



Personal Story

Bustamante Leads Team to Advance Language-Access Services

By Hong Chartrand

The first time I saw Irma Bustamante, Manager of Language Services, Phoenix Children's Hospital (PCH), she was speaking about health, culture and language to a full conference room more than eight years ago. She moved over the entire stage, and as she spoke, her voice confident and assuring, not preachy, and the messages she delivered were powerful and inspirational. It was an eye opening experience to me, a novice just learning about medical interpretation. "It is important that we never use children or family as medical interpreters," Irma said, drawing from her personal and professional experience.

Irma was born in Arizona; her family is from Mexico. Her father spoke English but her mother spoke only Spanish. As the oldest of seven siblings, she started to interpret for her family at the age of six, yet she had just started learning English one year before. When she was nine years old, her father passed away, and she took on the responsibility of interpreting for her mother and became the role model for her younger siblings. "It was tough and embarrassing, sometimes," Irma recalls, referring to her childhood interpretation experience.



Irma Bustamante (second from left) was working with patients and

As a Hispanic woman growing up in a society full of stereotypes, Irma had to fight her way to success. When she attended graduate school at Georgetown University in Washington, D.C., she volunteered and later worked for different organizations.

(Continued on page 4)

Tarango Receives Exceptional Rural Health Professional Award

Patricia Tarango (left) received the Exceptional Rural Health Professional Award on August 20, 2013 at the annual Arizona Rural Health Conference in Prescott. The award, presented by the Arizona Rural Health Association, recognizes individuals for leadership in bringing health services to rural populations. Ms. Tarango is the Chief for the Bureau of Health Systems Development, Arizona Department of Health Services. In her role as Bureau Chief, Ms. Tarango functions as the Arizona Primary Care Office Director and is responsible for varied statewide programs and strategies that focus on increasing access to affordable primary health, dental care, mental health and reducing health disparities with an emphasis on uninsured populations in Arizona. Ms. Tarango is the Co-Chair of



the National Rural Health Association's National Rural Task Force. She is also an active member of the Kyrene Resource Center Advisory Board, which identifies health and wellness resources for children in the Kyrene School District through community partnerships. ♦

Arizona Health Disparities Center

Mission:

To promote and protect the health and well being of the minority and vulnerable populations of Arizona by enhancing the capacity of the public health system to effectively serve minority populations and reduce health disparities.

Vision:

Health equity for all

We envision a state where each person has equal opportunity to prevent and overcome disease and live a longer, healthier life.

Contact:

Arizona Health Disparities Center
Bureau of Health System Development
Arizona Department of Health Services
150 North 18th Ave. Suite 300
Phoenix, AZ 85007
602-542-1219
602-542-2011 fax
<http://www.azminorityhealth.gov>

AzRWHN Provides Training on Trauma Informed Care

By Kimberly Zill

Childhood sexual abuse/domestic violence has huge impact on pregnancy, birth and postpartum. The Arizona Rural Women's Health Network (AzRWHN) provided two training sessions regarding trauma informed care in October 2013. The training provided participants with information and tools for better addressing childhood sexual abuse and domestic survivors during their childbearing years and beyond. A total of 115 health professionals across the state attended the training sessions. Many felt that the training was informative and useful and recommended providing this training to other health professionals. The AzRWHN is a statewide network that coordinates and improves health outcomes for rural and underserved women in Arizona. For more information about the AzRWHN, visit <http://azrwhn.org/>. ♦

Mohapatra Receives Hispanic Leaders Award

Cielo Mohapatra (center) was recognized for her leadership achievements at the 7th Annual 40 Under 40 Hispanic Leaders Awards Luncheon on September 26, 2013 in Phoenix. The award, presented by Univision Radio-Arizona and Valle del Sol, recognizes Hispanic leaders for their contributions, accomplishments and commitment to community services throughout the state of Arizona. Ms. Mohapatra is the Community Development Manager for the Bureau of Health Systems Development, Arizona Department of Health Services. She was honored by former Arizona State Governor Janet Napolitano for her engagement, leadership and collaboration at the "White House Office of Faith-Based and Community Initiatives." She is a member of the Leadership Team at the Arizona Rural Women Health Network (AzRWHN) and also serves on the Board of Directors of the National Latino Behavioral Health Association, Inc. (NLBHA). Additionally, Ms. Mohapatra is certified Trainer /TOT Facilitator for the Addiction Technology Transfer Center (ATTC) Network on the curriculum, "A Provider's Introduction to Substance Abuse Treatment for Lesbian, Gay, Bisexual, and Transgender Individuals" (English and Spanish). ♦



Words of Wisdom



Our greatest happiness does not depend on the condition of life in which chance has placed us, but is always the result of a good conscience, good health, occupation, and freedom in all just pursuits. ♦

- Thomas Jefferson

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Continued from page 1

Such experience opened her eyes and set the foundation for her future career. “I saw the necessity for bilingual people working in health care,” says Irma, about her volunteer experience as an interpreter for refugees from Central and South America at Georgetown University Hospital.

Irma was accepted by the medical school at the University of Arizona. She saw an opportunity as a future health care provider, being fully bilingual in English and Spanish and having had no communication barrier between her and her patients. When she got a chance to see a patient, she held the patient’s hands and chatted as if the patient were her family member. Her professor told her that she spent too much time with the patients, that she was too nice.

It was a big blow to Irma. Instead of continuing her medical path, she decided to explore another direction in which to apply her talent and passion in the health care field. Irma aggressively embraced medical interpretation, cultural training, curriculum development and community health outreach. She was offered a job as a research coordinator for minority patients by Phoenix Children’s Hospital. It was a one-person shop in the beginning. Later, Irma started to supervise three interpreters, and now she oversees a team of 24 medical interpreters and 3 translators. In addition, her program provides telephonic and in-person interpreting in refugee languages via contracts. Every month, her team receives over 1,000 interpretation/translation requests in Spanish and others languages, and the average interpretation minutes are between 5 and 120 minutes / per interpretation with education requests up to 3 hours. In addition, Irma

provides cultural training sessions to new health care providers and support staff at PCH. She also brought the medical interpreter program to PCH which has grown tremendously and is now managed through the hospital’s Community Outreach program and is made available to community members in health care.

Her team was selected as one of ten hospitals for the Speaking Together: National Language Services Network, the first Robert Wood Johnson Foundation (RWJF) national program to improve the delivery of language services to patients with limited English proficiency using standardized performance improvement measures and a quality improvement framework. As the PCH director of this research collaborative, she made many changes to improve timeliness and improve the use of interpreters for admissions and discharges for Spanish speaking families.

Technology and research have helped advance medicine practice drastically, and it is expected that they play a big role in medical interpretation and translation as well. Irma’s goals are to look into video remote interpretation for American Sign Language and to continue roll out of translation memory software to enhance the speed and quality of medical translation.

“My other goal is to continue to be the mentor of my staff, no matter at which life stage they are,” Irma says.

Juanita Franco, interpreter and dispatcher at Phoenix Children’s Hospital, considers Irma a great boss, good friend and a role model. “She’s taught me how to set future goals and motivates me to be passionate about my job.” ♦

Publications of Interest:

Compendium of Proven Community-Based Prevention Programs

It highlights nearly 80 evidence-based disease and injury prevention programs that have saved lives and improved health.

<http://healthyamericans.org/report/110/>

State Health Insurance Marketplace Navigator

It is an interactive tool recently developed by the Commonwealth Fund, guides users step by step to explore their health insurance plans and coverage options in the new state marketplaces.

<http://www.commonwealthfund.org/interactive/navigator.html> ♦

Events of Interest:

8th Annual National Policy Conference: Forging Ahead on Health Reform

Date: November 8, 2013

Location: Capital Hilton, 1001 16th St, NW, Washington, DC 20036

The conference also offers the live video streaming option for people who cannot travel and attend the conference from home or office.

<http://www.ncqa.org/policyconference>

2014 Building A Healthier Future Summit

Sponsored by: the Partnership for a Healthier America

Date: March 12 – 14, 2013

Location: Washington Hilton, Washington, DC

<http://ahealthieramerica.org/summit/about-the-summit/>

14th Population Health Colloquium

Presented by: Global Health Care, LLC

Dates: March 17 – 19, 2014

Location: Loews Philadelphia Hotel, Philadelphia, PA

Webcast: In your own office or home live via the Internet with 24/7 access for six months

<http://www.populationhealthcolloquium.com/index.html> ♦

Funding Opportunities:

Allen Foundation Grants Program – Deadline: December 31, 2013

Purpose: to support projects that address the connection between human nutrition and health.

Eligible Applicants: Local Government, Academic Institutions, Non Profits and Schools/School Districts

Contact: Kathy McDonald at (989) 832-5678 or

Kathy@allenfoundation.org

<https://www.allenfoundation.org/commoninfo/aboutus.asp>

American Heart Association Western States Affiliate: Grant-in-Aid Program (Select States) – Deadline: January 16, 2014

Purpose: to support projects conducting innovative and meritorious health research.

Eligible Applicants: Academic Institutions and Non Profits

Award Range: up to \$140,000 with award payments of up to \$70,000 per year over a two-year project period

Contact: (214) 360-6107 or apply@heart.org

http://my.americanheart.org/professional/Research/FundingOpportunities/SupportingInformation/Winter-2014---Beginning-Grant-in-Aid_UCM_443303_Article.jsp ♦

For more information about funding opportunities, publications of interest and events of interest, please visit www.azminorityhealth.gov. ♦

Editor's Note:

The *AHDConnection* is published quarterly on January 31, April 30, July 31 and October 31. We are looking for community stories and other leads that are related to efforts to reduce health disparities in Arizona. Because of space limitation, each submitted community story should not be more than 500 words. Ideas for community stories are also welcome. Our deadline is the 15th of month prior to the publication date. Please email articles or ideas to the editor at hong.chartrand@azdhs.gov. ♦

