

Refugee Resettlement Forum

By Cathleen Urbain, ISG Board Member

The MN Department of Health's Refugee and International Health Program reached out to several ISG members to be part of the January 25, 2017 Tenth Annual Local Public Health and Resettlement Agency Forum. The theme for this year's forum was Building Bridges: Health Care and Services. Cristiano Mazzei and Cathleen Urbain co-presented on the topic Interpreters: A Bridge to Communication.

Despite the snowstorm making travel difficult for many, the event was well attended. This year forum provides an opportunity for staff involved in refugee resettlement to network and gain practical information. The MN Department of Health, federal agency partners, local health departments, county social services, health care providers and voluntary resettlement agencies (VOLAGs) work together to help new refugees as they resettles in MN. VOLAGs in MN are Catholic Charities of St. Paul and Minneapolis, Catholic Charities-Winona, International Institute of MN, Lutheran Social Services of MN, MN Council of Churches, and Arrive Ministries.

Those in the Twin Cities metropolitan area interested in issues facing new refugees can attend or become part of the Metro Refugee Health Task Force (MRHTF). MRHTF meets monthly from September – June, and brings together persons working in refugee and immigrant health for presentations, dialogue and networking. See [here](#).

Workshop: Simultaneous Interpreting In Mental Health (0.3 CEUs approved by CCHI)

When: April 29 , 2017, 8:45 AM to 12:00 PM

Where: John Nasseff Heart Center, Conference Room, United Hospital, 255 Smith Ave. N. St. Paul, MN

Click [here to register on-line](#).

Video Remote Interpreting News

By Anne Thompson, HealthEast

HealthEast is piloting a program for video remote interpreting in the emergency departments of its three acute care hospitals – St. Joseph's Hospital, St. John's Hospital and Woodwinds Health Campus. Although video interpreting is not new, there have been many improvements and changes in the technology over the years.

Currently, HealthEast is using the newest iPads, mounted on portable stands. The video interpreting units can access more than 80 languages, including American Sign Language.

Why is video interpreting important? When every minute counts, this approach offers almost immediate availability of an interpreter. Reaching a face-to-face interpreter can take anywhere from five minutes to one hour, while video offers an immediate solution to the start of patient care. Additionally, the patient is provided more complete communication with the provider or staff as all parties are visible during the exchange.

Video interpreting does not replace face-to-face interpreters, which is the preferred option for most patients, rather, it is an opportunity to supplement that care when every minute may be critical for the patient. It is also beneficial for an interaction that is very short, usually less than ten minutes.

Advanced Registration Fee (by 5 PM, 4/26/17):
ISG Members: \$15.00; Non-members: \$30.00

Same day registration (8:00 AM – 8:40 AM):
Members and non-members: \$30.00

Trainer: Cristiano Mazzei. B.A., M.A., is the director and instructor of the Translating and Interpreting Program at Century College, MN. He is certified by CCHI, the National Center of State Courts, and the United State State Department.