



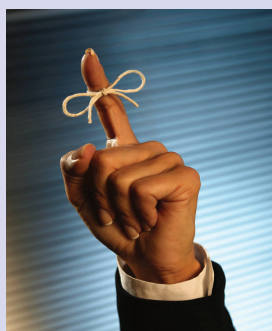
Interpreter Insights

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UMHS Interpreter Services Program Newsletter

Fall 2008

Don't Forget...



ALL temporary interpreters must submit their timesheets *every other Thursday before 6:00 pm.*

ALL staff interpreters must submit their timesheets *every other Thursday before 10:00 am.* Just estimate your hours for the end of the week.

Please hand in your timesheets in Wendy's Traverwood office. You can also fax your timesheet to 734-998-2195, or email it to wsielaff@med.umich.edu.

Hooray!

Interpreter Services Gets a New Office

Free parking!
Lots of computers!
Comfortable, adjustable chairs *that were made in this century!*

No, you're not dreaming - it has finally happened. After years of squeezing into our cramped University Hospital office, Interpreter Services has a new home... and you are going to love it!

The new office is located at 2025 Traverwood Dr., across from our old Traverwood office, which we're giving up. It has tons of space, and comfortable features like a kitchen-



Our spacious parking lot

ette and clean, private bathrooms. And outside the windows (yes, there are windows!) there's a lovely view of a forest and a tranquil pond.

There's also an exercise room, a translation room, and a conference room for meetings. Though we'll maintain a second office at our UH location, as of mid-September our main operations are based at the new place. So that's where you'll drop off your timesheets and handle other work-related matters. **Join us there for an Open House on October 9, from 4:00 to 6:00 pm!**



The view out our windows

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Temps' Top 3 Payroll Questions

Now that contract interpreters have become temps, some payroll policies have changed. Here are the answers to some common questions:



What's my Minimum Billable Time?

When you were contractors, Interpreter Services raised your Minimum Billable Time (MBT) to 1.5 or 2 hours per appointment if you took our Bridging the Gap and Medical Terminology courses.

As temporary interpreters, your MBT is now set at one hour per non-consecutive appointment. Non-consecutive appointments are those with over one hour between the end of one, and the scheduled start of the next.

You can also charge your MBT for non-consecutive appointments that are cancelled within 24 hours of the appointment time. But if you have consecutive appointments that are cancelled, you can only charge your MBT once to cover them both.

Though they don't raise your MBT, Bridging the Gap and Medical Terminology are still important. **We will soon use only those interpreters who have completed both courses.** So please sign up ASAP if you haven't taken them.

When am I Paid Overtime?

Overtime (time and a half) is only available if you have worked over 40 hours in a single work week. Those 40 hours include time you worked at Interpreter Services or another U-M department, from Sunday through Saturday. Overtime is no longer paid automatically for all after-hours appointments.

REMEMBER: You cannot work over 10 consecutive hours at any appointment, including ER and Birthing Center visits. If it looks like an appointment is going to last over 10 hours, call the office to request that another interpreter relieve you. If the office is closed, contact another interpreter in your language, or refer providers to Over the Phone Interpretation (see Pg. 4).

How do I Handle Parking?

Since Interpreter Services no longer offers parking passes to temporary interpreters, you must now pay to park at the University Hospital/Mott/Taubman Center. Parking is free at satellite clinics.

But you are required to take at least 30% of your appointments at the main hospital. So you may want to explore parking pass options - there's info online at <http://www.med.umich.edu/i/stafftrans.html>.



NEVER ASK A CLINIC TO STAMP YOUR PARKING TICKET AS IF YOU WERE A PATIENT: IF YOU'RE CAUGHT, YOU WILL BE FIRED IMMEDIATELY!

Policy Tip:

Respect Patients, Protect Yourself



Imagine you're sitting next to your patient in the exam room, waiting for the doctor to arrive. The patient seems nervous, so you start up a friendly conversation. As she grows more comfortable, she gives you a guilty smile and says, "Listen, I haven't been taking my pills like the doctor prescribed. But don't tell him that – I don't want him to get mad."

No interpreter wants to be put in ethical dilemmas like this one, and sometimes they are inevitable. But in most cases, you can avoid these kinds of conflicts by waiting outside patients' rooms when providers aren't present.

As the interpreting profession grows, more and more health systems are expecting their interpreters to maintain this physical distance from patients. UMHS Interpreter Services agrees, and we've implemented a policy strongly recommending that all our interpreters wait outside patients' rooms until a provider

arrives. This policy benefits both patients and interpreters in several ways:

- * It maintains the privacy of patients and their families.
- * It protects interpreters from exposure to contagious diseases.
- * It helps avoid uncomfortable conversations and ethical dilemmas.
- * It makes it easier for interpreters to conduct pre-sessions with providers before encounters start.

There's just one drawback to waiting outside: when doctors run late, you can get tired of standing. You can solve this problem by:

- * Informing providers you'll be waiting in the waiting room
- * Knocking on the door and entering the patient's room to sit down and rest for a few minutes
- * Asking someone at the clinic if you can use a chair from a nearby exam room to sit in the hallway
- * Buying a special briefcase that doubles as a portable seat

To avoid misunderstandings with clinics' staff, make sure your ID is visible. If a staff member asks why you're there, explain this policy to them. If they're concerned that your presence in the hallway could violate other patients' confidentiality, politely remind them that interpreters are bound by the same confidentiality rules as all UMHS providers. If they have other questions or concerns, suggest they call the Interpreter Services office. Thank you for your cooperation!



Waiting in Vain

If you're standing in the hallway outside a patient's rooms, even 30 minutes can seem like an eternity. Here's how some interpreters use this down time productively.

"I educate the RN's and other staff about cultural issues." - Linda Steinke, Arabic

"I like to review terminology while I am waiting - I always carry my lists with me." - Jeanette Kibler, Japanese

"When I have the laptop, I check my email, work on the on-call calendar, or do research. When I go somewhere that doesn't have Internet, I work on translations or get ahead on other projects." - Angelica Snyder, Spanish

"If people ask why you're in the hall, here are a few good responses:

- * I was throwing spit balls
- * I'm in a time out
- * I'm holding up the wall
- * They caught me cheating on my spelling test."

- Christa Moran, Sign

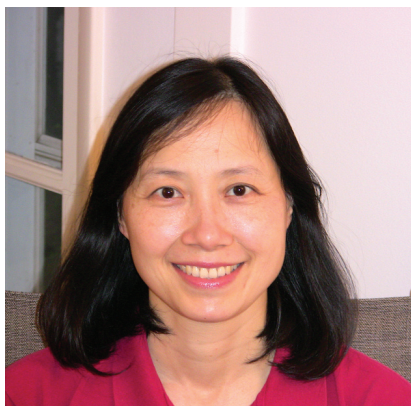


Focus on an Interpreter: Shu-Chen Hung

Shu-Chen is from Taiwan, where she worked as a junior high school teacher. She and her husband came to the U.S. in 1994 to attend grad school, where she studied educational computing.

In late 1995, her husband found a job in Jackson, Michigan. They moved to Ann Arbor, and the following year their first child, Conrad, was born. In 2000 they had a daughter, Celeste. "I automatically got my first full-time job in the States: being a stay-home mom," Shu-Chen says. "I didn't know that I would have this job for more than 10 years."

Shu-Chen became a contract interpreter in late 2006, when her daughter started elementary school. "I enjoy interpreting for my patients," she says. "I like to help them feel comfortable when seeing their care providers. I also



enjoy doing document translations, because it helps patients even beyond the clinical setting."

In her spare time, Shu-Chen enjoys reading, and sampling her country's fine cooking. "Taiwan is a great place for delicious foods ranging from the very traditional to the very exotic," she says. "Everyone who goes there remembers the food, and misses it after they leave." She recommends the following recipe.

Dried Mushroom Ground Pork Sauce

1 lb. Ground pork
5 Dried mushrooms
2 Tbsp. Cooking oil
3 Garlic cloves
3 Tbsp. Soy sauce
1 Tbsp. Sugar
1 tsp. White pepper powder
1/3 cup or more Water

1. One hour before cooking, soften mushrooms in a container 1/4 filled with water.
2. Chop softened mushrooms and garlic cloves.
3. In a heated pan with cooking oil, stir in garlic cloves for 10 seconds. Stir fry ground pork until almost done. Add chopped mushrooms and stir fry about 1 minute. Add water, soy sauce, sugar and white pepper powder. Gently stir fry about 5 minutes.
4. Enjoy the sauce with cooked rice, noodles or even pasta with veggies.

Interpreter Services' Best-Kept Secret

Interpreter Services recently received some disturbing news. Over a year after we installed speakerphones with Over the Phone Interpretation (OPI) in every UMHS clinic and department, many providers still aren't using them!

They don't know what they're missing. OPI is convenient, easy to use, and free to all UMHS providers. It eliminates the inconvenience of late or unavailable interpreters. And it works the same way as regular interpretation. But OPI does no good if nobody uses it, so we're asking you to help spread the word about the service. Here are a few points to mention:



- * OPI should be used as an alternative, whenever a regular interpreter is unavailable
- * OPI makes qualified interpreters in any language available within seconds, 24/7 - for free!
- * Clinics should never give the OPI access code to patients

OPI is not recommended for long, complex appointments, psychological exams, or visual teaching. But it's great for short, simple encounters, and for any situation in which a regular interpreter is not available.

So if you see an OPI speakerphone covered in cobwebs in the corner of a receptionist's cluttered desk...

Or if you hear a provider complaining that an interpreter wasn't available...
Or if you see a receptionist struggling to communicate with an LEP patient...

Tell them to use OPI, or to call the office for a tutorial!

Spanish Bilingual Assistant Training

On May 3, Interpreter Services completed our first session of Spanish Bilingual Assistant (SBA) training.

A 60-hour course developed by the University of Arizona, SBA training prepares students to serve as interpreters for Spanish speaking patients and their families.

The class covers basic interpreting knowledge and skills, including anatomy, medical terminology, and interpreting ethics and techniques.

The first class was taught in day-long Saturday sessions last March. Maria Militzer, staff Spanish interpreter, taught the course after taking an intensive training session.



The first SBA graduating class

According to Maria, "This first course was very successful. Our students made so much progress in these four months that I'm confident they all could serve as quality interpreters."

SBA training is open to people inside and outside the UMHS. Some students are working or aspiring

interpreters, others are clinical staff preparing to interpret at their workplaces.

The first SBA training course was so well-received that Interpreter Services plans to offer regular sessions in the coming months.

THE NEXT COURSE WILL BE HELD ON SATURDAYS, FROM OCTOBER 11 TO

NOVEMBER 22, FROM 8:00 AM TO 4:30 PM. REGISTRATION IS OPEN UNTIL OCTOBER 9.

The course costs \$450 for non-UMHS employees. But other UMHS employees (including temporary interpreters) pay just \$350. **Contact Maria at marimili@med.umich.edu for details.**

Upcoming Inservices and Courses

Inservices

TOPIC: Kidney Transplant Patient Education

TIME: Tuesday 10/7/08, 12:00 – 1:00 pm

LOCATION: B1C111-UH

INSTRUCTOR: Mary Thompson

TOPIC: Full code or DNR: What it is and what it involves

TIME: Tuesday 12/2/08, 12:00 – 1:00 pm

LOCATION: B1C111-UH

INSTRUCTOR: Dr. Steven Kronick

Medical Terms

Fall 2008 Session

Wednesdays, October 15 to December 10, 9:00 am - 12:00 pm, Traverwood Office

INSTRUCTOR: Rita Galin - rgalin@med.umich.edu

Spanish Bilingual Assistant Training

Fall 2008 Session

Saturdays, October 11 to November 22, 8:00 am - 4:30 pm, Traverwood Office

INSTRUCTOR: Maria Militzer - marimili@med.umich.edu

Bridging the Gap

Fall 2008 Session

Thursdays, October 2 to October 30

8:30 am - 4:30 pm

Traverwood Office

INSTRUCTOR: Jane Miller - janemill@med.umich.edu

Spring 2009 Session

Fridays, May 1 to May 29

8:30 am - 4:30 pm

Fall 2009 Session

Tuesdays, October 6 to November 3

8:30 am - 4:30 pm

Interpreters Care

It seems like everyone in the UMHS knows Amy Jaime. Her story is one of the most dramatic in the health system - and one of the most inspiring.

In 2005, Amy lost her father and two sisters in a house fire that left her gravely injured. With third degree burns covering most of her body, it seemed unlikely that two-year-old Amy would survive. But thanks to her providers' care and her own courage, she beat the odds. Though her injuries caused severe scarring and forced the amputation of her right leg, she began to recover.

Now, after extensive surgeries and therapy, Amy can walk, dance, and speak English and Spanish. With the devoted support of her mother Maria, she has grown into a beautiful young girl. But Amy's burns took something that her doctors and therapists couldn't replace - her hair.

Then last October, Spanish interpreter Gabriela Wilson had an idea. "I was interpreting for Maria Jaime, and she said she wished she could afford a hair replacement for Amy," she recalls. "I asked her if she would like one made with my hair. She got very excited, and instantly said yes!"

Gabriela convinced fellow interpreters Angelica Snyder, Maria Militzer and Ayako Yamasaki to donate their own hair to the cause. The rest of the department soon got involved, organizing a day fit for a princess.



Regina Villemure fitting Amy's wig



The interpreters, the Jaimes and Regina Villemure

On January 30, the interpreters presented Amy with a tiara, balloons, and a bag of gifts. They took a limousine to Children with Hair Loss, a non-profit in South Rockwood that gives children free wigs made from donated hair. The interpreters watched as Regina Villemure, the organization's CEO, fitted Amy for a wig. Since it would take time to weave their donated hair into the final product, Regina gave Amy a temporary wig to wear home. She even called the local McDonalds to arrange a surprise lunch party.

When Amy walked into the restaurant with her beautiful new hair, the McDonald's staff joined the interpreters in a standing ovation. "It was a lot of work, but Amy was the happiest girl in the world!" Gabriela says. "The most rewarding part was when Amy and her mom told us they see the UMHS as their second family. We found out that together we make a great team."



Maria Jaime and Amy, with her permanent wig

Megumi Segawa - Wellness Champion

Interpreting can be a physically demanding job – especially in a big health system like the UMHS. On some days we get a lot of exercise just walking (or running!) from patient to patient.

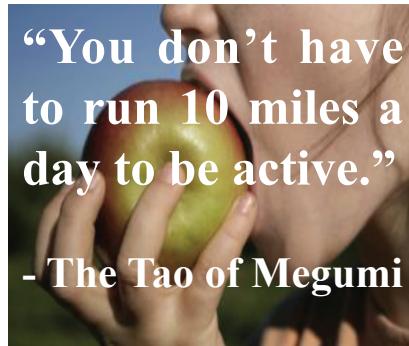


Megumi Segawa

But we also spend long hours sitting in the office or in waiting rooms, watching our waistlines grow. That's why we're lucky to have Megumi Segawa, Interpreter Services' new Wellness Champion.

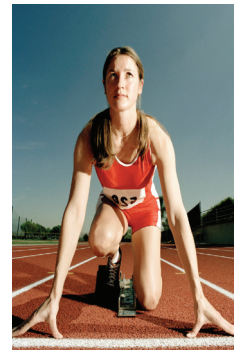
As a representative of the U of M's MFit Program, Megumi's job is to help inform us of MFit and MHealthy events and programs. She also educates us on how to develop a "healthy workplace culture."

Megumi hasn't wasted any time in getting us active. She has already organized a pedometer contest, and she established "Lotta Lingua," our team in the Active U fitness program. She's even setting up an exercise room at our new Traverwood office.



if we all worked at the same place every day."

Even so, she says healthy living is within reach. "I know everyone is busy and there are lots of things we want to do in our limited free time other than exercise. But you don't have to run 10 miles a day to be active.



"To me, to be active is to feel good about myself and happy about the fact that I can still do things. I hope people in our department will discover the joy of being active through various events and annoying encouragement from the Interpreter Services Wellness Champ."

Bebê, Bebelas, Bebé, Baby

Babies are cute in any language. Here are some beautiful new additions to the extended Interpreter Services family.



Julia, daughter of Brad and Fernanda Cross



Justus, son of Leone and Lucia Filip



William, son of James and Maria Militzer



Joshua, grandson of Wendy Sielaff

Seeking Temporary Interpreters!

Interpreter Services is growing, and we need your help to find more temporary interpreters! Do you know anyone who fits the following requirements:

- * Fluent in English and at least one other language
- * Age 18 or over
- * Available 8:00 am - 6:00 pm
- * Willing to work some evenings/weekends/emergencies
- * Willing to accept part-time work
- * Has legal permission to work in the United States
- * Has a minimum of two years of post-high school education

If so, please encourage them to apply for a temporary position. They can find more information, including a downloadable application, at:



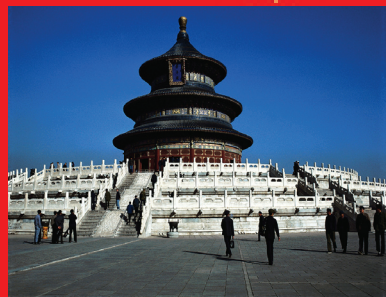
<http://www.med.umich.edu/interpreter/employment.htm>.

We often need interpreters of Chinese, Spanish, Japanese, Korean, and other frequently requested languages. But we have a special need for interpreters of less common languages like Portuguese, Polish, Albanian, Croatian, Romanian, Somali, Hmong, Lao, Vietnamese and Macedonian.

Interpreting experience and knowledge of medical terms are welcome, but not required. We have training courses available for qualified applicants. Invite your family and friends to get into this challenging and rewarding field! Interpreter Services could be their first step toward an exciting new career.

Culture Corner

Congratulations China! Beijing hosted the summer Olympics, China's economy is booming, and Chinese is now Interpreter Services' second most requested language. If you'd like your culture of origin to be featured in our next newsletter, email James at jamesmil@umich.edu



**Interpreter Services
Program
UH 2B207 Box 0059
1500 E. Medical
Center Drive
Ann Arbor, MI
48109-0059**

Deliver To: