

2018 IMIA ONE-DAY REGIONAL CONFERENCE IN FLORIDA

**Medical Interpreters and Meaningful Access to Health Care**

**Program**

|                 |  |
|-----------------|--|
| 7:30-9:30am     | Registration   |
| 8-8:45am        | Introduction to Moffitt Cancer Center's<br>Language Services Department<br><br>Presented by Prado Antolino, Moffitt Language<br>Services Manager   |
| 9am             | Conference Opening and Welcome<br><br>Emily Dalerta, IMIA Florida Chapter Chair<br><br>Dr. John Kiluk, surgeon and Chair of Moffitt's<br>Cultural and Linguistic Competence Steering<br>Committee (CLCS) |
| 9:30-10:30am    | Hope on the Horizon: New Options for Cancer<br>Care<br><br>Presented by Kelly Garvin, RN, CMI  |
| 10:30am-11:30am | The Cultural Work of Medical Interpreters<br><br>Presented by Dr. Izabel Souza   |
| 11:30-1pm       | Lunch  |
| 1-2:30pm        | Panel Discussion-Interpreting Languages of Lesser<br>Diffusion: Challenges and Strategies  |

Panel: Carmelina Cadena, Kanjobal interpreter  
Martine Douge, Haitian Kreyol interpreter  
Siddhi Talati, Gujarati and Hindi interpreter

2:30-3:30pm

The State of Language Access Laws

Presented by Prado Antolino

3:30-3:45pm

Break

3:45-5:15pm

The Demand-Control Schema: Strategies for  
Sign and Spoken Language Interpreters

Presented by Patricia Alonzo, CMI, CHI, IMIA  
Treasurer

5:15pm

Conference closing

5:30-6:30pm

Reception

### **Conference Chair**

**Emily Dalerta, CMI-Spanish, IMIA Florida State Chapter Chair**, is a Spanish medical interpreter and translator based in South Florida. She has performed a wide variety of language work including translation, interpreting, editing, ESL and Spanish language teaching for over 14 years. She has done telephonic, video remote and onsite interpreting and currently works primarily as a video remote interpreter and Spanish into English medical translator, specializing in clinical trial documentation. In 2013 she became a National Board Certified Medical Interpreter, CMI-Spanish. She currently serves as the IMIA Florida State Chapter Chair, the Vice President of the Association of Translators and Interpreters of Florida (ATIF) and is a Director on the National Board of Certification for Medical Interpreters (NBCMI). She is a member of the IMIA, ATA and ATIF.

### **Hope on the Horizon: New Options for Cancer Care**

## **Presentation summary:**

With the advent of novel therapies for blood cancers, Medical Interpreters have a steep learning curve to get up to date with terminology, concepts, and understanding of the foundational principles behind these therapies. This basic understanding prepares Spanish Medical Interpreters working in oncology, and more specifically in blood cancers, to render meaning completely and competently. This presentation, delivered in English, aims at covering terminology and concepts specific to the fields of blood and bone marrow transplant and immunotherapy.

## **Objectives:**

Interpreters who attend this presentation will hear a review of blood cancers and learn about the following treatments:

- 1.) Autologous Stem Cell Transplant
- 2.) Allogeneic Stem Cell Transplant
- 3.) CAR-T cellular immunology

**Kelly Garvin** has a BA in History from Hollins, an MA in Latin American Studies from Tulane, and a BSN from the University of South Florida. She is a Certified Medical Interpreter, a court-certified interpreter in Virginia, and a practicing nurse at the BMT-CI unit at Moffitt Cancer Center.

Kelly started her long interpreter career in 1993: first in the Mexican Consulate in New Orleans and then as an ambassador for AT&T Language Line and as an interpreter trainer for Language Line University. In this capacity she travelled the country to advocate for the engagement of skilled interpreters.

In 2008, she joined the interpreter team at H. Lee Moffitt Cancer Center and has dedicated her career to oncology ever since. She became a Certified Medical Interpreter in 2011. Armed with her oncology experience, she began presenting at IMIA annual conferences on topics relevant to Medical Interpreters (Cancer 101, Malignant Hematology for Interpreters, and others).

Her passion for learning and teaching continues as strong as ever, and she is happy to share with attendees what she has learned in her new field.

In her free time she enjoys getting out and about in her beloved Tampa Bay.

## **The Cultural Work of Medical Interpreters**

## **Presentation summary:**

This workshop will showcase the results of an international doctoral study exploring the perspectives of 456 medical interpreters from 25 different countries, with respect to bridging the cultural gap between providers and patients. Cultural differences pose certain complexities in the interpreter's work. This study focuses the practitioners' perspectives about interpreting culture and how this affects the provision of culturally and linguistically competent care in healthcare. How are interpreters working with healthcare providers to address cultural issues? What are the strategies utilized? What are the advantages and disadvantages of their interventions? How aware are they of the cultures for which they are interpreting? Do interpreters consider themselves truly bicultural and are they equipped to provide intercultural mediation? What are the outcomes of their intervention? The workshop shares the study results and engages the audience to learn new evidence-based interpreting paradigms. The workshop also explores the role of the medical or healthcare interpreter in providing culturally competent care.

## **Learning objectives:**

1. Participants will be able to identify the activities related to addressing cultural issues.
2. Participants will learn about the practitioners' challenges, advantages, timing, scope limitations, and other aspects of addressing cultural issues.
3. Participants will learn the latest interpreting research theories related to the addressing culture in an intercultural interpreted communicative event.

**Dr. Izabel Souza** is a seasoned professional with over 35 years experience in Translation & Interpreting (T&I), specializing in language access in healthcare. Dr. Souza currently works as an academic writer, researcher, and consultant. Her consulting work focuses on the development, improvement, and advancement of interpreter services within healthcare organizations, and helping universities set up or improve their interpreting educational programs. She is an engaging speaker and trainer on intercultural communication, cross-cultural competency, CLAS Standards, Joint Commission audits, and HHS Section 1557. She is fluent in Spanish, Brazilian Portuguese, and French, and has authored the book *[Intercultural Mediation in Healthcare](#)* based on her international doctoral study with 458 participants in 25 countries. Dr. Souza is working on developing an online course

in intercultural mediation, an initiative to improve the cultural competency and effectiveness of medical interpreters worldwide ([www.interculturalmediation.org](http://www.interculturalmediation.org)), as well as leading several studies: one on the feasibility and implementation of the simultaneous interpreting mode in healthcare, and another study regarding providers' perspectives and expectations of the interpreter role'. Further information can be found at [www.drsouza.org](http://www.drsouza.org).

## **The State of Language Access Laws**

### **Presentation summary**

Title VI of the Civil Rights Act of 1964, EO 13166, CLAS, section 1557 of the ACA: these laws and mandates have been in place for a long time, paving the way to turn the medical interpreting profession in what it is today. The presentation aims at reviewing the laws and mandates that have cemented the presence of medical interpreters in healthcare institutions and hospitals throughout the United States. The presentation will be delivered in English.

### **Objectives:**

Attendees will learn about the different laws and mandates related to language access in the United States.

At the end of the presentation, attendees will be able to identify and summarize the following three:

1. Title VI of the Civil Rights Act of 1964 and Executive Order 13166
2. Section 1557 of the Affordable Care Act
3. Culturally and Linguistically Appropriate Services Standards (CLAS)

**Prado Antolino, M.A., CT, CMI**, holds a B.A. in English Philology from the Universidad Complutense de Madrid, Spain, and a Master's degree in Translation and Applied Linguistics from Kent State University in Kent, Ohio. She is a certified translator by the American Translators Association and a certified medical interpreter by the National Board of Certification for Medical Interpreters and holds a Spanish Court Interpreting Qualification granted by the Consortium for States Courts (State of Florida). Prado is the manager of Language Services at Moffitt Cancer Center, where she develops and implements special projects to meet the language services needs of the Cancer Center's LEP patients, and where she develops and implements strategies to improve the delivery and quality of

services. Her areas of interest relate to language access, impact on health outcomes, and how to work with interpreters. Additionally, in her role, she provides technical assistance and consulting services to other departments.

Fun Fact: Prado was born and raised in Madrid, Spain. She is an avid runner, reader, aspiring writer, and occasional Harley rider.

## **Demand Control Schema: An Overview – Strategies for Sign Language Interpreters and Spoken Language Interpreters**

### **Presentation summary:**

The presentation will be an introduction of the Demand Control Schema theory and its benefits. The presentation will focus on explaining the theory and how it has favorably impacted ASL interpreters and now it's incorporation in spoken language interpreting. The presentation will use direct structure, outline, examples, and practice activities from the Demand Control Schema book and those created by the presenter. It will highlight practices that can be added to an interpreter "toolbox" for application in day-to-day interpreting encounters to ensure the interpreter stays within the scope of his/her practice while serving LEP, Deaf, and Hard-of-Hearing patients. The presenter will highlight how this model can be used onsite, over the phone interpreting (OPI), and in vide remote interpreting (VRI) to the participants can use in any modality. The intent of the presentation is to bring light on a "new" theory and model to support interpreters within their day-to-day interactions with the LEP, deaf, and hard-of-hearing community.

### **Learning Goals:**

1. The participants will gain an understanding of the Demand Control Schema model.
2. The participants will have a clear understanding of the benefits of applying this model in their interpreting encounters.
3. The participants will learn how to apply the model for onsite, OPI, and VRI interpreting.
4. The participants will learn how American Sign Language Interpreters have embraced and applied this model to their interpreting practice.

5. The participants will learn how they can apply this model to spoke language interpreting and make their encounters more successful.
6. The interpreter will be challenged to participate in small group discussions during the presentation.

**Patricia A. Alonzo, M.Ed., CMI, CHI** I am a nationally certified medical interpreter and the Operations Manager at Stratus Video Remote Interpreting for a national team of medical interpreters. I am trilingual (English, Spanish & American Sign Language) interpreter serving the Deaf Latino and LEP community, professionally, since 1998. I worked for a national non-profit organization as the Director of Training for Latinos with disabilities with a primary focus on the Deaf and Hard of Hearing community and the disenfranchised population. I coordinated training, advocacy initiatives and educational empowerment for the Latinos disabled community. Taught American Sign Language as a second language in Hillsborough County and was part of the Global Language Committee for text book selection and curriculum development. This participation allowed me to create the ASL curriculum for courses in Hillsborough County Schools. I have mentored and trained interpreters for the CMI certification exam. For six-years worked at a comprehensive cancer center as their trilingual medical interpreters. Furthermore, for over 10 years I was a full-time freelancer in the medical, legal, theater, educational and platform interpreting area in both consecutive and simultaneous modalities. I attended Columbia College Chicago and earned a Bachelor's Degree in American Sign Language Interpreting. I hold a Master's Degree in Education from Nova Southeastern University where I am a Doctoral candidate with a focus on Organizational Leadership with a dissertation focus on how medical interpreting impacts health outcomes in the LEP community.

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### **Panelists' Bios**

**D. Matthew Bozone** Is a CMI-Spanish interpreter at Children's Healthcare of Atlanta (CHOA) and Grady Memorial Hospital in Georgia. He currently serves on the Joint Leadership Council for the Translation and Interpretation services department at CHOA and actively works to promote transparency, inclusion, and

access within the hospital and in the community. He works to promote access for languages of lesser diffusion on a shiftly basis. He does this most frequently for speakers of Mayan dialects, but also helps ensure that proper considerations are taken for other non-Spanish languages. He currently serves as a Board member on the National Board of Certification for Medical Interpreters (NBCMI).

**Martine Dougé** is the founder and president of Dougé LLC. Martine boasts fifteen years of experience as a professional English-Haitian Creole translator as well as a French-English, Haitian Creole-English medical telephonic interpreter. A native of Haiti, she has a widespread cultural knowledge of both Haiti and the US and keeps herself updated within her fields of expertise both in Haitian Creole and English so as to offer professional translation that reads naturally. Martine is also the founder of the Medical Division of the American Translators Association (ATA) and served as its Division Administrator during its first three years.

**Carmelina Cadena** is a Mayan woman born in San Miguel Acatan, Huehuetenango, Guatemala. She came to the USA at the age of 7 because her family was fleeing from the war in Guatemala. They are some of the only survivors that were able to escape with their lives. When they arrived in the US, they became migrant workers, picking vegetables and fruits around the country. With lots of hard work, Carmelina was able to graduate from high school. In 2002, she was discovered by Berlitz and became a Q'anjob'al Interpreter. Since then, she has interpreted for state courts, immigration court, public defenders, the Department of Children and Families, hospitals, and private attorneys. She speaks English, Spanish, and two Mayan languages fluently (Akateko & Q'anjob'al.) She loves to travel and does it often through her work. She is married and is a mother to three young men, she lives in the Sunshine state of Florida.

**Siddhi Talati** is medical and legal interpreter and translator of Gujarati and Hindi; she resides in Orlando, Florida. She started her career as an attorney back in India in 1983. She has 35 years of experience in the interpretation and translation field. After moving to the USA in 2001 and joined the profession. She does over-the-phone interpretation, on site interpretation, video remote interpreting, voice over, monitoring, evaluations, translator, tester, test developer, reviewer, roll player, transcriber, teacher, and trainer. She is specialized in legal and medical interpretation and translation. She is an active member of the American Translators Association (ATA), National Association of Judicial Interpreters and Translators (NAJIT), National Language Service Corps (NLSC), IMIA and Association of Translators and Interpreters of Florida(ATIF).

