

Collaborating for Healthy Communication: Friday, April 9, 2010, Cuyamaca College

- 9:00 - 9:30 AM:** Registration, poster sessions, breakfast & networking
9:30 AM: Welcoming remarks
10:00 AM: Setting the Stage ~ Making the Case for Language Access: **Doreena Wong**, Senior Attorney, *National Health Law Program*
10:30-11:25 AM: First Concurrent Session:

Cultural Competence cluster Room F-506	Refugee Health cluster Room F-507	Effective Interpretation cluster Room F-512	Technology & Solutions cluster Room F-517
Somali Culture in the Health Care Encounter (Ayan Mohamed & Paige Newman, <i>Somali Family Service San Diego</i> , and Abdi Mohamoud, Executive Director, <i>Horn of Africa Community in North America</i>)	Refugee 101: From harm to home (Bob Montgomery, Executive Director, <i>International Rescue Committee San Diego</i> and Dr Mike McKay, Director of the Department of Refugee Services, <i>Catholic Charities, Diocese San Diego</i>)	Setting the Triadic Stage for Success: Working effectively with healthcare interpreters (Rosanna Balistreri, President, <i>California Healthcare Interpreting Association</i>)	Language People Remote Televideo Systems Demonstration (Lisa Wrench, General Manager, <i>Language People Inc.</i>)

11:35 AM - 12:30 PM: Second Concurrent Session:

Chaldean Cultural Orientation for Health Care Providers (Uday Aloka, MD and Hazim Jajo, Health Case Managers, <i>Catholic Charities, Diocese San Diego, Refugee Services</i>)	Cultural & Linguistic Competence in Mental Health Care with Refugees (Joe Reimann, Phd, Senior Clinical Psychologist, <i>County of San Diego</i> , and Trish Hilliard, MSW, Senior Mental Health Clinician, <i>Survivors of Torture</i>)	Setting the Triadic Stage for Success: Working effectively with healthcare Interpreters (continued)	Healthcare Interpreting Education & The Fluency Inc. Portal Connection – the Future of On-Site Healthcare Interpreting (William Glasser, President, <i>Fluency Inc.</i> , and Darlene Spoor, Dean of Continuing Education, <i>Cuyamaca Community College</i>)
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12:30 - 1:30 PM: Lunch and Keynote Speech:
Amy Wilson-Stronks, MPP, Project Director, Health Disparities Division of Quality Measurement and Research, The Joint Commission

1:35 – 2:30 PM: Third Concurrent Session:

Culture of the Peoples of Myanmar/Burma (Jen Cordaro, Community Organizer, <i>Alliance for African Assistance</i>)	Improving Refugees' Health through Screening, Health Education, and Referral to Needed Care (Paulino S. Paidá, Refugee Health Coordinator, <i>County of San Diego</i> , and Kathleen Moser, MD, Chief of TB Control and Refugee Health Services Branch, <i>County of San Diego</i>)	The Reality of Language Barriers to Quality Care: Findings from refugee communities from Iraq and the Middle East in San Diego (Kelly Collins and Rondek Salih, San Diego State University, <i>Graduate School of Public Health</i>)	Health Plan Resources & Paras and Associates ALVINsm -- All Language Video Interpreter Network (Melinda Paras, President & CEO, <i>Paras & Associates</i> and Jill McGougan, Cultural and Linguistic Specialist, <i>Molina Healthcare of California</i>)
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2:45 – 4:00 PM: **From Quantity to Quality - A look at Cultural Contexts to Improve Patient-centered Communication**
 A panel discussion facilitated by **Sid Voorakkara**, Program Officer, *The California Endowment*
 Panelists:
Katherine Francis, MD, Medical Director, *Neighborhood Healthcare*
Jill McGougan, MA, Cultural and Linguistic Specialist, *Molina Healthcare of California*
Rosanna Balistreri, MA, President, *California Healthcare Interpreting Association*
Leslie Ray, MPH, MPPA, MA, Senior Epidemiologist, *County of San Diego*
Amy Wilson-Stronks, MPP, Project Director, *The Joint Commission*
Gerard Phillips, RN, BSN, MBA, Director Medical/Surgical Specialties, *UC San Diego Medical Center*

Conference program subject to change.

Select workshop materials will be available online at www.SDRefugeeForum.org/conference following the conference.