

4TH ANNUAL INTERNATIONAL LANGUAGE SERVICES CONFERENCE

Leading the Way: Diversity, Inclusion, and Language Access

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Preliminary Agenda

7:30 AM Registration		
8:00 AM Opening Remarks <i>Melissa Kam, Manager, Hospital Operations, Memorial Hermann-Texas Medical Center Mila Golovine, President & CEO, MasterWord Services</i>		
8:30 AM Houston's Present is America's Future: Tracking the Demographic Transformations through 34 Years of Houston Surveys <i>Dr. Stephen Klineberg, Co-Director, Rice University Kinder Institute for Urban Research</i>		
9:30 AM Building a Globally Welcoming City <i>Terence O'Neill, Division Manager, Office of International Communities, Department of Neighborhoods, City of Houston</i>		
10:30 AM Accreditation Standards and Language Access: Improving LEP Patient Centered Communication; Lessons Learned from Joint Commission Surveys <i>Dr. Christina L. Cordero, PhD, MPH, Associate Project Director, Dept. of Standards and Survey Methods, Division of Healthcare Quality Evaluation, The Joint Commission</i>		
11:30 AM Networking Lunch		
12:30 PM Equity and Inclusion: Reducing the Cost of Health Care Through Language Access <i>David Cardona, MD, MPH, UPAS, CMI, Language Access Coordinator, Oregon Health Authority, Office of Equity and Inclusion, State of Oregon</i>		
1:30 PM Educational Innovation: Teaching Medical Students About Interpreting Interventions <i>Todd Agan, Lead Interpreter, Division of Hospitalist Medicine, UT Health Science Center</i>		
2:15 PM Break		
2:30 PM ADMINISTRATORS TRACK Joint Commission Standards and Recommendations for Hospitals; Attaining and maintaining compliance for communication with LEP patients <i>Dr. Christina L. Cordero, PhD, MPH, Associate Project Director, Dept. of Standards and Survey Methods, Division of Healthcare Quality Evaluation, The Joint Commission</i>	2:30 PM NURSES TRACK Enhancing the Patient Experience through Language Access and Cultural Competency <i>Mila Golovine, President & CEO, MasterWord Services</i>	2:30 PM INTERPRETERS TRACK Interpreter Certification and Legislation: Preparing for the Future of our Industry <i>Linda Joyce, MS, CMI (Moderator) Natalya Mytareva Maria Schweiter, RN, CHI Sharon Hill Esther Diaz Billy Collins</i>
3:15 PM Exploring the Availability of Reimbursement for Language Access <i>Jeanette Anders, International Medical Interpreters Association (IMIA) Steve Wolfe, Principal, Cardinal Point</i>	3:15 PM Working with Interpreters to Improve the Patient Experience <i>Priscilla Chavez, RN, Nurse Educator and Spanish Interpreter, University Health System</i>	3:30 PM Break
4:00 PM Break	4:15 PM Diversity and Inclusion as it Relates to Language Access Across the Institution <i>Patricia Mayers, Diversity and Inclusion Administrator, Parkland Hospital</i>	3:45 PM Interpreter Ethics Forum and Case Study Review <i>Manuel Higginbotham (Moderator) Cristina Helmerichs Sherri Roberts Esther M. Navarro-Hall</i>
4:15 PM Building a Language Access Program From the Ground Up <i>Eber Lopez, MBA, Manager, Strategic Projects, MasterWord Services</i>		
5:00 PM Closing Remarks & Networking <i>Melissa Kam, Manager, Hospital Operations, Memorial Hermann-Texas Medical Center, Memorial Hermann Healthcare System</i>		

Industry leaders, premier health care organizations, and community advocates come together to discuss the latest developments and best practices in language access for the 4th annual ILSC.

Who should attend:

Administrators, professionals charged or involved with achieving operational excellence and regulatory compliance, risk managers and those managing language and diversity programs, nurses, caregivers and interpreters, as well as international program team members.

Electronic Certificate of Attendance for Continuing Education credits will be provided to participants. Approved: ATA (6 CEUs), BEI (0.85 CEUs), RID (0.8 CEUs), CCHI (5 CEUs), IMIA (0.65 CEUs), JBCC (6.50 hours, includes 1.25 hours in ethics), and CNEs (4 hours).*

*Memorial Hermann-Texas Medical Center is an approved provider of continuing nursing education by the Texas Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**FRIDAY
OCT 9
2015**

**Hilton Houston Post Oak
2001 Post Oak Blvd,
Houston, TX**

For more information and to register:
visit www.ilsc2015.eventbrite.com or call 281-589-0810

Memorial Hermann employees, please email events@masterword.com to receive a code for free registration

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TSID & RID Region IV CONFERENCE 2016

8 Concurrent Sessions of Workshops

Topics include Interpreting in:

- Medical
- Legal
- Educational
- Community



July 21-24, 2016
Houston, TX

Save the Date!

For more information and to register:

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