM & 2:30 PM*

This 45 minute workshop distills the material from a two-day training to explore the art of interpretation using a practical hands-on approach. Participants will learn and practice necessary skills and techniques to facilitate meaningful service provision in underserved LEP communities.

## Interpreting for Spanish-Speakers: Cultural and Linguistic Issues

*Leda Garside & Mathew U'Ren*

*Sessions: 10:30 AM & 11:30 AM*

An interactive workshop of sharing and discussion about the effects language similarities and differences, acculturation, cultural beliefs and practices present during health care interpretation services. This workshop will cover medical interpreting problems specifically between Spanish and English.

## Navigating Difficult Scenarios: Basing Your Decisions on the Code of Ethics

*Barry Fatland*

*Sessions: 1:30 PM & 2:30 PM*

An interactive workshop with extensive interpreter participation. Interpreters, both new and experienced, will help each other understand our codes of ethics as guidelines to improve patient care and respect for our profession.



## OUR SPONSORS



**We could not have accomplished this conference without the help of our sponsors. We would like to thank them for all their continued support.**

## PREMIER LEVEL



Everyday we are inspired to help people feel empowered, connected & understood. Linguava is a multilingual company that offers on-site, telephonic and video relay interpretation along with cost effective document translation.



The Office of Equity and Inclusion works with diverse communities to eliminate health gaps and promote optimal health in Oregon. By connecting people and programs, we can make substantial, measurable progress in improving the health of all Oregonians.

## GOLD LEVEL



CareOregon is a nonprofit health services company serving Oregon Health Plan (Medicaid) and Medicare members, regardless of income or social circumstances.



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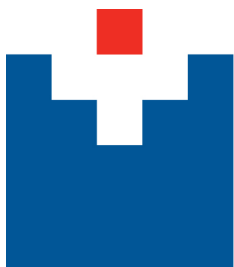
Providing Help, Creating Hope



Certification Commission for Healthcare Interpreters (CCHI) administers a national, valid, credible, and vendor-neutral certification program, counting over 2,500 certified interpreters nationwide.



A multilingual community-based nonprofit organization provides high quality and culturally appropriate interpretation and translation services for more than 30 years.



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Locally owned Legacy Health is a nonprofit serving Oregon, Southwest Washington and the Mid-Willamette Valley with two regional medical centers, four community hospitals and a comprehensive medical center for children.



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The Oregon Society of Translators and Interpreters engages independent professionals of all languages and specialties, providing continuing education opportunities and advocating for the profession



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"I started this company when I noticed the need to raise the bar of professionalism in the interpreting field. My goal is to provide language assistance in a setting that calls for compassion and justice, at an affordable price." - DeAnna Tapia, CHI-Spanish



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United Way of the Columbia-Willamette works with community partners to create a future where kids in our region are free from instability and worry so they can be free to play and discover, free to learn and grow.

Thank you for joining us  
today!

We consider you all partners  
with us in elevating the  
Health Care Interpreter  
profession.

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is here for  
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## **Background**

*The Immigrant and Refugee Community Organization (IRCO) is a multi-ethnic, multilingual community-based nonprofit agency established in 1976 by refugees seeking self-sufficiency.*

## **Our Commitment**

*IRCO has been providing high quality on-site and remote interpretation, as well as translation services, for more than 30 years. Our goal is to deliver a trusted solution to our clients' multilingual needs.*

## **Get Involved!**

*Use your language knowledge to help out community members - become an interpreter with IRCO.*

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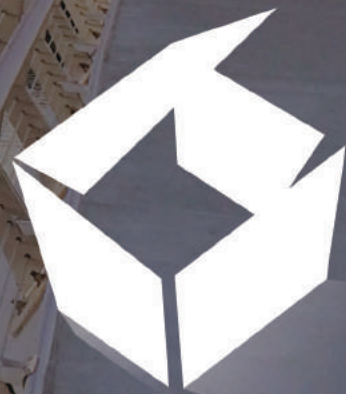
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feel very comfortable working for  
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*-Sandra V.  
CMI Spanish*



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**CONTACT** DIEGO MANCILLA  
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