

HEALTHCARE INTERPRETER CONTINUED EDUCATION

Cost: \$45 per session, free to La Clinica employees

Location: La Clinica’s Center for Learning & Innovation, 931 Chevy Way, Medford OR 97502

*During Covid-19, sessions will be provided online via Zoom

Registration/Information: Contact Jessica Wakefield, Learning & Development Manager at La Clinica
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Workshop Description	Audience	Duration	Date
Best practices for communicating through an Interpreter	Healthcare Providers	1 hour 8 am – 9 am	9/17/20
Ethical challenges in different interpreting settings	Qualified/Certified Interpreters	2 hours 9 am – 11 am	10/22/20
Ethics, Standards and Protocols	Qualified/Certified Interpreters	2 hours 9 am – 11 am	11/19/20
Roots and Affixes – Dental Terminology	Qualified/Certified Interpreters	3 hours 9 am – 12 pm	1/21/21
Preparation to take the written and oral tests	Qualified Interpreters	3 hours 9 am – 12 pm	2/18/21
Cultural Competence in Health and Human Services	Qualified/Certified Interpreters	7 hours 9 am – 5 pm	3/25/21
Ethical challenges in different interpreting settings	Qualified/Certified Interpreters	2 hours 9 am – 11 am	4/15/21
Ethics, Standards and Protocols	Qualified/Certified Interpreters	2 hours 9 am – 11 am	5/27/21



Instructor: Betzabé H. Turner



Betzabé H. Turner is a certified court and healthcare interpreter/translator and a licensed trainer of medical interpretation and cross-cultural communications. She graduated magna cum laude from Sacred Heart University in San Juan, Puerto Rico, receiving a bachelor’s degree in business administration with a minor in human resources.

In addition to be an active certified court interpreter, she has applied her knowledge, skills and attitude to working effectively as an instructor in cross-cultural settings. She continues to provide curriculum development and instruction for continuing-education interpreting courses for school districts in Southern Oregon. She stays abreast through professional seminars of developments in adult pedagogy, classroom management, techniques in interpreting pedagogy, and the field of healthcare interpreting (e.g., Code of Ethics and Standards of Practice revisions, legislative changes, and national certification).

WORKSHOP DESCRIPTIONS:

Preparation to take the National Written and Oral Exams

Audience: Qualified Interpreters **Duration:** 3 hours

Intensive review course prepares current healthcare interpreters for taking the national certification written exams (CCHI and NBCMI) through reading materials, images and quizzes in the following areas:

- Preparation and management of an interpreting encounter
- Medical terminology and body systems
- Standards of practice and code of ethics
- Cultural competence
- Practice of sight, consecutive and simultaneous modes.

Interpreters will practice:

- Sight translation into non-English language passages from documents that healthcare interpreters might encounter in their work
- Consecutive interpreting vignettes (bidirectional, English to/from the non-English language.
- Simultaneous interpreting vignettes (unidirectional, non-English language and English)
- Multiple-choice question testing.

Both certification bodies [The National Board of Certification for Medical Interpreters](#), which confers the CMI (Certified Medical Interpreter), and [Certification Commission for Healthcare Interpreters](#), which awards the CHI (Certified Healthcare Interpreter), include questions in these four areas in their written exam.

Roots and Affixes – Medical terminology

Audience: Certified and Qualified Interpreters **Duration:** 3 hours

Medical terminology is the standardized means of communication within the healthcare industry. The importance of fluency in medical terminology, which applies to all hospital personnel, including allied healthcare professionals, eases clinical proceedings and enables everyone involved in the process of treatment and care to perform more efficiently for the patient's benefit.

Most of the terms are derived from Greek and Latin and the science-based vocabulary follows a systematic methodology. Each term contains two or three terminology components and can be broken down into parts.

Best practices for communicating through an interpreter

Audience: Healthcare Providers **Duration:** 1 hour

The workshop provides instructions:

- to help service providers understand the role of an interpreter, assuring effective communication between them and their patients with the effective assistance of a trained/certified interpreter.
- to improve effective use of time during the clinical encounter to improve outcomes.

- to help ensure appropriate utilization and increase client adherence and satisfaction with services. In an interpreting encounter, service providers play an important role when they understand their interpreters' code of ethics, standards and protocols.

Ethical challenges in different interpreting settings

Audience: Certified and Qualified Interpreters **Duration:** 2 hours

Ethically challenging situations in the workplace. Using the Code of Ethics and the Standards as a guide, this workshop will offer approaches to various ethical situations, dilemmas, and the best practices involved in each.

Ethics, Standards and Protocols

Audience: Certified and Qualified Interpreters **Duration:** 2 hours

A total review of the National Code of Ethics for Interpreters in Healthcare and National Standards of Practice for Interpreters in Healthcare published by the National Council on Interpreting in Healthcare (NCIHC).

The NCIHC's National Standards of Practice are designed to help improve the quality and consistency of interpreting in health care. Like the clinical protocols for physicians, these new standards will provide guidance as to what is expected of healthcare interpreters and what constitutes good practice.

The protocols specifying interpreter actions are a direct consequence of the ethical principles. Review of protocols, pre-encounter, pre-session or pre-interview; during the encounter, session or interview, and post-encounter, post session or post interview.

Roots and Affixes – Dental Terminology

Audience: Certified and Qualified Interpreters **Duration:** 2 hours

Dental terminology is the standardized means of communication within the industry. The importance of fluency in dental terminology, which applies to all dental personnel, eases clinical proceedings and enables everyone involved in the process of treatment and care to perform more efficiently for the patient's benefit.

Most of the terms are derived from Greek and Latin and the science-based vocabulary follows a systematic methodology. Each term contains two or three terminology components and can be broken down into parts.

Cultural Competence in Health and Human Services

Audience: Certified and Qualified Interpreters **Duration:** 8 hours

The workshop is broken down into two modules: Module 1. Language and Communication and Module 2. Connecting Across Cultures. Topics include:

- Language access requirements
- Best practice in language access
- How to work with an interpreter
- The need for culturally responsive services
- Strategies for communicating across cultures
- Developing a cultural competence plan