

2007 Cultural Diversity Conference

# *Working in Diverse Communities*

May 30 - 31, 2007 • Mt. Sterling, Kentucky



*Day 1*

The Art of Medical Interpreting

*Day 2*

Cultural Diversity Training

# Purpose of the Conference:

In partnership with the Northeast Kentucky Area Health Education Center, the South Eastern Medical Interpreters Association (SEMIA) is sponsoring a professional development conference for health and social service providers from different sectors. This conference will provide participants with new information in two important areas: cultural competence and medical interpreting. Information will be provided from a regional and national perspective with an emphasis on emerging issues. Skills enhancement will be an important part of the agenda. The conference will provide an important opportunity for networking and a forum for exchanging ideas and identifying issues pertinent to the professions represented.

## Reception- May 30th

### Old Silo Golf Course 5:00 - 7:00

Network with other professionals, enjoy an international themed atmosphere, hors d'oeuvres, and live music entertainment at the beautiful Old Silo Golf Course Clubhouse.

Old Silo is located on Silver Creek Drive within walking distance of the Fairfield Inn.

# Conference Objectives:

## Day 1:

To provide information from a national perspective regarding recent developments in the field of medical interpreting.

To provide medical interpreters with information to broaden their understanding of the legal and ethical issues surrounding the profession.

To discuss the issues and ramifications of credentialing and certification of medical interpreters from a regional and national perspective

To develop new skills in areas of interest related to improving the medical interpretation experience

To identify needs and issues among medical interpreters

## Day 2:

To provide a brief overview of the immigration legal system to participants

To define health literacy

To choose the definition of health literacy that best fits participants practice setting

To identify 3 sources for accessing the most up to date information regarding health literacy

To describe the use of community coalition to increase the awareness of the needs of the Hispanic population.



For information on becoming a member of the South Eastern Medical Interpreters Association contact:

Rosa Martin,  
North Central AHEC  
859.281.6086

### Keynote Speaker

**Izabel S. Arocha, M.Ed.** is the Cultural and Linguistic Educator at Cambridge Health Alliance, comprised of 3 community hospitals and 25 health centers. She oversees initiatives to increase the linguistic and cultural capacity and competency of the organization. She is an experienced consultant, trainer and group facilitator with a long history of multicultural advocacy. Izabel worked as a medical, conference, and court and federal interpreter for many years prior to establishing her own translation firm, Global Mind, Inc. In addition to training and consulting, her skills include advocacy, curriculum development, program planning and management, marketing and media initiatives, community outreach and intercultural mediation. She is currently a lecturer of Boston University's one-year Medical and Legal Interpretation program and has developed and is on the faculty of the Mental Health Interpreting Certificate Program at Cambridge College. She holds a Bachelor in Management from Lesley University, a Translation Certificate from University of Cambridge, England, and a Masters in Education from Boston University. She is fluent in Spanish and Portuguese and speaks French well.

## SPONSORS

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Northwest AHEC  
South Central AHEC

### Gold

Catholic Charities of Louisville  
Central Baptist Hospital  
Cyracom  
Foothills Community Action Partnership  
Purchase AHEC  
Southeast AHEC  
St. Joseph Healthcare  
West Kentucky AHEC

### Silver

5/3 Bank, Elisa Bruce  
Accipio Language Services  
Southern AHEC

# Day 1 The Art of Medical Interpreting II - Raising the Bar Wednesday, May 30, 2007

**7:30 – 8:30**

**8:30 – 9:00**

**9:00 – 10:00**

**10:00 – 10:15**

**10:15 – 11:00**

**11:00 – 12:00**

**12:00 – 1:15**

**1:15-2:15**

**2:15 – 2:30**

**2:30 – 3:30**

**3:30 – 4:15**

**4:15 – 4:45**

**5:00 – 7:00**

## Registration and Continental Breakfast

### Welcome and Introductions

### Keynote Address

Izabel Arocha, President,  
Massachusetts Medical Interpreters Association

### Break

### “Issues in Medical Interpreting” - Concurrent Sessions

- Legal and Ethical Issues in Medical Interpreting  
Marshall Tobias – Atlanta Title VI Office
- Credentialing and Certification –  
A Movement Toward Professionalism  
Izabel Arocha
- National Standards of Practice for Medical Interpreters  
Speaker to be Announced

### “Issues in Medical Interpreting” - Concurrent Sessions (Same as Above)

- Legal and Ethical Issues in Medical Interpreting
- Credentialing and Certification –  
A Movement Toward Professionalism
- National Standards of Practice for Medical Interpreters

### Lunch

### “Raising the Bar – Skills for Medical Interpreters” Concurrent Sessions

- Dealing with Special Encounters - The role of interpreters in mental health and domestic and sexual abuse encounters  
Aida Juric- Interpreter and Translation Service Catholic Charities of Louisville
- Communication: A Prerequisite for Patient Satisfaction  
Ken Bowlby - CyraCom
- Advocating for Language Access:  
Developing a Model Plan for Small Community Hospitals  
Juan Gutierrez, MA, MD, South Central AHEC

### Break

### “Raising the Bar – Skills for Medical Interpreters” Concurrent Sessions (Same as Above)

- Dealing with Special Encounters - The role of interpreters in mental health and domestic and sexual abuse encounters
- Communication: A Prerequisite for Patient Satisfaction
- Advocating for Language Access:  
Developing a Model Plan for Small Community Hospitals

### “Medical Interpreting Update; Future Needs and Plans”

An Open Forum

### Wrap Up and Evaluation

### Reception - Old Silo

Hors d'oeuvres • Entertainment • Cash Bar

## Day 2 brought to you by



### SPEAKER BIOS

**Glenn Rodriguez, Ph.D.** is the Dean of the McKendree College Kentucky Campuses. He has served as a director in various functions for Union Carbide, Orr Safety Corporation and Director of Latin and Caribbean Operations for Papa John's International. Dr. Rodriguez has consulted to the Kentucky Export Commission, assisted former Governor Paul Patton on a trade mission to Mexico and was a panelist and speaker at the Governor's Latin America Business Forum. He holds a Bachelor of Science in Industrial Engineering from the University of Puerto Rico, a Masters of Business Administration from Marshall University, and a PhD in Education Leadership and Organization Development from the University of Louisville. Dr. Rodriguez's most recent research is on the effect of the Hispanic/Latino population in Kentucky and cultural effects of integration.

**Cori A. Hash** is an attorney with the Immigrant Rights Project at the Office of Kentucky Legal Services Programs. She works at the Maxwell Street Legal Clinic offering assistance to low-income immigrants. She represents clients in family-based immigration, citizenship, asylum and other immigration legal matters. She also focuses on the issue of economic exploitation of immigrants, specifically unpaid wages and the denial of public benefits. Ms. Hash is a graduate of the University of Texas, where she received her degree in Latin American Studies, and the University of Texas School of Law. She is a member of the Kentucky and Texas bar associations and the American Immigration Lawyers Association.

**Ann Rathbun, Ph.D.** is an Assistant Professor in the Health Sciences Department at Morehead State University. She has an extensive background and publishing record with an emphasis on health literacy primarily, the Appalachian population. She received her Bachelors of Science in Education from Texas A&M University, a Masters in Education Administration from the University of North Texas and Ph.D. in Community Health from Texas Women's University. Ann Rathbun has experience and interest in serving healthcare practitioners in the areas of health literacy and health communication. She has led workshops and seminars for over 250 healthcare practitioners over the past 3 years. Since moving to Appalachia 8 years ago, Rathbun has come to love this "place" and has a passion to serve the region and its residents. Her newest endeavor, *Voices from the Field*, is an original, evidence-based stage production consisting of a series of monologues representing more than 50 interviews involving individuals living with diabetes and their family members.

**Jan Chamness** has been the Public Health Director for the Montgomery County Health Department in Mt. Sterling, Kentucky for 11 years. She has over 23 years of experience in health care administration and has a keen interest in serving the public health needs of her community and especially enjoys working with the underserved populations such as the Latino Community. Under her leadership, the local health department has increased services and obtained grant funding to expand existing programs. In collaboration with Dr. Robert McKnight, University of Kentucky, Mrs. Chamness has worked to develop and implement strategies that address the health disparities of the Hispanic population in Montgomery County. Mrs. Chamness received her Bachelor's degree in Health Services Administration from the University of Kentucky and is a recipient of the Health of Agricultural Populations Scholarship working toward her Master's Degree from the University of Kentucky.

**Pastora Back** is a Program Specialist with the Montgomery County Health Department where she oversees a HRSA grant focusing on the development and implementation of the Promotoras Program and teaching ESL classes. She is also a Spanish interpreter for the Montgomery County Health Department and a Family Support Worker for the HANDS program. Mrs. Back was founding member of the Montgomery County Hispanic Coalition and was named the Distinguished Citizen for Montgomery County in 2005. She received her Bachelor's degree in University Studies from Morehead State University. Mrs. Back is a native of Medellin, Columbia and has lived in the United States for the past 24 years.

**FACULTY DISCLOSURE**

It is the policy of the Northeast AHEC to insure fair balance, independence, objectivity, and scientific rigor in all its sponsored educational programs. All faculty participating in the sponsored programs are expected to disclose to the audience any real or apparent conflicts of interest related to the content of their presentation.

In accordance with the Accreditation Council for Continuing Medical Education (ACCME) Standards and the policy of the Northeast AHEC, all presenters have stated that a relationship does not exist with any commercial company who may have a product mentioned in this event.

**SUCCESSFUL COMPLETION**

For successful completion of this CME/CE, participants must sign appropriate attendance roster with license and/or social security number, be present for entire program Day 2, and complete and return course evaluation before leaving.

**CONTINUING EDUCATION - Day 2 only**

**Continuing Medical Education:** The Northeast Area Health Education Center Continuing Medical Education Program is accredited by the Kentucky Medical Association (KMA) to sponsor continuing medical education for physicians. The Northeast AHEC Continuing Medical Education Program designates this educational activity for a maximum of 5 AMA PRA Category 1 Credit(s)™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

**Respiratory:** A request for 5 hours credit has been made to Kentucky Board for Respiratory Care.

**Nursing:** St. Claire Regional Medical Center Education Nursing Service CE Unit, 222 Medical Circle, Morehead, KY 40351, 606-783-6602 is a Kentucky Board of Nursing (KBN) approved provider. This offering is approved for 5 contact hours, KBN #4-0006-12-11-034, exp. 12/11. Note: KBN approval of an individual Nursing CE does not constitute endorsement of program content. You must sign in and include your KY License number and social security number. Failure to do so will result in your certificate being invalid and your attendance will not be recorded.

**Radiology:** A request for 5 hours credit has been made to the Department of Public Health Radiation Health and Toxic Agents Branch.

**Social Work:** A request for 5 hours credit has been made to the Kentucky Board of Social Work.

**Dental:** A request for 5 hours credit has been made to the Kentucky Board of Dentistry.

**8:00 - 08:30**  
**8:30 - 08:45**

**Registration**  
**Welcome**

Carlos Marin, Northeast Area Health Education Center

**8:45 - 10:15**

**“¿Qué? No Comprendo: The Non-English Challenge”**

*Dr. Glenn Rodriguez,*  
*Dean McKendree College of Kentucky Campuses*

- To appreciate the cultural factors of the Hispanic/Latino and ways to enhance human performance
- To identify strategies that can assist organizations on integrating Hispanics/Latinos to the workforce
- To give the audience steps to follow to ensure hiring legal immigrants
- To improve awareness of immigration versus refugee status and how to leverage immigration issues

**10:15 - 10:30**

**Break**

**10:30 - 11:45**

**“What You Didn’t Know About Immigration Law”**

*Cori A. Hash, Attorney Immigrants Rights Project/  
Office of Kentucky Legal Services Program*

- To provide a brief overview of the immigration legal system to participants
- To discuss in more detail the numerous types of immigrant status, including requirements to obtain each
- To review briefly the rights and responsibilities of non-citizens in the U.S.

**11:45 - 12:45**

**Lunch (Provided)**

**12:45 - 2:00**

**“Health Literacy and Kentucky Adults”**

*Dr. Ann Rathbun,*  
*Assistant Professor Morehead State University*

- To define health literacy
- To choose the definition of health literacy that best fits participants practice setting
- To identify 3 sources for accessing the most up-to-date information regarding health literacy

**2:00 - 2:15**

**Break**

**2:15 - 3:15**

**“Using a Promotoras Model to Reach the Hispanic Population in Rural Eastern Kentucky”**

*Jan Chamness,*  
*Administrator Montgomery County Health Department*  
*Pastora Back,*  
*Program Specialist Montgomery County Health Department*

- To describe the use of community coalition to increase the awareness of the needs of the Hispanic population.
- To describe the objectives and outcomes of implementing a Promotoras Model
- To describe the relationship between the public health-cooperative extension and their partnership with the University of Kentucky College of Public Health in addressing the needs of the Hispanic community

**3:15 - 3:30**

**Closing Remarks**



### **Directions from Lexington**

Take I-64 East  
Take the US-460/KY-11 exit (Exit 110)  
Take the ramp toward Mount Sterling  
Turn right at the second stop light onto KY-686/  
Indian Mound Drive  
Proceed on KY-686 through six stoplights  
Clay Community Center will be on your left

### **Directions from Morehead**

Take I-64 West  
Take the US-60 exit (Exit 113)  
Take the ramp toward Mount Sterling  
Turn left onto US-60  
Turn left onto KY-686/Indian Mound Drive  
Continue on KY-686 crossing US-460  
Clay Community Center will be on your right



### **Hotel Accommodations**

Fairfield Inn  
105 Stone Trace Dr.  
Mt. Sterling, KY 40353  
859.498.4050  
[www.FairfieldInn.com](http://www.FairfieldInn.com)

A block of rooms has been placed on hold for May 30-31. Participants are responsible for their own reservations and rooms are available on a first come basis. Room reservations should be made before May 18th

### **Directions from the Fairfield Inn to Clay Community Center**

Turn left onto STONE TRACE DRIVE  
Turn RIGHT onto US-460 S / KY-11 S.  
Turn RIGHT onto INDIAN MOUND DR / KY-686 S (Mt. Sterling Bypass)  
Travel approximately 4 miles to Clay Community Center (on the left)

Total Est. Time: 7 minutes

Total Est. Distance: 4.58 miles



**If you require special services for this program please indicate your request on the registration form or call 606/783-6450.**

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Please complete registration form and send to:

Northeast AHEC, Attn.: Carlos Marin, 222 Medical Circle, Morehead, KY, 40351

call 606.783.6450 or e-mail: cxmarin@st-claire.org

**Day 1, \$50** **The Art of Medical Interpreting II - Raising the Bar**

**Wednesday, May 30, 2007 (20% Discount for SEMIA members)**

**Day 2, \$25** **Cultural Diversity**

**Thursday, May 31, 2007**

**Day 1 and Day 2 \$75**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone:

(Home) \_\_\_\_\_

(Work) \_\_\_\_\_

E-mail: \_\_\_\_\_

SS# \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Continuing Education Credit Applying for: \_\_\_\_\_

Special Dietary Request: \_\_\_\_\_ Physical Needs Request: \_\_\_\_\_

I will be attending the May 30th reception

I will not be attending the May 30th reception

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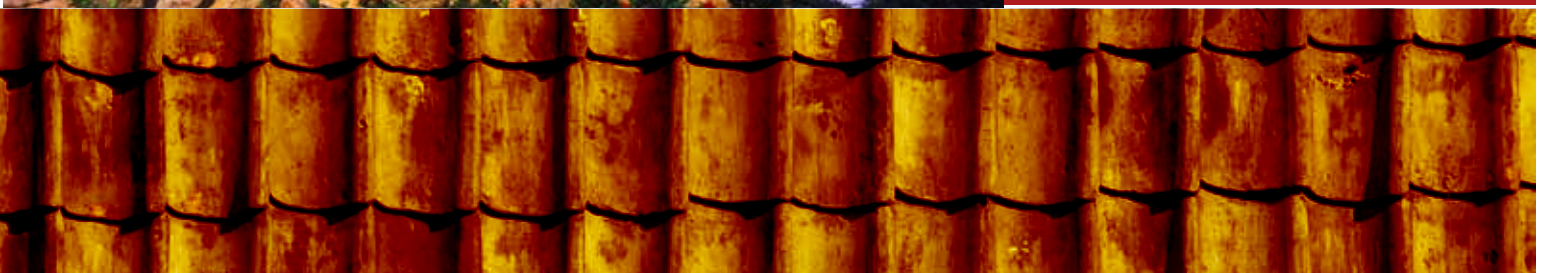


*Day 1*

The Art of  
Medical Interpreting

*Day 2*

Cultural Diversity Training



222 Medical Circle  
Morehead, KY 40351