

The MIS Newsletter



MASSACHUSETTS
GENERAL HOSPITAL

MEDICAL
INTERPRETER SERVICES

Name that Newsletter!

We are thrilled to bring you the new quarterly MGH Medical Interpreter Services newsletter. This initiative came about in response to feedback from many of you as to the need for better communication within our department. By the very nature of our business, it is very challenging for all of us to meet in person on a regular basis. Furthermore, for those of you who are freelancers, we may not see you on a regular basis. However, we are all part of the same team

and we want to make sure that everyone feels included and informed. We will use this publication to share department and hospital-wide information and events; professional news and events; operational changes and reminders; and to feature interpreter profiles. If you would like to be featured in one of our upcoming issues, please contact Andy Beggs, abeggs@partners.org, who has volunteered to be a regular contributor to the

newsletter. We also look forward to your contribution to the content of this publication by emailing us with ideas and suggestions.

The first contribution that we hope you can make is to help us name this newsletter! Please submit your suggestions to Chris Kirwan, ckirwan@partners.org. Suggestions will be taken until March 31st.

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Reminders

- *Next Interpreter Grand Rounds will be April 6, 2013. If you are interested in being a presenter see Chris*
- *All interpreters now call in to 3-5755 after encounters*
- *Freelance interpreters call 617-643-6474 when returning calls to MGH MIS*

Staff or Freelancer, Call Me...No really, call me...!

Beginning immediately **all staff interpreters**, not just Spanish and Portuguese, will be calling into the Coordinators using the number 3-5755.

For all **FREELANCERS**, whenever you receive a call from MGH MIS schedule coordinators requesting to book you for a patient encounter, please return the call to **617-643-6474**.

By using these numbers it will help the coordinators, more efficiently, to manage the more than 470 calls a day that come into Interpreter services.

Did you know that last fiscal year the schedule coordinators

handled over 105,000 phone calls!
Imagine paying for that phone bill!!



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A Time for Renewal: The MGH MIS Mission Statement

In late August 2012, a questionnaire was sent to all MIS staff to elicit feedback and gather together ideas and insights from the wealth of experience and wisdom among us in order to create a renewed mission statement for the department. All 36 sets of responses were compiled, read, sorted, and fitted together into a set of core values, a vision for the department and our mission statement. The thoughtful and profound responses made the work of putting together these statements that much easier. Thank you to all you who contributed to this effort!

MGH Medical Interpreter Services

Mission Statement

Guided by the needs of our Limited English Proficient (LEP) and Deaf and Hard of Hearing (DHH) patients and families; and by our National Professional Standards and Code of Ethics, we aim to foster patient-centered care by delivering the highest quality, compassionate interpreting services with flexibility, in a timely and professional manner.



Thanks to wordle.com this graphic artistically displays MIS core values.

Vision Statement

We are certified professionals who are part of the medical team; and who bridge the linguistic and cultural divide between providers, patients and their families to ensure that the safest and highest quality healthcare possible is delivered to the Limited English Proficient (LEP) and the Deaf and Hard of Hearing (DHH) communities we serve.

Our work is motivated by a genuine

sense of empathy, a passion for justice and a deep respect for our patients, their families and our MGH colleagues.

Our environment is built on mutual respect and trust where we nurture one another to strive for excellence as professional medical interpreters.

National Board of Certification for Medical Interpreters' Oral Exam Comes to MGH

National certification for medical interpreters of spoken languages has been a tremendous milestone in the standardization and recognition of the profession. It's exciting to see the number of interpreters who have already become nationally certified or have started the testing process. In order to make it easier not only for MGH medical interpreters, but also for all medical interpreters in the greater Boston area, MGH became an official testing venue

"We are proud to be part of this process, but most of all we are proud of all the medical interpreters in "our family" who have achieved this recognition. " Anabela Nunes, Director, MGH Interpreter Services

for the National Board of Certification for Medical Interpreters (NBCMI). In August the first interpreter was tested at MGH Boston. Since then 42 medical interpreters have used MGH as their site of choice for the NBCMI oral exam. We are proud to be part of this process, but most of all we are proud of all the medical interpreters in "our family" who have achieved this recognition.

MIS hosts first Interpreter Grand Rounds

On January 11 of this year, Carla Polonsky, a Spanish Medical Interpreter, brought back an old tradition to our Department: Interpreter Grand Rounds. In roundtable discussion, she presented a very difficult case; one on which several of the interpreters in the group had worked and could share their experience. Interpreters work under HIPAA regulations, and it was made clear at the beginning that anything said in the room was strictly confidential. The discussion was centered on the following principle of the National Code of Ethics for Medical Interpreters, of the National Council on Interpreting in Health Care (NCIHC): *The*

interpreter strives to maintain impartiality and refrains from counseling, advising or projecting personal biases or beliefs. Given the nature of the case, participants engaged in both an intellectual and sometimes emotional discourse, and examples from other cases were brought into the conversation. Carla skillfully led quite a lively discussion. As for the future of Interpreter Grand Rounds, Carla says, “Grand Rounds are an important teaching tool, allowing us to share and learn from each other. We are MGH Medical Interpreters! Let’s continue asking questions, sharing and learning. Who is next?”



Carla Polonsky



“This is great! Congratulations on the publication of your newsletter! Thanks so much to all our wonderful interpreters who play a critical role on the medical team as we strive to provide the very best and safest care to our LEP and Deaf and Hard of Hearing patients!” *Marianne Dito-massi, RN, DNP, Executive Director for Patient Care Services Operations*

MIS Representation on MGH Committees

MIS currently has five of its staff members serving on various committees throughout MGH. The first is Collaborative Governance, which is an integral part of the decision making structure within Patient Care Services (PCS). It gives a voice to all members of the interdisciplinary group that makes up PCS.

Currently, Anna Pandolfo serves on the Patient Education Committee and Chris Kirwan is the co-chair of the Ethics in Clinical Practice Committee. If you ever have an issue or an idea that pertains to one of these areas, never hesitate to approach either of them to bring it forward to their commit-

tees.

Susan Muller-Hershon serves on the Disability Advisory Committee. She is very proud of the recent work done in collaboration with Zary Armirhosseini, Disability Program Manager, rolling out Portable Videophones for Deaf patients (IVPs). This will allow Deaf patients to make phone calls either to other Deaf people directly or to a hearing person while automatically being routed to an interpreter in a national call center.

Felix Duran and Carla Polonsky have been asked to serve as MIS representatives to a newly established commit-

tee within PCS called the Staff Advisory Committee. Their recent work has focused on greater interdisciplinary awareness. To that end Carla, along with other representatives from the staff Advisory Committee, recently presented to a group present at the Innovation Units Update Meeting. This discussion was tremendously successful as Carla discussed the importance of the role of the interpreter on the medical team.

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The MIS Newsletter was created in response to the need for a new and improved mode of inter-departmental communication. The information shared in this publication is intended for the use of MGH MIS staff and freelance interpreters.

We are always looking for information and ideas for articles that would interest our readers. Please submit any contributions that you might have to Chris Kirwan at the email address given to the left.

Whether you have an important event that impacts our profession, an article that might be of interest, or general information that the department might find useful, please help to make this instrument an effective method of communication.

Thank you!

Interpreter Profile: Marina Michurina

By Andy Beggs

Language: Russian
Country of Origin: Russia

Marina enjoys (1) bridging language gaps, allowing for a sense of accomplishment for the doctor and treatment of the patient, (2) the psychological effect of the interpreter, that both doctor and patient feel more comfortable when there is someone in the room who speaks their language, and (3) being a cultural broker. When Marina came to the USA, she had no idea that there was such a profession as medical interpreting, but she applied for the job and has never regretted it. Inspired by the department's mis-

sion statement, Marina feels that "we are here as professionals involved in medical care, and I feel a part of the process; this actually makes me feel proud." Marina writes poetry in her spare time, both in English and in Russian. She finishes our conversation with a poetic piece relevant to each of our daily lives as medical interpreters: "A little boy is walking down the beach, collecting starfish that are dying under the hot rays of the sun, and throwing them back to the ocean. An old man comes up and says, 'Do you



Marina Michurina

think you can save the world?' Holding up one starfish, the little boy declares: 'I can definitely save this one!' and throws it back into the water." .