



Welcome!

Over the past 4 years, the Texas Association of Healthcare Interpreters and Translators (TAHIT) has hosted a gathering of translators, interpreters, trainers, program administrators, physicians, nurses and social workers. The TAHIT Symposium on Language Access in Health Care is a forum for stakeholders in healthcare language access. This event is the largest symposium on language access in the Southwestern United States—drawing in participants from Oklahoma, Louisiana, Massachusetts, and Washington.

This year we are especially excited about the program that we have lined up. Along with some excellent speakers, participants will have plenty of opportunities to network and visit with our board members, speakers, sponsors, and exhibitors.

We invite you to join us on **August 13th & 14th, 2010** in **Houston, Texas** at the **United Way Community Resource Center**, just minutes away from the **Texas Medical Center**.



About TAHIT

The **Texas Association of Healthcare Interpreters and Translators** is a 501(c)(6) non-profit association whose mission is to promote language access within healthcare by facilitating training, education, and communication between government, provider, and individual stakeholders.

TAHIT was instrumental in passing legislation establishing a Advisory Committee to oversee Healthcare Interpreter Qualifications. On June 19th, 2009 Governor Rick Perry signed this bill (HB 233) into law. The Advisory Committee represents multiple stakeholder groups to ensure effective communication within health care for the 6.8 million Texas residents that speak a language other than English in the home as well as about 3.8 million Texas residents who are d/Deaf or hard of hearing.

About Houston, Texas

This year TAHIT will host its annual symposium minutes away from the Texas Medical Center. The Texas Medical Center is the largest medical center in the world. Located in Southeast Houston, TMC consists of 49 medicine-related non-profit institutions, including:

- 13 hospitals and two specialty institutions
- 2 medical schools
- 4 nursing schools
- schools of dentistry, public health, pharmacy, and other health-related practices

Our venue for this year's event is the United Way Community Resource Center. Conveniently located near Downtown Houston, this modern conference center offers symposium attendees a state-of-the art facility with secured parking. For our out-of-town guests, the CRC is also close to Houston attractions such as the Museum District, the Heights and the Washington Avenue Corridor.

The following are just a few of the dozens of hotels within 2-3 miles from the United Way Community Resource Center. The hotels listed below provide a free shuttle upon request.

Doubletree Hotel Houston Downtown

doubletree1.hilton.com
400 Dallas Street
Houston, TX 77002-4777
(713) 759-0202
Rooms starting at \$90/night

Best Western Downtown Inn & Suites

book.bestwestern.com
915 West Dallas Street
Houston, TX 77019-4739
(713) 571-7733
Rooms starting at \$115/night

Alden Houston

www.aldenhotels.com
1117 Prairie Street
Houston, TX 77002
(832) 200-8800
Rooms starting at \$146/night



Agenda-at-a-Glance

Friday

8:00 a.m.—8:30 a.m.	Check-in/Continental Breakfast
8:30 a.m.—8:45 a.m.	Welcome—Jorge U. Ungo, TAHIT President
8:45 a.m.—9:30 a.m.	Keynote Address, Barbara Bowman, Associate Vice-President of Patient Services at UT MD Anderson Cancer Center
9:30 a.m. — 10:00 a.m.	Update from the Texas Health and Human Services Commission Advisory Committee on Qualifications for Healthcare Translators and Interpreters
10:00 a.m.—10:15 a.m.	Break
10:15 a.m.—11:45 a.m.	Educational Sessions A
11:45 a.m.—12:45 p.m.	Catered Lunch
12:45 p.m.—2:00 p.m.	Educational Sessions B
2:00 p.m.—2:15 p.m.	Break
2:15 p.m.—3:30 p.m.	Educational Sessions C
3:30 p.m.—3:45 p.m.	Break
3:45 p.m.—5:00 p.m.	Educational Sessions D
5:30 p.m.—7:30 p.m.	Networking Reception

Saturday

8:00 a.m.—8:30 a.m.	Continental Breakfast
8:30 a.m.—9:45 a.m.	NCIHC Listens: National Standards for Healthcare Interpreter Training Programs
9:45 a.m. — 10:00 a.m.	Break
10:00 a.m.—11:15 a.m.	Educational Sessions E
11:15 a.m.—12:15 p.m.	Surprise Presentation
12:15 p.m.—1:30 p.m.	Catered Lunch
1:30 p.m.—2:45 p.m.	Educational Sessions F
2:45 p.m.—3:00 p.m.	Break
3:30 p.m.—4:15 p.m.	Educational Sessions G

Educational Session Abstracts on pages 5 - 8

Something for Everyone

The TAHIT Symposium is an opportunity for our diverse membership to join together and discuss issues facing individuals of limited English proficiency in Healthcare. Breakout sessions are divided into two tracks.

Track One includes presentations designed for interpreters and translators. Past topics

have included new advances in pediatrics, professional boundaries in healthcare, and team interpreting.

Track Two features sessions by leading experts designed for administrators of language service programs. Past speakers have included Dr. Christina Cordero from the Joint Commission, Dr. Glenn Flores from

UT Southwestern Medical Center at Dallas, and Carla Fogaren & Tim Moriarty from the Forum of Coordinators of Interpreter Services.

You may attend sessions from either track. Our goal is to provide a multifaceted program that will contribute to the professional development of our diverse membership.

Registration Information

Early Bird Registration \$99.00 (if postmarked before July 1)

Registration \$125.00 (if postmarked on or after July 1)

Discounts available for groups of 5 or more.

Registration fee includes continental breakfast and lunch on both days, plus the reception.

Please contact us at acalang@sbcglobal.net for any special needs.

Online registration (All major credit cards and PayPal accepted)

<http://tahit2010.eventbrite.com>

Mail-in Registration

Complete form on page 6 and mail with payment to address on form.

Sponsor and Exhibitor Area

A highlight of this year's event will be an exhibit area featuring products and services from local, national, and international organizations. Visit with

language service providers, booksellers, other interpreting associations, as well as others offering services of interest to language access stakeholders.

If you are interested in having an exhibit table during the symposium, please contact Doug Green at dougegreen@gmail.com.

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Session A - Friday from 10:15 a.m. to 11:45 a.m.

Track One - Excellence to Eminence: How do We Get to the Next Level

Diana Vasquez, Texas Children's Hospital

"Excellence to Eminence" is a look at the ever evolving industry of interpretation and translation services in health care. Discussion includes the preparation of the unique autonomy of pediatric hospital interpreters for national and state certifications. Creating an understanding of skills and actions needed to align with the future of the industry. Presentation includes review of the challenges of new technology as well as various mediums of interpretation.

Track Two - Understanding Laws and Regulations

Heather Lane, Cyracom International

Review of Laws and Regulations Regarding Language Services and How to build an Effective Language Assistance Plan.

Session B - Friday from 12:45 p.m. to 2:00 p.m.

Track One - Key Notes to Cross-Cultural Communication in Health Care

Fabio Torres, Catholic Charities Diocese of Fort Worth

Interpreters offer significant skills and talents that go beyond their understanding of languages. Their unique perceptions of cultural information also assist in the process of interpretation and provide a greater level of understanding to the people involved in the interpreted interview. Cultural barriers in communication are one of the greatest impediments to a clear line of communication between people speaking different languages. Key Notes to Cross-Cultural Communications in Health Care will help attendees to be more in tune with cultural differences when working with providers and clients of varied backgrounds.

Track Two - The ROI of Language Assistance

Luis Miguel, Avantpage

Avantpage CEO, Luis Miguel, discusses the economic impact and ROI of language services in health care—a rare instance in which compliance with government regulations leads to higher patient satisfaction and better service and makes economic sense.

Research shows that the per-patient costs of Language Assistance are low, while providing services in a culturally and linguistically appropriate (CLAS) manner leads to better patient outcomes and significantly lower costs to the system.

With minorities providing most of the growth in the state's population today and in the future, offering CLAS is a key factor in growing your patient base.

Session C- Friday from 2:15 p.m. to 3:30 a.m.

Track One - Certification Commission for Healthcare Interpreters

Mara Youdelman, National Health Law Program

The Certification Commission for Healthcare Interpreters (CCHI) was launched in 2009. CCHI brings together the necessary stakeholders through a non-profit organization whose main mission is developing and administering a national, valid, credible, vendor-neutral certification program for healthcare interpreters. CCHI's collaborative process will result in a certification program that validly and credibly assesses the knowledge, skills and abilities needed by interpreters and meets the needs of healthcare providers and language agencies to ensure competency. CCHI will provide updates on its certification development and address why certification is important and what are the steps to develop a valid and credible certification program.

Track Two - Assessing & Prioritizing Interpretation Requests

Edgardo Garcia, Children's Medical Center Dallas

Providing interpretation services to every single request in a hospital setting can prove to be a challenging task and at times, a seemingly impossible effort to achieve. Nonetheless, when the institution has invested a great deal of resources for making sure that the needs for interpretation are covered from all angles, then reaching the goal of securing interpretation services for those in need of it, becomes an easier task to achieve. Aligning this effort with the organization's goal is another important point to take into consideration. By obtaining buy-in from the different areas in the hospital, the implementation of this model of service is by far, an easier proposition to achieve. This presentation is open to anyone wanting to participate, but it is of particular relevance to managers, directors, quality assurance departments, to name a few.

Session D- Friday from 3:45 p.m. to 5:00 p.m.

Track One - National Board of Certified Medical Interpreters

This is a historic time in the evolution of the medical interpreter profession. National medical interpreter certification is here, and interpreters can get their Certified Medical Interpreter (CMI) credential now. This presentation will go over the certification program of the National Board of Certification for Medical Interpreters. There will be an overview and update on the entire certification process, and a step-by-step description of the prerequisites, how to register, types of credentialing, what the written and oral exams are like in general, the topics covered, and suggestions on how to prepare. Please come with your questions.

Track Two - Language Access Management Solutions

Rashelle LeCaptain, Connecting Cultures

Attendees will learn the fundamentals of health care interpreter management. Interview process, training development and interpreter management will be discussed.

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Session E - Saturday from 10:00 a.m. to 11:15 a.m.

Track One - One Doctor at a Time: Medical Interpreter Educating Health Care Providers

[Armando Ezquerra Hasbun, Language Service Associates](#)

The current drive to train and certify medical interpreters should not overshadow the importance of educating end users who are unfamiliar with the practical elements that lead to a successful interpreted session. We will review some real-life experiences and measures that in-person and remote interpreters can take to deal with complications in their work due to a lack of knowledge about our profession, roles and protocols and standards of practice. In this interactive workshop, participants will review their concerns and suggest ways in which client education can lead to better outcomes for all the parties in a language-mediated medical encounter.

Track Two - Delivering Language Assistance at MD Anderson Cancer Center

[Cesar Palacio, UT MD Anderson Cancer Center](#)

This presentation is an overview of the complex issue of delivering language services at the world's premier cancer center. It shows the many facets that encompass the provision of services in a diverse health care institution, including statistics on patient population, budgetary issues, compliance, staff issues, vendors, etc. The purpose of the presentation is to make the community aware of the behind-the-curtains complexities of such an endeavor.

Session F - Saturday from 1:30 p.m. to 2:45 p.m.

Track One - Professionalism: How to Act the Part from Start to Finish

[Mark Rockford, MasterWord Services, Inc.](#)

Presentation will focus on how to demonstrate your professionalism in an interpreting session, or when meeting new clients, by focusing on body language, appearance, etiquette, business practices, etc.

Track Two - An EPIC Battle: Transitioning Discharge Instructions into EMS

[Oscar Uribe, Children's Medical Center Dallas](#)

Language Access Services at Children's Medical Center Dallas has a standing tradition of translating a Spanish speaking family's discharge instructions into Spanish. Now this service has transitioned into Epic. This presentation will focus on how to create a Spanish After Visit Summary (AVS) in Epic.

Session G- Saturday from 3:00 p.m. to 4:15 p.m.

Track One - How to Effectively Mobilize Your Community

Sabrina Morales, InSync Interpreters

In order to improve access for non English speaking and limited English speaking communities, grassroots community organizing is essential. Many rural communities lack the support needed to receive services in their communities. Internal hospital and healthcare facility policies tend to ignore important requirements around language access and view it as an extra service rather than a necessary service. Community organizing and advocacy efforts can assist in broadening the availability of these services. In this presentation you will learn the necessary skills to initiate an effective grassroots community mobilizing effort to improve language access. Examples will be provided such as how to complete a power analysis, letter writing campaigns, and individual advocacy meetings among others.

Track Two - Advanced Practitioner Use of Medical Interpreters

Linda Golley, University of Washington Medical Center

A provider can conduct a highly effective patient interaction by setting the goal for the encounter and then thinking about how culture and language could be important in addressing that goal or topic. The practitioner learns to provide specific guidance to the interpreter upon going into a complex and challenging patient encounter, to optimize care outcomes.

Fourth Annual TAHIT Symposium Registration Form

Please submit one registration form for each attendee or register online at <http://tahit2010.eventbrite.com>

Mr./Ms. _____ First Name _____ Last Name _____

E-mail address _____ Phone: _____

Street Address _____

City _____ State _____ Zip Code _____

Job Title _____

Organization _____

Which track of presentations interests you more? _____ Track 1 - Interpreters/Translators
_____ Track 2 - Administrators of Language Services

Please Submit 1 Registration Form per Attendee

Mail with a check to: Texas Association of Healthcare Interpreters and Translators
2311 Pecan Valley Court; Missouri City, Texas 77459