

3rd Annual

NCIHC

Membership Meeting

Las Vegas, NV
Thursday & Friday
May 28 & 29, 2009

*The National Council on
Interpreting in Health Care
(NCIHC) invites you head
out to the Southwest and
join us as we explore new
frontiers in health care
interpreting at the 3rd
Annual NCIHC Membership
Meeting.*



Photo credit: Las Vegas News Bureau/LVCVA

www.ncihc.org

What is the Annual Membership Meeting?



Photo credit: Greg Figaro

Each year NCIHC hosts an opportunity for the entire membership, from all across the country, to meet face-to-face, review what's been accomplished by the organization and by members throughout the past year, and discuss trends and developments that will shape the delivery of healthcare to LEP patients.

This year, as the first decade of the 21st century comes to its close, medical interpreting approaches the edge between the known and unknown. As we move into this new frontier, a few questions still remain.

How will technology affect our relationships with providers and patients? What changes in law and political sentiment will impact our work, either making it easier or more difficult to address the healthcare needs of LEP patients? What shape should training take, not just for novices coming into the field, but for providers, LEP communities, for interpreters who are already working but want to advance the field? And of course, how can NCIHC stay on course in fulfilling its mission as we venture into the New Frontier?

“NCIHC is clearly the premier national organization leading the fight for language access in health care.”

-NCIHC Member

Who attends the Membership Meeting?

The invitation is open for every member to attend the Annual Membership Meeting. Each year the meeting is in a different location (Chicago, Atlanta, now Las Vegas) to make it accessible. We also encourage local stakeholders to join us and share with us their unique challenges and network with a group of devoted individuals with a common purpose. The Annual Membership Meeting

is a great introduction to who we are, what we do, and the need for everyone's involvement in the work ahead.



Photo credit: Greg Figaro

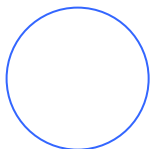
Why should I attend the Membership Meeting?

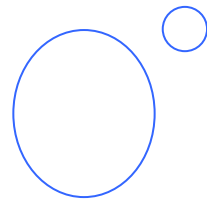
It is our intent to have as many Board and committee members present so instead of email exchanges you can sit and actually meet and talk with them. It's also your best opportunity to meet and establish relationships with other members who share your skills, interests, and challenges. Come a day early to tour local sites and not just talk about, but also directly see how diverse populations are served.

Coming to the Annual Membership Meeting is revitalizing. Too often our work leaves us frustrated and feeling inadequate. Coming together as an organization reminds us that we do not work alone and progress, though slow, is being made. It allows us to share strategies that work, and hone the skills vital to our success as individuals in the field, and as a force committed to improving health outcomes for LEP patients.

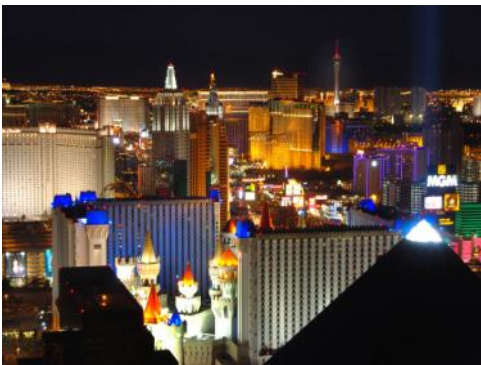


Photo credit: Greg Figaro





Why Vegas?



Las Vegas is central in the American West, a region where language, history, and ethnicity are thoroughly intertwined and burrow deep into issues of identity, economics, and politics. Along with populations of Native Americans, communities exist side-by-side from all over the world. Sure, immigrants to the area come from Mexico as well as

Central and South America. But millions come from all over the Pacific and groups from Russia, Europe, and Africa too. The actual population goes so far beyond the stereotypes and only meeting people from these communities will sharpen our appreciation of that. Once we recognize it, we can help others face it too.

What are Work Groups?

NCIHC is an all volunteer organization. Everything that is accomplished is done by people like you, busy people with an interest in advancing access for LEP populations, improving cross-cultural provider practices, and developing better skills and understanding in your own work. They do it all on

their time, primarily at their own expense, and generously for the benefit of others. Work groups are an opportunity to pool the expertise and energy of the membership - those already working on projects and you. Specific achievable projects are planned, some to be completed during the

meeting by teams of members, others to be started and charted for ongoing development. This is your opportunity, especially if you haven't found something you can commit time regularly to, to do hands-on work in support of the NCIHC mission.

"I find that NCIHC members are dedicated professionals who are seriously working to increase accessibility of quality health care for non-English speaking patients."

Will there be exhibitors?



The Council is thankful of the support of organizations from across the country. Depending on your point of view they may be vendors or potential employers. Some are other organizations working to advance interpreters in health care, others are providers of reliable, valuable resources and guidance. This year, as we look out into the New Frontier, we are especially interested in attracting exhibitors whose services or prod-

ucts address major issues in the healthcare interpreter field today. Some are educators taking advantage of the internet to deliver distance learning opportunities, others are language service providers with new uses or special technology to deliver better or more accessible service. We anticipate a substantial number and variety of exhibitors to appeal to diverse members and meet their needs.



Photo credit: Greg Figaro, Culturesmart

Site Visit: University Medical Center

When the National Council comes to town, we like to get out and meet the folks working on the front lines of hospitals and other healthcare organizations in the area. It serves as an opportunity for the local community to network with and obtain feedback from colleagues from across the nation. It also allows membership meeting attendees to gain insight into how other organizations are meeting the linguistic and cultural needs of the LEP community in the host city.



Photo credit: UMC

This year we are pleased to announce a site visit of University Medical Center of Southern Nevada on Wednesday, May 27th. UMC has served the Southern Nevada community with excellence in care since 1931. UMC is the only public, non-profit hospital in Clark County and operates the state's only Level I Trauma Center, Level II Pediatric Trauma, and Lions Burn Care Center. The hospital offers the highest level of care in a 10,000-mile radius and is affiliated with the University of Nevada School of Medicine and serves as the state's major clinical campus. Through its affiliation with the School of Medicine, residency programs in emergency medicine, internal medicine, obstetrics and gynecology, family practice, general surgery and pediatrics are offered at UMC. UMC also operates several Quick Care and Primary Care clinics around Clark County and is home to several specialty service lines including orthopedics, pediatrics, neonatology, cardiology, neurology, and oncology, among others. The hospital's mission is to address the health care needs of all residents and visitors. In order to do this in a diverse area, the hospital has implemented a variety of programs that cater to the specific needs of its patients.

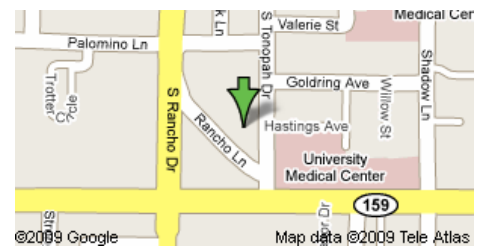
According to the U.S. Census Bureau 2000 data, more than 330,000 individuals in Clark County use a language other than English to communicate at home. In order to respond to this need and to serve the approximately 38 million tourists visiting the Las Vegas Valley from around the world, UMC established its Interpretation Services Department in 2004 to provide on-site and telephonic interpretations and written translation services for patients who are not proficient in English. The 6 full time UMC Spanish interpreters in this department render approximately 2600 onsite interpretations and 4000 minutes of telephonic interpretations monthly. Each day for a UMC interpreter is different, fast paced and challenging because of the highly specialized departments that are serviced. The interpretation encounters at this hospital are unique since UMC is the only county hospital in southern Nevada. The Interpretation Services Department is also responsible for proficiency testing of bilingual staff and has recently begun to train bilingual staff as interpreters. UMC has made efforts to improve communication efforts between healthcare providers and patients and family members and still remain fiscally responsible.



"The area tours in Atlanta were my favorite part of the membership meeting!"

Tour Details

Date: Wednesday, May 27, 2009
Time: 1PM—4PM
Address: Delta Point
 901 Rancho Lane #160 (Ruby Room)
 Las Vegas, NV 89106



[Click here to view map](#)

Tour participants are responsible for own transportation and parking. There is no charge to attend the tour but seating is limited. All interested tour participants must RSVP during the registration process.

Please send any questions to membership@ncihc.org

Agenda-at-a-glance

Wednesday, May 27, 2009

1:00 p.m. - 4:00 p.m.

Site Visit: **University Medical Center**

Thursday, May 28, 2009

8:00 a.m. - 8:30 a.m.

Check-in and Continental Breakfast

8:30 a.m. - 10:00 a.m.

Opening Session

10:15 a.m. - 11:00 a.m.

Networking Activity

11:00 a.m. - Noon

Work Group Session 1

Noon - 1:00 p.m.

Lunch (on your own)

1:00 p.m. - 2:15 p.m.

Work Group Session 2

2:15 p.m. - 2:30 p.m.

Coffee Break

2:30 p.m. - 3:45 p.m.

Work Group Session 3

3:45 p.m. - 4:45 p.m.

General Session

5:15 p.m. - 7:15 p.m.

Networking Reception

Friday, May 29, 2009

8:00 a.m. - 8:30 a.m.

Continental Breakfast

8:30 a.m. - 9:45 a.m.

NCIHC Business Meeting

10:00 a.m. - 11:00 a.m.

Work Group Session 4

11:00 a.m. - Noon

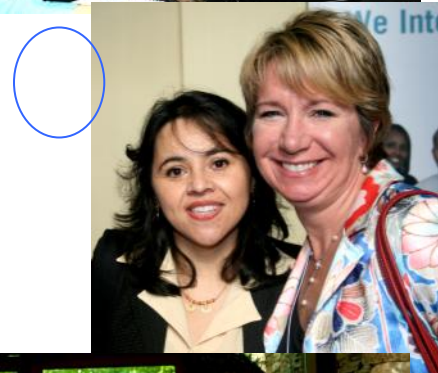
Work Group Session 5

Noon - 1:00 p.m.

Lunch

1:00 p.m. - 2:00 p.m.

Closing Session



Photos credit: Greg Figaro

Will there be time for networking?



Photo credit: Greg Figaro

Bring a stack of business cards and get ready to network with the colleagues from across the country! With both structured and more relaxed opportunities to network, this meeting is designed with you in mind.

Attendees at last year's membership meeting raved about the networking activity led by our Membership Committee. The networking activity is back by popular demand... but this year, with a twist.

Then, at the end of the first day, join us in the foyer overlooking the casino for a Vegas-style networking reception. Continue earlier discussions, meet up with old friends, or take the opportunity to make new ones.

Hotel Information



The Westin Casuarina Las Vegas Hotel, Casino & Spa
160 East Flamingo Road
Las Vegas, NV 89109



Rooms: \$115.00/night + tax (double occupancy)

To make a reservation, click [here](#) or go to:

<http://tinyurl.com/ncihcamm3hotel>
or call (702) 836-5900 and mention NCIHC.
Group Rate Available until May 8th.



Registration Information

Registration Fees \$150

Early Bird Discount

Register Between April 1 and April 24 and receive a \$25 discount off of the registration fee.

Online Registration

To register online, log in to the NCIHC website and click [here](#) or go to:

<http://tinyurl.com/ncihcamm3>

Mailed-in Registration

Complete the Registration Form on the last page and mail in with a check or money order. Payment must be **received by** April 24 to qualify for early bird discount. Please make copies and complete one registration form for each person.

Not a member?

Become an individual member and register for the meeting! This offer also qualifies for the Early Bird Discount. Click [here](#) to become a member today or go to <http://www.ncihc.org> and click on 'Membership' then 'Individual Enrollment Form.'

Dates To Remember

- **April 1** — Registration Opens! Register early and take advantage of the early bird discount!
- **April 24**—Last day to register with the early bird discount.
- **May 22**—Online Registration Closes.
- **May 27**—Arrive early and go on the site visit. See language access programs in action!

Work Groups

The New Frontier: Evolving into the Next Ten Years

Organizational Development Committee

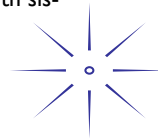
In light of our recent Strategic Planning meeting the Council is at a crossroads of needing to look at accomplishments during its first 10 years of existence. Are we still fulfilling our mission, do we have mission drift, or do we need to rework our mission based on moving language access into the next decade? The Organizational Development Committee (OD) intends to have open discussions with members to analyze attitudes, values and the structure of the NCIHC so the organization can better adapt to the growing challenges that can lead us to focus on a particular kind of end result. This self-reflection and critical thinking will be based on a similar tool used in Strategic Planning as to what NCIHC is doing (list of accomplishments and current activities), what we want to accomplish (+), and what we can or should consider eliminating (-). Our project focuses on giving us a global view of where our strength and weaknesses appear, We feel member input is extremely important as it will help guide the Council into re-focusing and re-grouping our efforts over the next ten years to always keep in mind the ultimate goal of this organization, i.e., policy driven, think tank, enhanced involvement with entities such as NHeLP with legislative support, stronger alliances with sister organizations, core values, a potential revision of the board structure, etc.

Project Manager: Enrica J. Ardemagni



Photo credit: Greg Figaro

“Each Work groups is designed by a NCIHC Committee and allows participants to network and collaborate with fellow visionaries in the field of healthcare interpreting.”



Beyond the Frontier: Planning a Strategic PR Effort

Outreach Committee

This work group, led by members of the Outreach Committee, will focus on the development of a public relations kit with a clear strategy, goals and direction. What is the most effective way to reach out to organizations struggling with linguistic barriers? How can the work of the Council reach a greater audience? By obtaining input from membership meeting attendees, Outreach hopes to collect ideas for how the Council can be best represented to the various stakeholders in healthcare interpreting and how to most effectively reach them. Our goal is to bring more users of interpreter services to the table.

Project Manager: Rashelle LeCaptain



Photo credit: Greg Figaro



Work Groups (continued)

National Standards for Healthcare Interpreter Training Programs: How Should Interpreters be Trained?

Standards, Training and Certification Committee

As part of its long-term strategy to build the field of healthcare interpreting, the NCIHC is beginning a process to develop national standards for healthcare interpreter training programs. Our first step is to gather as much information as possible about what aspects of a training program should be addressed in these standards. A detailed process designed to identify *what* should be taught in training programs is awaiting funding. We also need to learn *how* training programs can most effectively teach core content. This will be the focus of the project conducted at the Annual Membership Meeting.

We propose to work with two groups separately – *trained interpreters* and *interpreter trainers* – to identify aspects of how training programs are run for which standards could be established. Potential examples include:

- the length of training
- training methods used
- the balance between didactic learning and practice.

We will not address the content of training programs in this exercise.

Once a list is generated, a series of participatory techniques will be used to prioritize the aspect and identify recommended standards for each aspect.

Project Manager: Cindy Roat

PnR Toolkit, Searchable Annotated Bibliography

Policy and Research Committee

This work group will invite participants to review and provide feedback regarding the content, direction, and next steps for the creation of a tool providing policy and marketing materials relevant to language access.

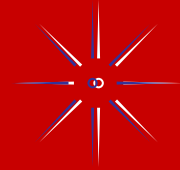
PnR toolkit- information on policy and research materials relevant to language access issues.

Searchable annotated bibliography- The annotated bibliography of currently health services research literature looking at language barriers in health care and the support and need for trained interpreters.

Project Managers: Doreena Wong & Wilma Alvarado-Little



Photo credit: Greg Figaro



“Work groups give attendees a real sense of how the Council first developed - as a group of passionate stakeholders dedicated to improving the quality of care for individuals of limited English proficiency in the U.S.”



Photo credit: MING

Registration Form

First Name _____ Last Name _____

Street Address _____ City: _____

State _____ Zip Code _____ Phone: _____

E-mail: _____

Job Title _____

Organization: _____

Would you like to register for the Site Visit on May 27th? Yes No

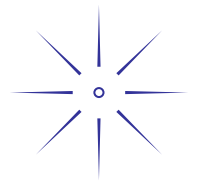
Do you plan on attending the networking reception on May 28th? Yes No

Which Work Group Project are you MOST interested in?

- The New Frontier: Evolving into the Next Ten Years
- Beyond the Frontier: Planning a Strategic PR Campaign
- National Standards for Healthcare Interpreter Training Programs:
How Should Interpreters Be Trained?
- PnR Toolkit, Searchable Annotated Bibliography



Registration Fee \$150 Members
 Discount \$25 if received before April 24th



Mail this form along with a check or money order to:

NCIHC * 5505 Connecticut Avenue NW, #119 * Washington DC 20015-2601