

Cultural Competence Cluster

Somali culture in the health care encounter

Description: This workshop is designed for health care professionals and others who interact with the East African community, in particular the Somali refugee population, by providing an introduction to the culture of the Somali people. Particular emphasis is given to how culture impacts expectations of health and health care.

Objectives: Participants will:

- gain knowledge about Somali culture and customs
- learn about health issues in the Somali culture and challenges with access to care
- be able to provide culturally competent services to Somali patients

Paige Newman has vast experience of working with San Diego's refugee communities. She currently serves on the Planning Committee for the annual Somali Family Service (SFS) Health Fair and is a member of the Access to Healthcare Momentum Team.

Ayan Mohamed is on the staff of SFS an active member of the Somali community in San Diego.

Abdi Mohamoud, Executive Director, Horn of Africa Community in North America, has more than 15 years of experience in leadership in the East African community in San Diego. Abdi holds a Master's degree in Management from Redland University, and graduated from San Diego State University's prestigious Business School in Business Administration/Finance. He also has completed an Executive Management Program at Stanford University Graduate School of Business and completed a graduate program on violent conflict prevention from the United States Institute for Peace

Chaldean cultural orientation for health care providers

Description: This workshop is designed for health care professionals and provides an introduction to the culture of the Chaldean people. Particular emphasis is given to how culture impacts expectations of health and health care.

Objectives: Participants will:

- gain knowledge about Chaldean culture
- better understand the expectations and background of Chaldean patients
- be able to provide culturally competent services to Chaldean patients

Uday Aloka, MD, is a native Iraqi who came to the US in 2008. Uday graduated from the medical school at Mosul University, Iraq, with a degree in Medicine and Surgery. After working as a physician for three years in Dohuk City, Northern Iraq. Uday is now working as a health case manager at Catholic Charities (Refugee Services).

Hazim Jajo is an Iraqi Chaldean. Hazim holds a bachelor's degree in chemistry and worked as a high school science teacher for 3 years prior to joining the United Nations/ World Food Program/ Baghdad Office as Field Observer in 1997. In 2000, Hazim was promoted to Baghdad Team Leader and was assigned as Iraqi Central Area Coordinator (6 provinces) five years later. Hazim arrived in the United States in 2006 and is currently working as a health case manager with Catholic Charities (Refugee Services).

Culture of the peoples of Myanmar/Burma

Description: This hands-on workshop is designed for health care professionals and provides an introduction to the culture of the peoples of Myanmar/Burma. Particular emphasis is given to how culture impacts expectations of health and health care.

Objectives: Participants will:

- gain knowledge about the cultures of peoples from Myanmar/Burma
- better understand the expectations and background of patients from Myanmar/Burma
- be able to provide culturally competent services to patients from Myanmar/Burma

Jen Cordaro has been working with Southeast Asian populations on issues of anti-trafficking and refugee displacement for more than 9 years both domestically and internationally. She received her master's of International Human Rights Advocacy and Non-Profit Management from the University of New Hampshire in 2007 and her bachelor's degree in Cultural Geography from Humboldt State University in 2006.

Refugee Health Cluster

Refugee 101: From Harm to Home

Description: This workshop provides an overview of the entire refugee resettlement process from displacement abroad to arrival in the US. Legal definitions and practical implications of the refugee status will be reviewed from the global perspective, with special emphasis on the various refugee populations in San Diego County.

Objectives: Participants will

- Have an increased understanding of the unique nature of the refugee experience compared to other immigrant groups
- Have an overview of the various refugee groups in San Diego County as well as past, current and future trends
- Have an increased understanding of how refugee health issues are assessed during the resettlement process

Robert R. Montgomery, Executive Director, International Rescue Committee (IRC), San Diego, began working with IRC in 1976. He co-authored: "Avenues" A Caseworker's Guide to Immigration for Refugees and Asylees and has been a presenter on resettlement and immigration issues at numerous conferences and workshops. Bob has served as a member and as the Chair of the California State Advisory Council for Refugees. He has a Master's Degree in Social Work from Temple University and is an Accredited Representative with the Bureau of Citizenship and Naturalization Services.

Michael J. McKay, S.T.D., Director of the Department of Refugee Services, Catholic Charities, Diocese of San Diego has lived, studied and traveled abroad giving him a wide multicultural perspective. He has served professionally as a minister and educator for over sixteen years in the Diocese of San Diego and is responsible for administering and coordinating the refugee resettlement programming and staff at Catholic Charities. He has a doctorate in Theology from The Catholic University of America.

Cultural & linguistic competence in mental health care with refugees

Description: This workshop will provide an overview of cultural and linguistic issues in the provision of mental health care services for Somali refugees. It will address individual and organizational strategies leading to increased cultural and linguistic competence. In this context it will review how to conceptualize culture, increase our understanding about common Somali refugee experiences, and apply that knowledge to clinical encounters. Emphasis will be placed on overcoming personal preconceptions, identifying and addressing systemic access issues, understanding if, when, and how to apply cultural knowledge to specific patients, and integrating various services to maximize safety and effectiveness.

Objectives: Participants will be able to better understand basic factors that help and hinder cultural and linguistic competent mental health care for refugees;

- To apply basic personal and organizational strategies leading to increased culturally/linguistically competent service provision;
- To understand when and how group-level cultural information can be applied in clinical encounters.

Dr. Reimann, Senior Clinical Psychologist with San Diego County's Health & Human Services Agency, is also a mental health clinician in private practice and has conducted research at SDSU's Graduate School of Public Health for over ten years. There he served as Co-Director of Project *Salaam*, a mental health needs assessment of San Diego's Middle Eastern and East African communities. In his clinical practice, Dr. Reimann often works with Somali refugees. He also provides training in cultural competence to various health care organizations and has served as a subject matter expert on diversity issues for California's Board of Psychology.

Trish Hilliard, MSW, is a senior mental health clinician at Survivors of Torture, International.

Improving refugees' health through screening, health education, and referral to needed care.

Objectives:

The workshop will enhance participants' knowledge of:

- Post-arrival refugee health assessment
- Purposes of the assessment and health assessment services
- Target groups and eligibility for services
- Selected health conditions noted upon entry into the U.S
- Referral process to care
- Cross-cultural communication encounters and tips

Kathleen Moser, MD, MPH, chief of TB Control and Refugee Health Services Branch, County of San Diego received her MD at the Medical College of Pennsylvania, and her internal medicine training at the University of Massachusetts. She obtained a Master's Degree in Public Health from the Harvard School of Public Health and completed a Preventive Medicine residency at the combined SDSU/UCSD program. She has overseen the Refugee Health Assessment Program, a state-funded health assessment program for incoming refugees, since 2004.

Paulino S. Paيدا, has coordinated the County's refugee health assessment program since 2002. Prior to resettling to the U.S. in 1999, Paulino worked for United Nations High Commissioner for Refugees as a program officer in Sudan, Democratic Republic of Congo, and Kenya.

Effective Interpretation Cluster

Setting the Triadic Stage for Success: Working effectively with healthcare interpreters

Description: This course is designed for all providers of healthcare services who will be in contact with patients of Limited English Proficiency (LEP) and will need to utilize face-to-face, video remote or telephonic interpreting to communicate effectively during the provision of service. The course briefly introduces the role and purpose of a qualified healthcare interpreter, the linguistic nuances of interpreting and the standards of ethics of healthcare interpreters. It addition it provides suggested guidelines on working with qualified interpreters and how to properly guide *ad hoc* interpreters when a qualified interpreter is not immediately available.

Objectives: By the end of this 2 hour course, the participant will be able to have a better understanding of the:

- Benefits of using qualified vs. *ad-hoc* healthcare interpreters
- Nuances of interpretation vs. bilingual skills
- Insights and guidelines of interpreter's standards, protocols and behavior
- How to properly work with qualified interpreters
- How to properly guide ad-hoc interpreters

Rosanna Balistreri, President, California Healthcare Interpreting Association, is a trilingual speaker of Spanish, Italian & English. Her experience includes evaluation of hospital-based language access services, management of interpreting and translation services and curriculum design for healthcare educational programs and language testing. She obtained a B.A. in Applied Linguistics with a Certificate of TESL and a M.A. in Spanish Linguistics from SDSU.

The Reality of Language Barriers to Quality Care: Findings from refugee communities from Iraq and the Middle East in San Diego

Description: This workshop will elucidate the issue of language and cultural barriers from both the patient and the provider perspective. It will first provide a basic overview on language and cultural barriers based on a literature review before providing detailed analyses of research conducted with health care providers serving Middle Eastern patients as well as patient-centered research conducted directly with Middle Eastern patients. Recommendations will be given to providers on how to most effectively serve patients from the Middle East.

Objectives: Based on the example of Middle Eastern populations in San Diego, participants will gain a greater understanding of the realities LEP patients and providers face in their mutual interactions where the patients are limited English proficient. Specifically, participants will:

- learn how culture and language affect health care delivery
- understand the difficulties limited English proficient patients have in accessing quality care
- understand the difficulties health care providers face in serving limited English proficient patients
- be able to assess how Middle Eastern culture influences the delivery of health care

Rondek Salih is an MPH candidate in the area of Health Management and Policy at the Graduate School of Public Health, San Diego State University. She recently completed a three month project assessing the health needs of the Middle Eastern Community in East County from both provider and patient perspectives while on placement with Neighborhood Healthcare community clinic.

Kelly Collins is an MPH candidate in the area of Global Emergency Preparedness and Response at the Graduate School of Public Health, San Diego State University. She recently conducted a health care barriers assessment with the Iraqi refugee population in San Diego.

Technology & Solutions Cluster

Language People Remote Televideo Systems Demonstration

Description: This workshop will introduce the new televideo system developed by Language People Inc., formerly Bay Area Translations. It will demonstrate its logistical workings as an effective low-cost solution to interpreting needs in healthcare and other contexts.

Lisa Wrench, General Manager, Language People Inc., has inspired the creation of programs & processes at Language People to improve delivery of services and enable bilingual individuals to better serve their cultural communities through working as professional interpreters. She has supervised the creation of cultural competency training programs and is committed to raising the availability of trained interpreters for those who need them.

Healthcare Interpreting Education & The Fluency Inc. Portal Connection – the Future of On-Site Healthcare Interpreting

Description: This workshop introduces a training and certification program for healthcare interpreters to be launched at Cuyamaca Community College and demonstrates a portal system that is making possible a public/private approach to managing the dispatch of face-to-face interpreters throughout a highly diverse, urban California county for a variety of public and for-profit healthcare customers. The interpretation training program is modeled after a successful program piloted in San Francisco in collaboration with the Regional Health Occupations Resource Center there. The portal system is based on an initiative in Alameda County, CA, where The Alameda County Coalition on Language Access in Healthcare (ACCLAH) is a coalition of agencies, organizations and individuals invested in making interpreting services available to physicians, other healthcare professionals and institutions providing healthcare services to patients with Limited English Proficiency (LEP) populations. ACCLAH has embarked on a process to convene stakeholders to listen to their ideas on how to work together to improve language access services in the County. Fluency, Inc. was awarded subcontractor status for ACCLAH in 2007, and has begun work on the Alameda County Language Access Portal (ACLAP).

Objectives: Participants will:

- Understand the scope and benefits of the new healthcare interpreting program at Cuyamaca College
- Understand how a unique public/private partnership has joined together to manage their on-site appointments using a single access point via the Internet - Alameda County Language Access Portal (ACLAP)
- Understand how cost savings, improved on-site interpreter quality, higher per-hour pay, and multiple payers can coalesce around a regional approach to retaining AND quality assure the best linguists in a community.
- Understand what kind of automated systems are available to Interpreter Service Managers that improve efficiency, financial accountability and compliance.

William Glasser, President, Fluency, Inc., has been a Spanish interpreter since 1986, starting at the INS in Los Angeles during the Amnesty era under the Reagan administration. In 2000, Bill founded Language World Services in Sacramento, California, which has grown into Northern California's largest face-to-face healthcare interpreting agency. Fluency, Inc was established in 2006 as a sister corporation of Language World Services, Inc. The company was created to provide language service managers with powerful Internet-based tools that make face-to-face interpreter dispatch, management and record keeping easy, secure and cost-effective. Bill's unique perspective on how Internet technologies can manage quality, capture information and fulfill 1000's of daily interpreting encounters in any language throughout a large geographic area will be of special interest to others who need good technological tools that maximize efficiency at a reasonable cost.

Darlene Spoor, is the Dean of Continuing Education and Workforce Training, Cuyamaca Community College.

Health Plan Resources & Paras and Associates ALVINsm -- All Language Video Interpreter Network

Description: This workshop, designed for clinical and non-clinical staff at all stages in the patient-provider encounter, explores currently available resources provided by health plans to address existing gaps in language services. It will also explore the potential for additional resources and collaborations in this area based on ALVINsm -- the All Language Video Interpreter Network -- created by Paras and Associates, a unique, automated video and voice call center that instantly matches user needs to the best available interpreter which received the R.J. Erickson Diversity Achievement Award creating the Kaiser Permanente Interpreter Network in Fremont and Hayward, CA..

Objectives: Participants will:

- gain knowledge on what resources are currently available to them to improve language services to LEP patients
- be more confident in providing services to LEP patients
- be able to make appropriate referrals to support services in assisting LEP patients
- gain insights into current development in technology addressing language barriers to accessing health care
- understand the potential for implementation of a video interpreter network in San Diego County

Jill McGougan, Cultural and Linguistic Specialist for Molina Healthcare of California, oversees Molina's Cultural and Linguistic Services Program, ensuring that interpreters are provided for limited English proficient patients, doctors and staff are trained on how to be culturally sensitive and that documents are translated. Before coming to Molina in 2005, Jill worked as a Field Representative to State Senator Gloria Negrete McLeod. Jill has extensive experience in working with underserved communities as she also worked as a Research Assistant to the Center for California Cultural and Social Issues where she conducted research and assessments at the Pomona Economic Opportunity Center, a non-profit organization for day laborers. In addition to research, she volunteered her time in teaching ESL classes, computer classes and serving on the Board of Directors at the Pomona day labor center. Jill currently sits on the Pitzer College Alumni Association Board. Jill holds Bachelor of Arts degrees in Chicano/a Studies and Latin American Studies from Pitzer College and a Master of Arts degree in Cultural Studies from Claremont Graduate University.

Melinda Paras is the President/CEO of Paras & Associates.