



FOR IMMEDIATE RELEASE

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Collaborative of national and local hospitals; Academics meet at Phoenix Children's for Spanish medical interpreter training Wednesday, October 24

Instruction to improve communication between Spanish-speaking families, English-speaking staff

PHOENIX, Ariz. (October 20, 2007) – Medical interpreter trainers from national and local hospitals will gather at Phoenix Children's Hospital for training designed to improve communication and safety October 24 at the Melvin E. Cohen Center between noon and 2:30pm. The program is funded primarily by the global organization Ronald McDonald House Charities, Inc. with additional local funding provided by Greater Valley AHEC, Lodestar Foundation and BHHS Legacy Foundation.

Instructor candidates from local hospitals, including Banner Healthcare, Chandler Regional, John C. Lincoln, and Maricopa Integrated Health System will train with candidates from national children's hospitals such as Children's Memorial Hospital, Chicago and Dell Children's Medical Center, Austin. They will participate in training on how to teach bilingual health care workers medical terms, interpreting protocol, multicultural understanding, leadership and teamwork.

"If you want to interpret, being bilingual is a good start but it isn't enough – we don't learn medical vocabulary or interpreter protocol growing up. Training interpreters is an urgent health and safety issue because it increases efficiency and decreases medical errors," said Barbara Rayes, Master Trainer for the Medical Interpreter Project and Coordinator of Translation Services and Language Education at Phoenix Children's Hospital.

The Spanish-speaking population at Phoenix Children's Hospital has grown steadily as it has in other hospitals across the country. Since 2001, Phoenix Children's has trained nearly 1000 students in medical terminology, interpreting ethics, leadership, cultural differences and team building. The first cohort of 25 national trainers completed their training in 2006 and have implemented the Spanish Bilingual

Assistant course in over 20 metropolitan regions of the United States. Rayes developed the program to train bilingual speakers to be medical interpreters and teachers.

“At Phoenix Children’s, we are committed to using only trained interpreters, whether on the phone or face-to-face. Patients, families, and hospital staff need to know that interpreters have been trained and that they uphold national standards of practice,” said Sally Moffat, Director of Language Services at Phoenix Children’s Hospital.

“Preparing instructors to teach medical interpreters across the country improves the quality and safety of patient care,” said Rayes. “Phoenix Children’s Hospital is proud to be a national leader in this effort.”

Phoenix Children’s Hospital is Arizona’s leader in pediatric care and is one of the 10 largest free-standing children’s hospitals in the nation. The outstanding clinical expertise, as well as high patient volume, and an unwavering commitment to caring only for children, all contribute to Children’s leadership position. For information about Phoenix Children’s, visit the Hospital’s award-winning website at www.phoenixchildrens.com.

-30-

Editor’s Note: Media are welcome to attend the conference and interviews can be arranged for Phoenix Children’s staff, as well as attending instructor candidates. To arrange an interview please call Jane Walton at (602) 546-5871 or Phoenix Children’s Hospital Public Relations at (602) 546-5870.