

The 40-hour Healthcare Interpreter Training Sees Another Successful Year

Now in its 13th year, the 40 hour "Connecting Worlds" basic skills training for medical interpreters sees its largest group of students



UCDH Medical Interpreting Services department hosted its largest group of trainees in the 13 years that this training has been offered at our facility. 32 students speaking 10 different languages with experience in many fields of interpreting came together on five Fridays in July and August of 2019 to learn the basic skills for interpreting in a medical setting.

The industry standard training was developed in California in 2002. It satisfies the prerequisite requirement of both the CMI and the CCHI national certification tests for healthcare interpreters.

The 40 hours of instruction included classroom time and homework, activities, terminology reviews, interpreting practice, case studies, role play, and in-depth study of

medical interpreter roles, ethics, and legal issues. All participants received a full training binder and a certificate of completion upon training completion.

Students especially appreciated an overview of the latest apps and video technology, networking opportunities with industry professionals, training tips from a guest speakers, an overview of the two national certification exams, and tips on national exam preparation and requirements.

The list of interested trainees for the 2020 class is filling up already! For more information, please visit:

https://health.ucdavis.edu/interpreting_services/



August 2019 Calendar

*National Breastfeeding Month
National Immunization
Awareness Month*

- 1-7 – National Minority Donor Awareness Week (US)
- 1 – World Lung Cancer Day
- 5-11 – Assistance Dog Week (Int'l)
- 10 – Tisha B'av (Judaism)
- 11 - Eid al-Adha (Islam)
- 13 – International Lefthanders' Day
- 15 - Raksha Bandhan (Hindu)
- 15 – Feast of Assumption (Christianity)
- 21 – Senior Citizen's Day (US)
- 25-30 – World Water Week
- 30 – National Grief Awareness Day (US)
- 30 – New Year (Islam)
- 31 – International Overdose Awareness Day



Student Reflections: What Is Stressful for a New Medical Interpreter?

In July and August of 2019, two first year students from the Master's Program in translation and interpretation at the Middlebury Institute of International Studies in Monterey were hosted by UCDH Medical Interpreting Services department. For five weeks, Huan and Eleanor shadowed staff interpreters, tried out their interpreting skills, and worked on written translation projects. We asked them to write a short reflection of their experience at UCDH, and they highlighted the stress factors they encountered as novice interpreters.

Huan: Although the training at MIIS equips me with basic techniques of interpreting, there are new challenges that I never came across at school. For instance, in the medical setting, providers and patients speak very fast and there is no time to take notes, which requires interpreters to render immediate interpretation with barely any time to think. This requires medical interpreters to know the terms very well to respond quickly. I found myself needing more time to respond to some terms, the reason of which, I think, is that I memorize these terms by reading instead of listening, and I am not familiar enough with the sound of some terms. Therefore, later I started to make flashcards with pronunciations of words to help me remember medical terms. I can feel that after adjusting my method, I responded more quickly during each appointment.

The ability to switch between different modes of interpretation is also a challenge. Sometimes patients would suddenly start to tell their stories to inform the provider. Stories are usually very detailed and tend to be long, thus it would be best to adopt simultaneous interpreting. For me, the timing to switch is hard to decide, but I find that staff interpreters can switch swiftly and smoothly. Therefore, I think to overcome this difficulty, I need more practice and experience.

I also realize that ability to focus is important to medical interpreters, especially during sessions when there are children present, or when there are many family members around, as people tend to speak at the same time. I think it is a good idea to practice in places with background noises to build the ability to resist interference.

Overall, I feel so lucky to have this experience with UC Davis Medical Interpreting Services! I would like to thank MIS manager for making sure we had sufficient opportunities to observe and interpret. I would like to thank MIS staff interpreters for answering my questions and giving me instructions and advice after each interpreting session. I would also like to thank all the staff members of Medical Interpreting Services who have been so nice to us. You make MIS another home to me in Sacramento, and I sincerely wish this big, warm family all the best in the future!



Staff Profile: Stacey Ballard

Stacey is our UCDH staff American Sign Language interpreter. She started working at Medical Interpreting Services in October of 2018. Originally from Seattle, WA, she moved to the Sacramento area in late fall of 1991. Shortly after, she started taking her first sign language classes at American River College. By June of 1996, she graduated from the ARC Interpreter Training Program and started interpreting in post-secondary education while completing her Bachelor's Degree in Communication Studies at CSU, Sacramento. Stacey completed her BA in 1998, and about a year later she started shadowing a mentor in the medical interpreting field. After almost two years of shadowing and interning, Stacey had her daughter, who is now 18 year old. Stacey interpreted part time until 2003, then went back to work full time.

Since then, she has worked both as a staff and freelance interpreter in the K-12, post-secondary, medical, social services, employment, and government settings, as well as in the video relay interpreter role. Medical interpreting remains her favorite field, even after 23 years of interpreting. "I'm thrilled to be a staff interpreter at UCDH, at such a renowned hospital," – says Stacey.

Outside of work, she enjoys spending time with family, trying out new recipes, going to new places, gardening, and petting her cat. She also loves continuing her education in the medical field, and recently went to the Rochester Institute of Technology/National Technical Institute for the Deaf (RIT/NTID) for a week-long kick-off session to a 10-month online program called Certificate in Healthcare Interpreting (CHI) – specifically for American Sign Language/English interpreters. She got to visit Niagara Falls while she was there, both from the American and Canadian sides, and highly recommends it to everyone.

It is a pleasure to have you onboard, Stacey! UCDH patients and providers appreciate your work very much!