

2008 MIAB Conference Presenter Biographies

Opening Plenary Presenters

Robert C. Like, MD, MS is Professor and Director of the Center for Healthy Families and Cultural Diversity, Department of Family Medicine, UMDNJ-Robert Wood Johnson Medical School. Dr. Like received his MD degree from Harvard Medical School in 1979, and completed his residency and MS degree fellowship training in family medicine from Case Western Reserve University in 1984. He is a practicing family physician with a background in medical anthropology, and has carried out fieldwork in the Azores Islands, Portugal; Beersheva, Israel; Zuni, New Mexico; and the Kingdom of Tonga in Western Polynesia.

Dr. Like has served as co-chair of the Society of Teachers of Family Medicine's Group on Multicultural Health Care and Education, a member of the DHHS Office of Minority Health's CLAS Standards National Project Advisory Committee, and on numerous expert panels, committees, and task forces. He was the principal investigator on an Aetna Foundation-funded study entitled, "Assessing the Impact of Cultural Competency Training Using Participatory Quality Improvement Methods," and has consulted to the European Union's Migrant-Friendly Hospitals initiative.

Dr. Like is nationally known for his work in the area of cultural competency and health professions education. He has received a variety of awards including the 2004 Distinguished Service in the Health Field Award from the National Association of Medical Minority Educators, and is a 2004 and 2007 Pfizer/American Academy of Family Physicians Foundation Visiting Professor in Family Medicine. He is actively involved in research and continues to provide training and technical assistance relating to the delivery of patient-centered, culturally responsive care to diverse populations.

Bruce L. Adelson, Esq., CEO of Federal Compliance Consulting, is a former Senior Attorney for the U.S. Department of Justice, Civil Rights Division. While with the Department of Justice, Bruce had enforcement responsibility for many federal laws, including The Voting Rights Act of 1965 and Title VI of the Civil Rights Act of 1964. He is nationally recognized expert on federal mandates for non-English language assistance, including Title VI.

Bruce now provides risk management assessments, training, and technical assistance regarding compliance with different federal laws, including the American Disabilities Act. He has given presentation and/or provided technical assistance to a myriad of organizations including but not limited to the Minnesota Department of Health, National Association of State Election Directors, International Medical Interpreters Association, National association of Country Recorders and Clerks, Arizona Attorney General, Texas District and Country Attorneys Association, U.S. Department of Transportation, and the National Association of Drug Court Professionals to name a few.

Bruce is the published author of 14 books for children and adults. Among his works is **Brushing Back Jim Crow - The Integration of Minor League Baseball in the American South** (University of Virginia Press), a finalist for the 1999 Seymour Medal. Bruce has been a commentator for *National Public Radio* and *CBS Radio* and a reporter, with his works appearing in many publications, including: *The Atlanta Journal-Constitution*; *Baseball America*; *The Washington Post*; *The American Bar Association's Public Lawyer Magazine*; *Sport Magazine*; and *USA Today's Baseball Weekly*.

He is also the author of "Title VI, Limited English Proficiency, and the Public Lawyer," which was published in The American Bar Association's *Public Lawyer Magazine*.

Other Presenters in Alphabetical Order

Zarita Araújo-Lane, LICSW is the founder and the president of Cross Cultural Communication Systems, Inc. She has close to 30 years of experience working with cross cultural populations in medical and mental health settings. In 1978 she started the first 24-hour on-call medical interpreter program in Massachusetts.

She was the director of the cross cultural mental health clinic for over ten years at Health and Education Services in Massachusetts. She has published articles in Cross Cultural Management including a chapter written in 1996 and 2005, "Portuguese Families" for the book, Ethnicity and Family Therapy by Monica McGoldrick second and third edition.

Zarita created two main cultural competency models called: *Immigration as a Grieving Process* and the *Four Character Values* which have been used nationwide in her cultural competency and diversity trainings for health care and human services providers and administrators and staff members. She developed CIFE as a pre-session tool for medical interpreters. Zarita has a long history of designing, implementing, supervising and training Interpreter Programs nationwide. Her background as a family therapist and an interpreter has allowed her to develop unique and successful culture competency trainings for health care organizations and hospitals. She taught a course on Cultural Competency for Medical Interpreters at Cambridge College. She taught for several years Portuguese Medical Interpretation at Bentley College in Massachusetts

She has authored multiple articles for the American Translation Association on Medical Interpretation and she is the main writer for a column on the ATA Medical Division Newsletter called Interpreters at Work. Zarita has been the main author for the multiple manuals and videotapes about medical interpreting and cultural competency for her company.

Zarita is a native of Portugal and speaks Portuguese and French and is learning Spanish. She is an interpreter for the Portuguese language. Most of all, she is a Portuguese immigrant raising an interracial and interfaith family. She has three wonderful daughters.

Lisa Fortuna, MD, MPH, is a board certified child and adolescent psychiatrist. Dr. Fortuna is currently an Assistant Professor of Psychiatry and Director of Child and Adolescent Multicultural Health Research at the University of Massachusetts Medical School. Her research interests include Latino mental health services research, immigrant mental health, Post Traumatic Stress Disorder, substance abuse and dual diagnoses in adolescence.

Dr. Fortuna has a K23 Patient Oriented Career Development Award from the National Institute of Drug Abuse and she is currently working on a therapy development study for adolescents with coexisting PTSD and substance use disorders. She is also involved in the development of community and school based prevention and mental health interventions with high risk youth, including those at risk of gang or juvenile detention involvement.

In addition, Dr Fortuna is a Staff Psychiatrist at Motivating Youth Recovery, Community Health Link in Worcester, MA.

She also finds time to serve on the Board of the Latin American Health Alliance in Massachusetts, as well as the Board of the Spanish American Center in Leominster, MA.

Nataly Kelly is a respected author, consultant and advisor with a specialized interest in interpreting services, particularly remote language mediation, such as telephone and video interpreting. She is frequently cited as a subject matter expert in mass media publications such as Business Week and the Washington Post, as well as trade publications in the health care and public safety sectors.

Her book, “Telephone Interpreting: A Comprehensive Guide to the Profession”, is the first full-length book ever published on the topic, and has received praise from industry gurus and academics at leading universities. She is currently editing her second book, “From Our Lips to Your Ears: How Interpreters Are Changing the World,” a collection of stories about the important role interpreters play in society.

Since 1996, she has worked in the language services industry as a member of senior management, as a consultant, and as an interpreter, for some of the largest telephone interpreting providers in the world. After working at Language Line Services from 1996 through 2001, she co-founded a consulting company where she served as Director of Research and Training. She later accepted a role as Director of Product Development with another telephone interpreting company, where she oversaw the development of numerous products and services, including language proficiency testing, video interpreting and an accredited national program for cultural competence training.

As a consultant, Nataly has assisted with the design of a language access curriculum for Georgetown University Medical School and presented to health care providers as a member of a national speaker’s bureau for Pfizer’s Quality Forum programs. She is an

invited member of the National Project Advisory Committee for a web-based training program for culturally and linguistically appropriate disaster response offered through the U.S. Department of Health and Human Services Office of Minority Health.

Nataly is a certified court interpreter (Spanish<>English), has worked as a freelance translator and editor. She has served as an elected member of the board of directors of the National Council on Interpreting in Health Care and serves on the American Translators Association interpreter certification committee.

She has formally studied 7 languages, has traveled to 22 countries, has obtained higher education on 3 continents, and has endured more than 10 nicknames.

Kris McCracken, MBA, began working with populations with language barriers as a direct service provider. For several years she worked as a counselor with patients whose primary language was Spanish in several different areas of need, including Substance Abuse, Domestic Violence, Rape Crisis and HIV/AIDs. When Kris moved into the healthcare field, she was frequently pulled to interpret, and eventually completed the Interpreter training through Southern NH AHEC.

Kris is currently the Director of Operations Manchester Community Health Center. She has been responsible for the oversight of all programming around overcoming language barriers in her facility for over 10 years. This includes policy development, hiring of staff, and program support. She has served on the Diversity Task Force of NH, the Board of Directors of NH Minority Health Coalition, and on the Steering Committee of the Medical Interpretation Advisory Board.

Michelle V. Porche, Ed. D, is a Senior Research Scientist, at the Wellesley Centers for Women, Wellesley College. She currently is the Principal Investigator of the project, “*Community Dialogue and Needs Assessment for Addressing Traumatic Stress Among Resettled Refugee Youth in New Hampshire*”. This project involves a needs assessment of refugee youth mental health services in New Hampshire, through qualitative interviews with key informants, both providers and consumers of mental health services. Community dialogue strategies are utilized for integrating youth, family, provider, school and community knowledge and expertise towards identifying necessary next steps for creating trauma informed systems of care for refugee youth.

Michelle is also the principle investigator on a wide array of other projects. She is examining such topics as the underlying factors behind the under-representation of girls and women in Science, Technology, Engineering, and Mathematics; the effectiveness of supporting high quality early childhood teaching through staff professional development; the need for improvement in the conceptualization, measurement and modeling of mixed-race/ethnicity youth by viewing mixed-race/ethnicity identification; and patterns of neurological and cognitive functioning in adolescents with a history of psychological trauma and severe stress to explore how these patterns are associated with literacy and

achievement outcomes. She receives funding from NIH, US Dept. of Education, and the National Science Foundation and others.

Dr. Porche has authored many peer-reviewed articles, papers, books, and chapters in books. Two recent articles include, “A qualitative study of clinicians’ use of the Cultural Formulation Model in assessing posttraumatic stress disorder” and “Political violence, psychosocial trauma, and the context of mental health services use among immigrant Latinos in the United States”, published in *Transcultural Psychiatry* and *Ethnicity and Health* respectively. She is a reviewer for a variety of professional publications including *Cultural Diversity & Ethnic Minority Psychology*.

Chris Smith, MA, is the Director of Research and Evaluation at the New Hampshire Minority Health Coalition. She is a researcher with twenty years of experience conducting evaluations, needs assessments and field studies of community-based organizations. She has extensive experience directing community-based participatory research projects with diverse groups.

Chris is the principle investigator for the *Exploratory study of the social adjustment and well-being of immigrant and refugee families from Latin America and Africa in New Hampshire*. Funded by the Endowment for Health, Chris designed and conducted this study to inquire about what helps immigrant and refugee families from Latin America and Africa settle into their new life in New Hampshire. For those who struggle to adjust, experiencing some form of ongoing distress, she explored how their needs are expressed and what kinds of services might be most appropriate for them.

Chris has researched and evaluated on many other topics including, but not limited to Access New Hampshire, NH State Oral Health Collaborative System, the New Hampshire Asthma Control Program, the Hablemos de Diabetes/Let’s Talk Diabetes program, the Change for Life/Cambia tu Vida program, and Strategic Prevention Frameworks (SPF). She has also recently conducted a survey of immigrant and refugee community health in New Hampshire using trained medical interpreters. The survey was designed with standardized measures of access to health services, preventive care and the management of diabetes and hypertension.

Beth Taylor, MA, is the Interpreter Coordinator at Dartmouth-Hitchcock Medical Center, in Lebanon, NH. She helped create the job description and then was hired into the position in January 2007. Since then, Beth has overseen the creation of language access policy at Dartmouth-Hitchcock Medical Center, implementing new procedures to ensure access to effective communication for clinicians and patients. From revamping intake data collection methods identifying the need for interpreter services upfront to ensuring after-hour interpreter acquisition procedures are followed, Beth has implemented change. As Interpreter Coordinator she serves as a referral hub for both the hospital and the specialty doctor practices associated with Dartmouth-Hitchcock Clinic in

Lebanon as well. Beth is also responsible for raising awareness in the over 7000 staff about the difference and interpreter can make.

Damon Timm, RID Certified, has worked since 2002 full-time as a sign language interpreter across New England and, in 2006, joined UMass Memorial Medical Center in Worcester, MA (a 632-bed, acute care hospital) as a staff medical interpreter.

Mr. Timm's duties in the interpreter services office include: providing medical interpretation and cultural mediation in a variety of healthcare settings for Deaf and Hard of Hearing (Deaf/HH) patients and coordinating the delivery of these services; as well as, developing systems to facilitate access to healthcare for Deaf/HH patients by working to eliminate cultural and linguistic barriers through scheduling, data collection, volume reporting, and providing cultural sensitivity in-services to healthcare providers and staff.

Damon has also assisted in the implementation of numerous quality improvement projects, including nationally recognized educational and research ventures focusing on improving quality of care for patients with diverse linguistic and cultural backgrounds. These projects include: data collection systems to measure and report the effectiveness of language services; systems to prioritize the delivery of interpreter services; development of best practices guidelines for interpreters and staff; hospital-wide implementation of telephonic interpretation in ambulatory areas; and the creations of standards of practice, documentation, and signage.

Cynthia L Whitaker, PsyD, NHICS, is a graduate of the Clinical Psychology Program at Antioch New England Graduate School and is a licensed psychologist. Cynthia is also a graduate of the Sign Language Interpretation program at the University of New Hampshire in Manchester and a licensed sign language interpreter in the State of New Hampshire. She currently works for Community Council of Nashua, a community mental health center, as Coordinator of Deaf Services. The Deaf Services Team at the Community Council of Nashua is a group of hearing and deaf counselors and case managers who know American Sign Language and drive to Nashua, Manchester, Concord, Portsmouth, and places all over New Hampshire.

Amy Wilson-Stronks, M.P.P., C.P.H.Q., is a Project Director in the Division of Standards and Survey Methods and the Principal Investigator for the Joint Commission study *Hospitals, Language, and Culture: A Snapshot of the Nation* a project funded by The California Endowment. She is the co-author of *Hospitals, Language, and Culture: A Snapshot of the Nation Report of Findings* released in March 2007, and co-author of *One Size Does Not Fit All: Meeting the Health Care Needs of Diverse Populations* released in April 2008.

Ms. Wilson-Stronks has been a leader of the Joint Commission's work in the area of culturally and linguistically appropriate patient-centered care and health care disparities.

She is leading ongoing research investigations of the data collected during the *Hospitals, Language, and Culture* project. She is also directing the work of The Joint Commission to assess and evaluate accreditation standards related to culturally and linguistically appropriate services and is developing a comprehensive surveyor training program on issues related to culturally and linguistically appropriate services. She represents The Joint Commission on a number of National Advisory Committees on subjects related to the provision of culturally and linguistically appropriate services.

Ms. Wilson-Stronks entered the health care field as an occupational therapy volunteer at a small downtown Chicago hospital, later working in the long term care industry as a Director of Activities and Psychosocial Programs, and subsequently as a quality improvement and compliance professional for a Joint Commission accredited national substance abuse treatment program. Ms. Wilson-Stronks has worked with the elderly, the mentally ill, persons with HIV/AIDS, and persons with addictions from a variety of ethnic, cultural and socioeconomic backgrounds. These experiences have allowed her to observe directly the impact of culture, language, and literacy on the quality and safety of care and services in health care.

Ms. Wilson-Stronks earned her Master of Public Policy in Health Policy and a Graduate Certificate in Health Administration and Policy from the University of Chicago. Her studies explored poverty, health inequalities, and health status. She is a Certified Professional in Healthcare Quality (CPHQ) and is responsible for the development and maintenance of Joint Commission standards and survey processes. In her free time she serves as a Board Member of the ALS Association Greater Chicago Chapter working to improve services for persons with Amyotrophic Lateral Sclerosis (ALS) and their families.

Susan Wolf-Downes, MS, is the Executive Director of Northeast Deaf and Hard of Hearing Services, Inc., an organization established to serve the Deaf, Hard of Hearing, Late Deafened and Deaf/Blind communities. Susan plans and oversees community services including but not limited to the following: Communication Access Services (Interpreter & CART referral), Information Referral, Services for Deaf and Hard of Hearing Students, NH Telecommunication Equipment Distribution Program, Service Coordination/Advocacy, Relay New Hampshire Outreach, Employment Support Program Parent Infant Program, Equipment and Materials Loan Program, Outreach Information.

Susan has a long history of advocating for the Deaf and Hard of Hearing as well as presenting on related topics to various groups. She is a regular speaker at the Telecommunication for the Deaf International Conference and has spoken at the National Association for the Deaf Conference. She provides advocacy and designs presentations to state, hospitals, and private agencies.

Susan is affiliated with the Statewide Independent Living Center (SILC), and is on the Board of Trustees for New England Home for the Deaf (NEHD), the National Registry of Interpreters, the NH State Associate for the Deaf, National Association for the Deaf, the

Adult Late Deafened Association, along with other professional organizations. Susan received the Executive Director's Award from New Hampshire Association for the Deaf (June, 2007).