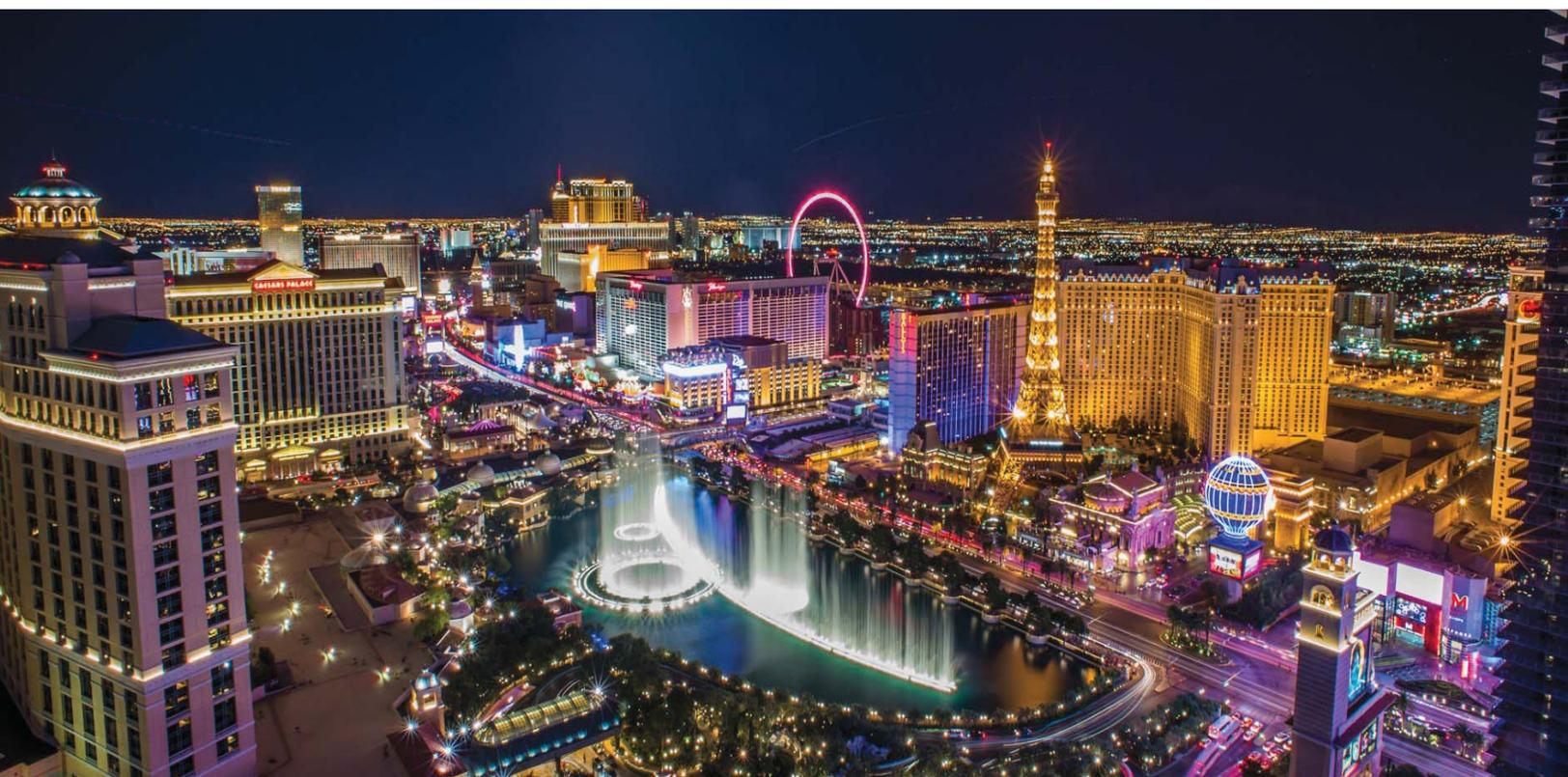




2017 Diversity and Inclusion in Healthcare
Working Together to Improve Patient Centered Care!

LAS VEGAS, NEVADA • APRIL 28-29, 2017



2017 Diversity and Inclusion in Healthcare

Working Together to Improve Patient Centered Care!

Palace Station Hotel & Casino

2411 West Sahara Avenue

Las Vegas, NV, 89102

<https://palacestation.sclv.com>

Reservation Office: 1.800.634.3101

Code: **PCIACHE**

Room rate:

*\$15 charge for triple occupancy, \$30 for quad occupancy

*\$9.99 Hotel Service's Fee will be added per room, per night

*Subject to Clark County room, currently at 13.38%

	Thu 4/27/2017	Fri 4/28/2017	Sat 4/29/2017
Tower Rates	39.99	99.99	99.99
Petite Suite Rates	59.99	119.99	0.00



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Day 1 (April 28 th)	Diversity & Inclusion in Healthcare Symposium Agenda
8:00-8:45 AM	Registration and Continental Breakfast
8:45-9:00 AM	Welcome and Introductions
9:00-10:00AM	Keynote Speaker- David Hunt, J.D. President and CEO of Critical Measures
10:00-10:15 AM	Demographics presentation
10:15-10:30 AM	Break
10:30-12:00 PM	Panel 1-Understanding Cultural and Linguistic Barriers to Health(approved for 1.5 ACHE F2F credits)
12:00-1:00 PM	Lunch (Exhibitors- Community Resources)
1:00-2:30 PM	Panel 2- The Healthcare Executive's Role in Fostering Inclusion of LGBT Patients and Employees (approved for 1.5 ACHE F2F credits)
2:30-2:45 PM	Break
2:45-4:15 PM	The Role of Spirituality in Healthcare- Presentations
4:15-4:30 PM	Concluding Remarks, Evaluation and Adjournment
Day 2 (April 29th)	Advanced workshops for Interpreters
8:45-10:45AM	Session 1- Presenters: David Loaiza-Funk, Alvaro Vergara-Mery and Antonio Esclapes
10:45-11:00 AM	Break
11:00-12:00 PM	Session 2- Presenter- Natalya Mytareva
12:00-1:00 PM	Lunch Break
1:00-2:00 PM	Session 3- Presenter: Cindy Peinado
2:05-3:05 PM	Session 4- Presenter: Thais Miller
3:05-3:20 PM	Break
3:20-4:20 PM	Session 5- Presenter: Prof. Alvaro Vergara-Mery, PHD, CMI
4:20-4:30 PM	Closing Remarks



Keynote Speaker

David Hunt, JD is the President and Chief Executive Officer of Critical Measures. Critical Measures is a management training and consulting firm that assists employers to harness the power of diversity to create more productive, profitable and inclusive workforces.

Two thirds of Critical Measures work is in the area of health equity and cross-cultural healthcare. David is a sought-after national and international speaker on issues of racial and ethnic disparities in health care, the law of language access and medical disparities that result from globally mobile populations.

Together with physician partners from Harvard and the University of Minnesota Medical School, David has created some of the nation's first e-learning programs on cross-cultural medicine. Over 175,000 providers have now been trained on these programs.

In 2015, the American Hospital Association selected Critical Measures as the national consultant for their #123forEquity Campaign – a national effort designed to reduce racial and ethnic disparities in health care.

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DAY 1 – APRIL 28, 2017

PANEL 1

Understanding Cultural and Linguistic Barriers to Health

Language barriers prevent thousands of Limited English Proficient (LEP) patients from effectively communicating with their physicians, resulting in inappropriate or inadequate care. According to the U.S. Census Bureau, the Hispanic population in the United States will grow from 14% in 2005 to 20% in 2030 and the Asian population will grow from 4.3% to 6.2% in the same time frame. With this increasing diversity, it is imperative that healthcare organizations step up their efforts in managing their LEP patients. We know that communication failures in healthcare settings contribute to poorer health outcomes, medical errors and increased costs.

We will discuss:

- Laws concerning language assistance programs to determine levels of compliance and the consequences of less than full implementation.
- Identify the cultural barriers that limit effective communication.
- Guidelines for language assistance programs and cultural competency during patient care.
- And analyze the costs and benefits associated with implementing effective culture and language programs.

PANELISTS

David Loaiza-Funk.MHS, CMI/CHI, LSSBB serves as the Chair of the Diversity Committee for ACHE-NV Chapter as well as UMC hospital. David has worked with UMC hospital for 5 years leading the Cultural and Linguistic Services Department ensuring quality of Services in communications expanding projects of language proficiency, cultural competency and interpreting training. David has a Masters degree in Healthcare Administration as well as dual certification in medical/healthcare interpreting and a black belt in Lean Six Sigma for Quality improvement. David is currently starting the Nevada Caucus through the National Forum of Latinos Healthcare Executives, and he is the organizer of the event.

Roger Winslow. Associate Administrator at MountainView Hospital. Currently working with Cultural Link to make MountainView more welcoming and inclusive to patients and families of diverse cultural and linguistic backgrounds, specifically the Hispanic/Latino population of Las Vegas. Graduated with Doctor of Pharmacy from Roseman University, and Master of Pharmacy Administration from the University of Utah. Worked as Director of Pharmacy at two different hospitals, and has over 7 years of hospital leadership experience. Prior to attending college, lived in Sao Paulo, Brazil for 2 years and learned fluent Portuguese.

Natalya Mytareva , M.A., CoreCHI™, is Managing Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She is the author and instructor of several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

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Carlos Martinez-Morales, BS; CMI-Spanish Manager Language Services, Intermountain Healthcare, Utah-Idaho and **Chair of the National Board for Certified Medical.** Carlos Martinez-Morales is the Language Services Manager for Intermountain Healthcare, where he has worked since 2010, and has over 15 years of experience with Interpretation in the Law enforcement and medical settings. Carlos has a degree in Biology from the University of Utah, and is a Certified Medical Interpreter (CMI-Spanish). Carlos is a member of the Utah Translators and Interpreters Association (UTIA) and the International Medical Interpreters Association (IMIA). Carlos is also a Bridging the Gap instructor. At Intermountain Healthcare, Carlos participates in the Diversity Council, the BioEthics Committee, the Strategic Patient Education Team, and the Corporate Patient Communications and Language Services Council. He is passionate about ensuring everyone has equal access to healthcare in a culturally competent manner.



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PANEL 2

The Healthcare Executive's Role in Fostering Inclusion of LGBT Patients and Employees

Healthcare equality for all people is a guiding principle of the healthcare management profession. Yet, recognition exists in the field that further effort is needed to bring this principle closer to reality for a number of groups, including women and men who identify as lesbian, gay, bisexual and transgender (LGBT). It has also been acknowledged that members of this group may not receive equal treatment as patients nor as members of the healthcare workforce. This panel discussion will focus on the need to strengthen the pursuance of equity of care and to foster inclusion of LGBT patients and employees.

We will discuss:

- Challenges that LGBT patients face in healthcare
- Health disparities experienced by LGBT patients
- Current imbalances regarding LGBT patient care and human resources practices and the need for protective written policies
- Best practices in non-discriminatory care for LGBT patients and their families
- Processes of training staff on LGBT patient care

MODERATOR

Bill Butcher is a healthcare executive with over 30 years of experience in health care. As the Vice President/General Manager for CareMore Health Plan of Nevada, he shares accountability with the plan's Regional Medical Officer for the overall performance of the market. His experience includes roles in member services, human resources, acute/ambulatory care operations and health plan leadership. Previously, he spent over 25 years with Kaiser Permanente's Northwest Region in Portland, Oregon where he held positions ranging from member services information specialist to medical center CEO. He also worked as the executive accountable for network and care management for FamilyCare Health Plans, a Medicaid and Medicare health plan in Oregon and served as the Chief Strategy Officer for Columbia United Providers, a Medicaid health plan located in Vancouver, Washington.

He holds a Bachelor of Arts in Biology from Lewis and Clark College in Portland, Oregon and a Master of Business Administration from University of Oregon's Executive MBA Program in Eugene, Oregon. He is currently certified in Healthcare Management as a Fellow of the American College of Healthcare Executives and in Human Resources as a Senior Professional in Human Resources from the Human Resources Certification Institute.

PANELISTS

Jane Heenan, MS MFT, is a proud founding member of GJNV in 2011, and volunteers as GJNV Director and Clinical Director. They are a licensed psychotherapist in private practice, an AAMFT-Approved Supervisor, an educator at CSN, and an activist in support of sex/gender diverse persons for 20+ years. Moving to Las Vegas in 1994, they have engaged with thousands of sex/gender diverse persons through the years. Jane led successful efforts to pass civil rights protections on the basis of gender identity or expression with bi-partisan support, to provide Nevadans the power to change sex/gender markers on birth certificates without needing doctors or courts to approve.

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Laura Hernandez is Family and Youth Services Coordinator with GJNV. In 2014, she co-created the first group in Nevada for parents and family of sex/gender diverse persons. When her daughter transitioned in 2013, Laura connected with GJNV in support of her struggles with schools, insurance companies, medical providers and lawyers. She built relationships with out-of-state doctors, succeeded in overcoming insurance denials to cover treatment and navigated several complex barriers to change her child's legal name and sex/gender marker. Laura has pushed back against illegal discriminatory practices by school officials and is a fierce advocate for her child and others pressing for inclusive policies. She has gained unmatched insight and experience supporting healthy families and young persons, and offers these gifts with passion to many others.

Anna Caputo is the Equal Opportunity Manager at University Medical Center of Southern Nevada. For the past 5 years Anna has specialized in the Nevada fair employment law and disability accommodation under the Americans with Disabilities Act, as well as religious and pregnancy accommodations under Title VII of the Civil Rights Act.



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Presentations: The Role of Spirituality In Healthcare

Presentation 1

How to maximize your hospital Chaplaincy Services to improve patient care

Reverend Bryan Ostaszewski, is an Ordained Nondenominational Christian Minister and Ordained Chaplain. He has been involved in religious-theology practices and studies for over 25 years and has additional education and experience with many different religions and has obtained his study certification with the NACM Theological Mentor Program. Reverend Bryan is currently on the H.O.P.E. Chaplain Executive Board, participates in the orientation of new nurses, facilitates the training for all new incoming hospital chaplains, mentors (on the job training) new chaplains until released, and is an active member of the Ethics and Advisory Committee for UMC and the five Valley Health System Hospitals.

Presentation 2

What is Christian Science treatment and how might it apply to hospital patients?

Stephen (Steep) Weiss found Christian Science more than 50 years ago and in the meantime pursued a career in public land and natural resource conservation. Steep now serves as the public liaison under the aegis of the Christian Science Committee on Publication for Nevada. He also ministers where needed as a Christian Science Chaplain for institutions in California and Nevada including state prisons, county jails, hospitals, and mental hospitals.

Marie A. Helm, CSB. Became a Christian Science practitioner since 2000 and she has 10 years of international experience as a Christian Science teacher and lecturer.

Presentation 3

"Jehovah's Witnesses – The Medical and Ethical Challenge"

William (Bill) Minter Jr. Is the Chairman of the Hospital Liaison Committee (HLC) for Jehovah's Witnesses. Bill has been part of the Hospital Liaison Committee since 2009 and since then he has done multiple presentations to Surgeons, Anesthesiologists, Perfusionists, Hospital Leadership and Nurses among other professionals.



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End of Day 1

Don't forget to claim your ACHE credits up to 3.

ACHE Face-to-Face Education

ACHE Face-to-Face Education programming is defined as any face-to-face continuing education program offered by the national organization or an ACHE-approved chapter panel discussion. These panels qualify for 1.5 ACHE Face-to-Face Credits each.

The American College of Healthcare Executives (ACHE) offers its prestigious FACHE credential, signifying board certification in healthcare management. One of the requirements to earn, and maintain, the Fellow credential is to demonstrate 36 hours of continuing education credit. While 12 hours of this credit must be ACHE Face-to-Face Credit, the remaining 24 hours can be Qualified Education Credit..



Don't forget to claim your [complimentary 1yr membership pass to the National Forum for Latino Healthcare Executives \(NFLHE\)](#); granting you access to NFLHE's exclusive network of Subject Matter Experts from across the country and nationally recognized education and career advancement programs and resources. Claim your membership at the NFLHE Booth.

ALL ARE WELCOME!



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DAY 2 – APRIL 29, 2017

SESSION 1

Interpreting Challenges vs. Challenging the Interpreter: from interruptions to rare medical terminology

The job of the medical interpreter offers multiple challenges. The interpreter is constantly adapting to and facing those challenges head on without warning. From maintaining register to finding the appropriate meaning, to understanding the cultural implications behind words, the interpreter is constantly striving to render the best possible interpretation despite those multiple challenges. This workshop will allow participants to witness those challenges via live scenarios and discuss the possible options ---through analysis of only 3-4 of those challenges--- to have a successful outcome and maintain the clinical importance of the session.

SPEAKERS



David Loaiza-Funk, MHS, CMI/CHI, LSSBB serves as the Chair of the Diversity Committee for ACHE-NV Chapter as well as UMC hospital. David has worked with UMC hospital for 5 years leading the Cultural and Linguistic Services Department ensuring quality of Services in communications expanding projects of language proficiency, cultural competency and interpreting training. David has a Masters degree in Healthcare Administration as well as dual certification in medical/healthcare interpreting and a black belt in Lean Six Sigma for Quality improvement. David is currently starting the Nevada Caucus through the National Forum of Latinos Healthcare Executives, and he is the organizer of the event.



Alvaro Vergara-Mery, PHD, CMI is a Certified Medical Interpreter and trainer in the Cultural and Linguistic Services Department at University Medical Center in Las Vegas, Nevada. He is in charge of interpreter education and training, language proficiency, cultural competence, translation and curriculum design. He has extensive experience as a practicing medical interpreter in a Level I Trauma center that serves a large population of Spanish-speaking patients and he is nationally recognized for his advanced level workshops for medical interpreters. He is also a certified trainer and a cultural and language access consultant and has received California Healthcare Interpreters Association's 2016 Trainer of the Year Award.



Antonio Esclapes, MBA, CHI-Spanish. has worked as a Medical Interpreter at University Medical Center in Las Vegas, NV since 2005. Besides interpreting in a Trauma Level I hospital he collaborates in translation and proofreading of medical literature. He gave presentations at UNLV for the Language Department in order to promote interpreting awareness for the bilingual students interested in pursuing careers in health related fields. He graduated from the School of Interpretation of Southern California Medical Interpreting program. Mr. Esclapes holds a degree in Economics from the Santa Maria University in Venezuela and a MBA from Phoenix University in Las Vegas, Nevada

SESSION 2

Elusive Quest to Maintain Register in Healthcare Interpreting

Register is an essential component of the speaker's message. Interpreters are tasked with maintaining the register to achieve equivalence of meaning between the original and target messages. Yet, is it always possible? And is it always necessary?

The presenter will clarify the concepts of register and dialectal/regional variations of language, and discuss factors affecting the interpreter's ability to maintain register as well as components of mastering this skill. Importance and relevance of maintaining the speaker's register in healthcare settings will be exemplified. In conclusion, participants will practice analyzing messages on the criticality scale of maintaining register in a healthcare encounter.

SPEAKER



Natalya Mytareva, M.A., CoreCHI™, is Managing Director of the Certification Commission for Healthcare Interpreters (CCHI) and one of its founding Commissioners. In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a non-profit refugee resettlement agency in Ohio. She is the author and instructor of several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. Natalya is a Russian interpreter/translator, and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

SESSION 3

Language and Culture in Mental Health

This is an interactive program where participants will experience the differences in culture and learn to navigate the challenges presented within their own culture and their patient's culture. Learn how adequate communication impacts and maximizes treatment outcomes with short term and long term effects. Group activities stimulate the participant's ability to respectfully and safely identify such challenges. Each participant will acquire the tools necessary in order to successfully accomplish treatment goals.

SPEAKER



Cynthia Peinado's healthcare career began more than 25 years ago after enrolling as a community volunteer in a Moon City, TX public health clinic. She then worked in nursing serving NICU, Pediatrics, ICU, ER, and Mental Health patients. Her mission for integrating provider services and patient care quality has led her to other roles within Risk Management, Patient Advocacy, Provider & Staff Training and Development. Ms. Peinado now works as a telephonic, video and onsite interpreter at Vanderbilt University Medical Center. She also provides training and consultation services for health care providers.

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SESSION 4

Interpreting for patients living with HIV and AIDS: Sharing experiences and educational concepts

This presentation will offer insight into working with patients who have HIV and AIDS, told from the perspective of a medical interpreter who specializes in this field. The incidence of infection among Spanish-speaking patients and the spread of the disease will be covered, in addition to the differences between HIV and AIDS and the types of medicine that are currently available to patients (including how medicines are selected for each patient and the particular regimens and side effects for each). Special topics will also be addressed such as how pregnant patients with HIV are treated, the ways in which different psych conditions are managed for patients with HIV/AIDS and the specific challenges that transgender patients face.

SPEAKER



Thais Miller is Brazilian. In 1989, she completed her post graduate education in School Administration in Brazil after earning her B.A. in Education in 1986. Thais has 19 years of experience working in the capacities of project management, education and administration in South America. In 2002, she was appointed to Secretary of Education by the Mayor of Santana do Livramento. She oversaw the hiring and training of teachers, managed the budgets and coordinated the allocation of resources to ninety-six schools in the city. Thais speaks English, Spanish and Portuguese and is a nationally-Certified Medical Interpreter (CMI-Spanish), member of the IMIA and TAPIT associations. She has worked for the Vanderbilt University Medical Center in the Interpreter Services Department for the past nine years

SESSION 5

Simultaneous Interpreting Practice for Medical Interpreters SPA <> ENG

Simultaneous interpreting implies that you must be able to render your interpretation in the target language at the same time as you are listening to the source language. This workshop will allow participants to work on memorization and visualization exercises, paraphrasing, dual task and other interpreting techniques and strategies to have a successful outcome in various scenarios in the medical setting so the clinical importance of the session is preserved. Participants will also learn tips to increase vocabulary, improve memory, and find resources for extra practice. This advanced level training is for medical interpreters whose working languages are Spanish and English.

SPEAKER



Alvaro Vergara-Mery, PHD, CMI is a Certified Medical Interpreter and trainer in the Cultural and Linguistic Services Department at University Medical Center in Las Vegas, Nevada. He is in charge of interpreter education and training, language proficiency, cultural competence, translation and curriculum design. He has extensive experience as a practicing medical interpreter in a Level I Trauma center that serves a large population of Spanish-speaking patients and he is nationally recognized for his advanced level workshops for medical interpreters. He is also a certified trainer and a cultural and language access consultant and has received California Healthcare Interpreters Association's 2016 Trainer of the Year Award.

End of Day 2 and Symposium

Don't forget to claim your CCHI Instructional Hours approved by CEAP – up to 12.

Continuing Education Accreditation Program

CCHI has six accreditation fee levels for the CEAP. Accreditation fees are calculated per hour depending on the number of instructional hours of the program. Instructional hours do not include lunch, other breaks, assessment or administrative comments (e.g., welcome, overview, conclusion, evaluation, etc.).

CCHI Accreditation is valid for one year from the date of accreditation regardless of the program's frequency.





2017 NFLHE Leadership Summit

Defining Excellence in 21st Century Healthcare!

UNIVERSAL CITY, CA • SEPTEMBER 13-15, 2017

Get on the cutting-edge of innovation and strategy at the one Summit where **Leaders Connect and Define Excellence in 21st Century Healthcare!** The **National Forum for Latino Healthcare Executives (NFLHE)** extends an invitation to you to attend the 2017 NFLHE Leadership Summit, September 13-15, 2017, Universal City Sheraton, CA (Los Angeles). **NFLHE welcomes ALL!** Together we will discuss, learn, and explore how to best navigate the changing healthcare landscape. We will meet, network and hear from thought leaders and dignitaries, senior healthcare executives, academic and community leaders and industry colleagues from across the country at NFLHE's signature event of the year!

NFLHE's Summit will broaden the "change" conversation from policy to practice and provide a more holistic view of the industry. We will take a deep dive into Health Policy, Finance, Care Models, Regulations & Compliance, Payers, Cultural Competency, Diversity & Inclusion, IT/IS, Mental Health, ACO's, Community Health, & Practice Management. Additionally, learn about the value proposition that Diversity & Inclusion brings to the healthcare industry and how cultural competency can drive increases to your organization's bottom line by improving marketing, operations and strategic planning. Be prepared to gain skills and knowledge and the tools necessary to move forward with this changing landscape ; **REGISTER TODAY AT THE NFLHE BOOTH!**

NFLHE has partnered with Healthcare Executives of Southern California (HCE) to provide you the opportunity to **gain 3 ACHE Face-to-Face Credits** and up to **9 ACHE Qualified Education Credits**. In addition, with your Summit registration, NFLHE will grant you a **complimentary 1-yr membership to NFLHE's exclusive network of Subject Matter Experts and Professional Development / Career Advancement Education and Programs.**

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(Become a sponsor today and place your company's ad here – email the organizer of the Symposium David Loaiza-Fun at David.Loaiza-Funk@umcsn.com for details and sponsorship levels)

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