

THE FIFTH NATIONAL CONFERENCE ON QUALITY HEALTH CARE FOR CULTURALLY DIVERSE POPULATIONS: BUILDING THE ESSENTIAL LINK BETWEEN QUALITY, CULTURAL COMPETENCE, AND DISPARITIES REDUCTION

MAIN CONFERENCE CONCURRENT WORKSHOPS (Subject to Change)

Wednesday, October 18, 2006

10:45am-12:15pm

A WORKSHOPS

A-1: Promising practices for patient-centered communication with diverse populations

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Sally B. LeBeau, Manager of Language Assistance Services, University of Virginia Health Systems (Charlottesville, VA)

Carla Fogaren, RN, Director of Community Outreach & Interpreter Services, Caritas Good Samaritan Medical Center (Brockton, MA)

Hali Hammer, MD, Medical Director of Family Health Center, San Francisco General Hospital (San Francisco, CA)

Cristina Krasny, Manager of Interpretation and Translation Services, WakeMed Health & Hospitals (Raleigh, NC)

Martine Pierre-Louis, MPH, Manager of Interpreter Services & Community House Calls, Harborview Medical Center (Seattle, WA)

Moderator: Matthew K. Wynia, MD, MPH, FACP, Director, The Institute for Ethics at the American Medical Association (Chicago, IL)

A-2: Adapting disease management for diverse patients: insights from new initiatives in health care

Florence Jones, MSN, Chief Nursing Officer at Delta Regional Medical Center (Greenville, MS)

A-3: Lessons learned from the NHLBI Cultural Competence and Health Disparities Education Collaborative

Olivia Carter-Pokras, PhD, Associate Professor, University of Maryland School of Maryland (Baltimore, MD)

David Acosta, MD, University of Washington School of Medicine (Seattle, WA)

Desiree Lie, MD, MSED, Clinical Professor for the Department of Family Medicine University of California-Irvine School of Medicine (Orange, CA)

Ana Nunez, MD, Drexel University School of Medicine (Philadelphia, PA)

Moderator: Clarence H. Braddock, MD, MPH, NHLBI Cultural Competence and Health Disparities Education Program Coordinating Center, Stanford University (Palo Alto, CA)

A-4: Collaborating to end disparities: Organizational and citywide models

Alexander R. Green, MD, Co-Founder, Manhattan Cross Cultural Group (Boston, MA)

Joseph Betancourt, MD, MPH, Director, The Disparities Solutions Center, Massachusetts General Hospital (Boston, MA)

John A. Rich, MD, MPH, Associate Professor and Chair of the Department of Health Policy and Management, Drexel University School of Public Health (Philadelphia, PA)

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A-5: Emergency preparedness and diverse communities: national, state and local actions to avoid the tragic errors of the past

Sharyne Shiu-Thornton, PhD, Senior Lecturer, University of Washington School of Public Health and Community Medicine (Seattle, WA)

Moderator/Discussant: Dennis P. Andrulis, PhD, MPH, Director Drexel University Center for Health Equality (Philadelphia, PA)

A-6: Risk management strategies for improving cultural competence, provider-patient communication and patient safety

Angela Sasso, Coordinator, Provincial Language Service (Vancouver, BC)

Kathryn Bunt, MPH, Physician Office QI Director, Qualis Health (Seattle, WA)

Tanya E. Karwaki, JD, Healthcare Risk Management Consultant, Physicians Insurance, A Mutual Company (Seattle, WA)

A-7: Complex needs, competing interests, and tight budgets: How to build sustainable health programs for culturally diverse communities

Ira SenGupta, Executive Director, Cross Cultural Health Care Program (Seattle, WA)

J. Carey Jackson, MD, MPH, MA, Director of Interpreter Services, Harborview Medical Center (Seattle, WA)

Wednesday, October 18, 2006

2:00pm-4:00pm

B WORKSHOPS

B-1: Federal and state laws on language access and cultural competence training: status reports

The Honorable Rosa Franklin, MA, RN, PhD (honorary) Senate President Pro Tempore WA State Senate (Olympia, WA)

Don Sloma, MPH, Policy Director, Washington Health Foundation (Seattle, WA)

Darci L. Graves, MA, MA, Cultural Competence Training Manager, NetworkOmni Multilingual Communications (Thousand Oaks, CA)

Jane Perkins, Legal Director, National Health Law Program (Chapel Hill, NC)

Mara Youdelman, JD, LLM, Staff Attorney, National Health Law Program (Washington, DC)

B-2: Mental health disparities and models of culturally competent care for Latino, Asian-American, and Black populations

Sergio Aguilar-Gaxiola, MD, PhD, Professor of Clinical Internal Medicine, University of California, Davis (Sacramento, CA)

D.J. Ida, PhD, Executive Director, National Asian American Pacific Islander Mental Health Association (Denver, Colorado)

Annelle B. Primm, MD, MPH, Director of Office of Minority and National Affairs, American Psychiatric Association (Arlington, VA)

Moderator: Francis G. Lu, MD, MS, Professor of Clinical Psychiatry, University of California, San Francisco (San Francisco, CA)

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**B-3: Leadership insights: Framing and integrating cultural competence into strategic priorities
PEER-TO-PEER PRACTICE ADVANCEMENT SESSION**

Wendy Jameson, MPP, MPH, Director, California Health Care Safety Net Institute (Oakland, CA)

Sunita Mutha, MD, FACP, Associate Professor of Clinical Medicine, University of California San Francisco (San Francisco, CA)

TBD, National Public Health and Hospital Institute (Washington, DC)

B-4: Certification for medical interpreters: Where we are and where we want to go – PART I (continued from 4:15pm-5:45pm, see listing below)

Shiva Bidar-Sielaff, MA, Manager of Cross-Cultural Care and Interpreter Services, University of Wisconsin Hospitals and Clinics (Madison, WI)

Karin Ruschke, MA, President, International Language Services, Inc. (Minnetonka, MN)

Cynthia E. Roat, MPH, Consultant and Trainer on Language Access in Health (Shoreline, WA)

Moderator: Wilma Alvarado-Little, MA, Co-Chair, National Council on Interpreting in Health Care (Albany, NY)

B-5: E-learning for cultural competence training: model programs, challenges and solutions

Joseph Betancourt, MD, MPH, Director, The Disparities Solutions Center, Massachusetts General Hospital (Boston, MA)

Alexander R. Green, MD, Co-Founder, Manhattan Cross Cultural Group (Boston, MA)

Ann Kenny, MPH, BSN, RN, Program Manager, Science Applications International Corporation (Falls Church, VA)

Guadalupe Pacheco, MSW, Special Assistant to the Director, Office of Minority Health (Washington, DC)

Ricardo H. Dios, MD, MPH, DrPH, International Fellow on Aging, National Hispanic Council on Aging (Washington, DC)

**B-6: From the community to the community: Health workers build bridges for culturally competent care
PEER-TO-PEER PRACTICE ADVANCEMENT SESSION**

Christina Garces, Caseworker/Cultural Mediator, Harborview Medical Center (Seattle, WA)

Angela Camilleri, MPH, MA, Senior Manager, Community Health, Pfizer Health Solutions (Santa Monica, CA)

Irene Gilliland, University of the Incarnate Word (San Antonio, TX)

Valentin Sanchez, Community Outreach Worker, Oregon Law Center (Woodburn, OR)

Perla Morley, Cultural Mediator and Interpreter, Minneapolis Children's Clinic (Minneapolis, MN)

Darouny Somsanith, MPH, Community Voices Project Manager, Alameda Health Consortium (Alameda, CA)

Facilitator: Ira SenGupta, Executive Director, Cross Cultural Health Care Program (Seattle, WA)

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B-7: Cultural competence and disparity reduction in managed care: models and measures

Fatema Salam, MPH, Program Director, National Quality Forum (Washington, DC)

Mary Catherine Beach, MD, MPH, Assistant Professor of Medicine and Health Policy & Management, Johns Hopkins University (Baltimore, MD)

Jessica Briefer French, Senior Consultant, National Committee of Quality Assurance (Salt Lake City, UT)

Somnath Saha, MD, MPH, Associate Professor of Medicine and Public Health & Preventive Medicine, Oregon Health & Science University (Portland, OR)

Wednesday, October 18, 2006

4:15pm-5:45pm

FILM FESTIVAL & SPECIAL SESSIONS

FILM FESTIVAL

Working Together to End Racial and Ethnic Disparities: One Physician at a Time

Gloria Boone, MPH, Scientist, American Medical Association (Chicago, IL)

Culture and ConneXions: Understanding your Patients

Lisa Morris, Director of Cross Cultural Initiatives, Office of Community Programs, University of Massachusetts Medical School (Shrewsbury, MA)

The Culture of Emotions: A cultural competence and diversity training program

Francis G. Lu, MD, Professor of Clinical Psychiatry, University of California, San Francisco (San Francisco, CA)

SPECIAL SESSIONS

Special Session 1: Certification for medical interpreters: Where we are and where we want to go – PART II

National Council on Interpreting in Health Care Focus Group

(continued from Workshop B-4, 2:00-4:00pm)

Facilitator: Maria-Paz Beltran Avery, PhD, Managing Director, Education Development Center, Inc. (Newton, MA)

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Special Session 2: Release of The Commonwealth Fund Cultural Competence Paper Series: Understanding the present and setting future directions

Panelists TBA

DRAFT

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C-4: Difficult issues: How to be linguistically and culturally competent in sensitive situations

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Liliana Ballesteros, Coordinator of Medical Interpreters, Cincinnati Children's Hospital Medical Center (Cincinnati, OH)

Gerhardt Smith, Staff Medical Interpreter, Cincinnati Children's Hospital Medical Center (Cincinnati, OH)

Christine Westphal, RN, MSN, APRN-BC, ACHPN, Clinical Nurse Specialist, Oakwood Healthcare System (Dearborn, MI)

Crista Johnson, MD, Clinical Lecturer, University of Michigan Medical School (Ann Arbor, MI)

Facilitator: Julie Burns, MEd, Interpreter Training Program Director, Cross Cultural Health Care Program (Santa Rosa, CA)

C-5: Recognizing Innovation in Multi-Cultural Health Care

Jessica Briefer French, Senior Consultant, National Committee for Quality Assurance (Salt Lake City, UT)

Cindy Brach, MPP, Senior Health Policy Researcher, Agency for Healthcare Research and Quality (Chicago, IL)

Moderator: Mara Youdelman, JD, LLM, Staff Attorney, National Health Law Program (Washington, DC)

C-6: Quality improvement partnerships and organizational success in providing language services

Loretta Saint-Louis, PhD, Director of Multilingual Interpreting, Cambridge Health Alliance (Somerville MA)

Izabel Arocha, MEd, Cultural & Linguistic Educator, Cambridge Health Alliance (Somerville MA)

Laurie Bausk, RN, Nurse Manager, Cambridge Health Alliance (Cambridge, MA)

C-7: Innovations in cultural competence curriculum development for health professionals in training

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

M. Jean Gilbert, PhD, Principal, Cultures in the Clinic (Glendale, CA)

Ford Kuramoto, DSW, LCSW, Principal, Magna Systems, Inc. (Los Angeles, CA)

Francis G. Lu, MD, Professor of Clinical Psychiatry, University of California, San Francisco (San Francisco, CA)

Maria L. Soto-Greene, MD, Director of the Hispanic Center of Excellence, University of Medicine and Dentistry of New Jersey (Newark, NJ)

Moderator: Robert Like, MD, MS, Associate Professor & Director, UMDNJ-Robert Wood Johnson Medical School (New Brunswick, NJ)

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Thursday, October 19, 2006

2:00pm-4:00pm

D WORKSHOPS

D-1: Advances in Addressing Health Literacy among Culturally Diverse Populations

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Sharon E. Barrett, Principal Investigator for Health Literacy Study, Association of Clinicians for the Underserved (Tysons Corner, VA)

Nancy Lang, MBA, President & CEO, Cultural Horizons (Kansas City, MO)

Phyllis Naragon, MA, Director of Administration and Programs, American Academy of Family Physicians Foundation (Leawood, KS)

David Campa, MD, MPH, Chief Medical Officer, Northeast Valley Health Corporation (San Fernando, CA)

Moderator/ Discussant: Cindy Brach, MPP, Senior Health Policy Researcher, Agency for Healthcare Research and Quality (Chicago, IL)

D-2: Global models of culturally competent care

Sharon Chalmers, PhD, Research Fellow, University of Western Sydney (Australia)

Ursula Karl-Trummer, PhD, MA, Ludwig Boltzmann-Institute for the Sociology of Health and Medicine, University of Vienna (Vienna, Austria)

Maurice Eisenbruch, Director of the Institute for Health and Diversity, Victoria University (Melbourne, Australia)

TBD

D-3: Designing Quality Improvement Strategies for Culturally Diverse Populations

ROUNDTABLE DISCUSSION

Benjamin Danielson, MD, Medical Director, Odessa Children's Clinic (Seattle, WA)

Nicole Van Borkulo, MEd, Project Director of National Initiative for Children's Healthcare Quality, University of Washington (Seattle, WA)

Sunita Mutha, MD, FACP, Associate Professor of Clinical Medicine, University of California San Francisco (San Francisco, CA)

M Rashad Massoud, MD, MPH, Senior Vice President, Institute for Healthcare Improvement (Cambridge, MA)

Angelique Ramirez, MD, Medical Director, Parkland Hospital and Health Systems (Dallas, TX)

Paula Minton-Foltz, RN, Director of Professional Practice, Education, Quality and Safety, Harborview Medical Center (Seattle, WA)

Kim Voss, RN, Executive Director of Performance Improvement and Quality Management, University Medical Center for Southern Nevada (Las Vegas, NV)

Moderator: Edward L. Martinez, MS, Senior Consultant, National Association of Public Hospitals and Health Systems (Viroqua, WI)

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**D-4: TUG OF WAR: Should Bilingual Staff Interpret?
PEER-TO-PEER PRACTICE ADVANCEMENT SESSION**

Andrea Henry, Children's Healthcare of Atlanta (Atlanta, GA)

Mary Philbin, EdM, Director of Education, University of Massachusetts (Shrewsbury, MA)

Linda G. Coronado, Program Director, DuPage Federation on Human Services Reform (Villa Park, IL)

Doreen Rambke, LMP Bilingual Program Training Coordinator, Kaiser Permanente (Oakland, CA)

Facilitators: Barbara Rayes, Master Trainer of National Medical Interpreter Project, Phoenix Children's Hospital (Phoenix, AZ)
& Marjory Bancroft, MA, Director, Cross-Cultural Communications, LLC (Ellicott City, MD)

D-5: State initiatives to address cultural competence and disparity reduction in public health and mental health

Sergio Aguilar-Gaxiola, MD, PhD Professor of Clinical Internal Medicine, University of California, Davis (Sacramento, CA)

David Harrelson, Tribal & Health Disparities Specialist, Washington State Department of Health, Tobacco Prevention Control Program (Olympia, WA)

Ira Sen Gupta, Executive Director, Cross Cultural Health Care Program (Seattle, WA)

Mireya Vera, Director of Community Services, Westlake Hospital Resurrection Health Care (Melrose Park, IL)

D-6: Health plan collaborations: the key to delivering language services and reducing racial and ethnic disparities

Constance Martin, Program Associate, Center for HealthCare Strategies, Inc. (Lawrenceville, NJ)

Diana M. Carr, MA, Health Net of California, Cultural and Linguistic Services (Pasadena, CA)

Peggy Payne, MA, CDE, Director of Diversity and Member Education, SCAN Health Plan (Long Beach, CA)

TBA

D-7: Using Race, Ethnicity, and Language Data to Address Disparities in Quality and Access

Anne Beal, MD, MPH, Senior Program Officer, The Commonwealth Fund (New York, NY)

Marsha Regenstein, PhD, Associate Research Professor, George Washington University (Washington, DC)

Bruce Siegel, MD, MPH, Research Professor, George Washington University Medical Center (Washington, DC)

Jane Deane Clark, PhD, Director of Evaluation and Analysis, Center for Health Care Strategies, Inc. (Hamilton, NJ)

Susan Mathew, RN, MS, CNS, CDE, Training Specialist, Urban Indian Health Institute (Seattle, WA)

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4:15pm-5:45pm

RESOURCE CENTER, ROUNDTABLES & SPECIAL SESSIONS

Roundtable-1: Closing the gap: Philanthropy's role in promoting health equity

Lauren LeRoy, PhD, President and CEO, Grantmakers In Health (Washington, DC)

Brent Ewig, MHS, Senior Program Associate, Grantmakers In Health (Washington, DC)

Roundtable-2: Acknowledging and moving beyond racism in health care

Diana Dunn, Administrative Director, The Peoples Institute for Survival and Beyond

Benjamin Danielson, MD, Medical Director, Odessa Children's Clinic (Seattle, WA)

Clarence Spigner, DrPH, Associate Professor, University of Washington (Seattle, WA)

Facilitator: David Reyes, MN, MPH, RN, Health Services Administrator, Community Health Services Division Public Health – Seattle & King County (Seattle, WA)

Roundtable-3: Quality care for GLBT patients and communities

Randy Sell, ScD, Associate Professor in the Department of Community Health and Prevention, Drexel University School of Public Health (Philadelphia, PA)

Doreena Wong, JD, Staff Attorney, National Health Law Program (Los Angeles, CA)

Special Session: Language access services for small group medical practices

Margaret Gadon, MD, MPH, Program Director, American Medical Association (Chicago IL)

Guadalupe Pacheco, MSW, Special Assistant to the Director, Office of Minority Health (Washington, DC)

Jane Perkins, Legal Director, National Health Law Program (Chapel Hill, NC)

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10:30am-12:30pm

E WORKSHOPS

E-1: The words to say it: Communicating across language and culture in mental health care

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Leon Reines, Interpreter Services, Harborview Medical Center (Seattle, WA)

Laura Collins, Mental Health Services, Harborview Medical Center (Seattle, WA)

Kiran Malli, Coordinator of Quality Assurance, Provincial Language Service (Vancouver, BC)

Angela Sasso, Coordinator, Provincial Language Service (Vancouver, BC)

Sompasong Keohavong, Case Worker, Asian Counseling and Referral Service (Seattle, WA)

Sanjan Rungruangkonkit, Asian Counseling and Referral Service (Seattle, WA)

Moderator: Robert Putsch, III, MD, Senior Advisor, Cross Cultural Health Care Program (Seattle, WA)

E-2: Designing and implementing organizational assessments for culturally and linguistically appropriate services: real-life lessons from the field

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Sandra Eliason, MD, Director of Medical Programs, Center for Cross Cultural Health (St. Paul, MN)

Stergios Roussos, PhD, MPH, Research Assistant Professor, San Diego State University Center for Behavioral Epidemiology & Community Health (San Diego, CA)

Facilitator: Felicia Batts, MPH, Director of Technical Assistance and Training, Alliance for Community Research and Development (Merced, CA)

E-3: Washington's Health Disparities Initiatives: Implementation and Recommendations for the Future

Pamela Lovinger, MPA, Director of Policy, Evaluation and Communication, Washington State Department of Health Office of the Assistant Secretary (Olympia, WA)

Frankie T. Manning, MN, RN, Association Director of Nursing Service, Department of Veterans Affairs Puget Sound Health Care System (Seattle, WA)

Ellen Abellera, BSN, RN, Executive Director, Governor's Commission on Asian Pacific America Affairs (Olympia, WA)

Rudy Vasquez, Multicultural Services Director, Sea Mar Community Health Centers (Tacoma, WA)

Moderator: Craig McLaughlin, MJ, Washington State Department of Health (Olympia, WA)

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E-4: Hearing the community voice: Building effective partnerships for culturally competent care and research

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Cheza Garvin, PhD, MPH, MSW, Chronic Disease Prevention & Healthy Aging, Public Health - Seattle & King County (Seattle, WA)

Suzanne Selig, Director of Health Sciences and Administration Department, University of Michigan-Flint School of Health Professions and Studies (Flint, MI)

Elizabeth Thomas, BSN, MN, ARNP, Chair of Central Seattle Infant Mortality Committee (Seattle, WA)

Sandra Villagarcia, Infant Mortality Case Manager, El Centro de la Raza (Seattle, WA)

Winston Tseng, PhD, Assistant Adjunct Professor in the Department of Social and Behavioral Sciences, University of California, Berkeley (Berkeley, CA)

Kathleen Mayeda, MSW, Director of Social Services, San Francisco Senior Center (San Francisco, CA)

Facilitator: Ellen Wu, MPH, Executive Director, California Pan-Ethnic Health Network (Oakland, CA)

E-5: Assessing provider cultural competence: challenges before and after training

PEER-TO-PEER PRACTICE ADVANCEMENT SESSION

Patricia Hudelson, PhD, Medical Anthropologist, Geneva University Hospitals (Geneva, Switzerland)

Gina Musolino, PT, MEd, EdD, Director of Clinical Education and Assistant Professor, The University of Utah, College of Health (Salt Lake City, UT)

Elizabeth Jacobs, MD MPP, Assistant Professor of Medicine, Cook County Hospital & Rush Medical College (Chicago, IL)

Jolynn Lowry, MSN, APRN, BC, Faculty, University of the Incarnate Word (San Antonio, TX)

Joretha Bourjolly, PhD, Professor/Clinician Educator, University of Pennsylvania, School of Social Policy and Practice (Philadelphia, PA)

Facilitator: Jeffrey Ring, PhD, Director of Behavioral Sciences, White Memorial Medical Center (Los Angeles, CA)

Friday, October 20, 2006

2:00pm-4:00pm

SPECIAL TOURS & POST-CONFERENCE SPECIAL SESSION

Post-Conference Special Session: Eliminating Health Disparities in Washington: A Public Forum

Members of the Governor's Interagency Council on Health Disparities (to be announced)

Facilitator: Frankie T. Manning, MN, RN, Associate Director of Nursing Service, Department of Veterans Affairs Puget Sound Health Care System (Seattle, WA)

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