

CYNTHIA E. ROAT

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PROFESSIONAL EXPERIENCE

Independent Consultant on Language Access in Health Care (Seattle, Washington), August 2001 – present.

Consulting Services

- Comprehensive assessment and guidance on language access systems for public and private healthcare systems, public health departments, community clinics, rural provider coalitions and a national commercial pharmacy chain.
- Benchmarking in language access services.
- Guidance to state and national initiatives to improve language access in health care.
- Evaluation of interpreter training programs.
- Content expert for the development of interpreter assessments.
- Counsel to states considering public payment for Medicaid interpreters
- Expert witness for judicial and legislative proceedings.
- Market analysis for language services companies.
- Design of on-line registries for interpreters.
- Guidance and support to regional interpreter associations throughout the United States.

Clients include

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| ➤ American Institutes for Research, DC | ➤ The National Association of Public Hospitals |
| ➤ Aurora Health Systems, Milwaukee, WI | ➤ Pacific Interpreters, Portland, OR |
| ➤ Buncomb County Medical Society, NC | ➤ Phoenix Language Services, Philadelphia, PA |
| ➤ The California Endowment | ➤ Polyglot Systems, Morrisville, NC |
| ➤ The California Healthcare Interpreting Association | ➤ Presbyterian Health Care, Albuquerque |
| ➤ Certified Languages International, Portland | ➤ Public Health of Seattle/King County |
| ➤ Children's Hospital of Seattle | ➤ Puget Sound Neighborhood Health Centers |
| ➤ CHOICE Health Networks, Olympia, WA | ➤ Retherford, Mullen and Moore, Colorado Springs, CO |
| ➤ The City of Bellevue, WA | ➤ Santa Barbara Community College, CA |
| ➤ Fluency Inc., Sacramento, CA | ➤ Southwest Washington Medical Center, Vancouver |
| ➤ Georgia Health Policy Center | ➤ Speaking Together (a project of George Washington University) |
| ➤ <i>Hablamos Juntos</i> | ➤ St. Joseph Health Systems, Orange, CA |
| ➤ HopeLink, Bellevue, WA | ➤ The University of New Mexico Hospital |
| ➤ The Language Access Advocacy Project, CA | ➤ Washington State Department of Health |
| ➤ LogistiCare, College Park, GA | ➤ West Seattle Psychiatric Hospital |
| ➤ Manatt, Phelps and Phillips, NY, NY | ➤ Washington Federation of State Employees |

Research

- Co-researcher on a project examining the impact of interpreter training on clinical outcomes through a grant from The California Endowment.
- Interviewer for a Joint Commission national study of culturally and linguistically appropriate health care.
- Member of research team documenting best practices in California public managed care plans.

- Current recipient of a SBIR grant from The National Institutes for Health to develop a computer-based system for assisting with translation of vital healthcare documents.

Clients include:

- The California Endowment
- The Joint Commission
- Magna Systems
- Washington State Department of Health

Training and curriculum development

- Design and provide training for health care interpreters, for health care interpreter instructors, for providers on how to work with interpreters, and for administrators on issues of language access.
- Extensive experience with curriculum design, review of existing curricula, multi-cultural training groups and both on-site and remote training modalities.
- Author of two major interpreter training programs and two internet-based CME program for providers on working with interpreters (available through Medical Directions and Talaria, Inc.).
- Frequent invited speaker at regional, national and international conferences.

Clients include:

- Alameda Alliance for Health, CA
- American Translators Association
- California Academy of Family Physicians
- California Healthcare Foundation
- California Healthcare Interpreting Association
- California Workers Comp Interpreter Assn
- Center for Health Training
- Certified Languages International, Portland
- Childcare Resources, Seattle
- Children's Hospital of Atlanta
- CHOICE Health Networks, Olympia, WA
- The College of Saint Mary, Omaha, NE
- Common Sense Advisory, Nashua, NH
- Court and Community Interpreters of the Ohio Valley
- Cross Cultural Health Care Program, Seattle
- CultureSmart, Boston, MA
- Dublin Public Health Department, Dublin, GA
- Georgia Health Policy Center
- Harborview Medical Center, Seattle
- Health Care Interpreters Network, CA
- International Language Services, Chicago
- LA Care, Los Angeles
- Language Access Metro Project, St. Louis
- Language Line Services, Monterey, CA
- Maricopa County Medical Interpreter Project, Phoenix, AZ
- Midwestern Association of Translators and Interpreters (MATI), Indianapolis
- Medical Interpreter Network of Georgia
- Monroe Community College, Rochester, NY
- The Multicultural Association of Medical Interpreters of Central New York, Utica, NY
- National Association of Judicial Interpreters and Translators
- National Association of Public Hospitals
- National Epilepsy Foundation
- National Foreign Language Center at the University of Maryland
- NetworkOmni, Thousand Oaks, CA
- Northeastern Center, Indiana
- Northern Navajo Medical Center, Shiprock, NM
- Osaka University, Japan
- Pacific Interpreters, Portland, OR
- Peninsula Community College, Forks, WA
- Phoenix Language Services, Philadelphia, PA
- Phoenix Children's Hospital, AZ
- Pierce College, Olympia, WA
- Public Health of Seattle/King County
- Rinku General Medical Center, Osaka, Japan
- Seattle Cancer Care Alliance
- Speaking Together (a project of George Washington University), DC
- St. Joseph Health Systems, Orange, CA
- Swedish Medical Center Family Practice Residency, Seattle, WA
- Talaria Inc, Seattle
- Tennessee Association of Professional Interpreters and Translators
- The California Endowment
- Truman Medical Center, Kansas City, MO
- The University of Washington, Seattle, WA
- Washington State Coalition for Language Access
- Washington State Department of Health
- West Seattle Psychiatric Hospital (Navos)

The National Council on Interpreting in Health Care. **Founding member and Co-Chair of the Board of Directors** (June 1999 – May 2004), **Chair of the Advisory Committee** (June 2004 – December 2005), **Co-chair of the Outreach Committee** (June 2006 – June 2008), **Member of the Standards, Training and Certification Committee** (June 2008 – present), **Interim Co-chair fo the STC Committee** (May 2010 – present). Non-remunerated.

Responsibilities as Co-chair of the Board

- Assisted with the establishment of NCIHC as a federally recognized non-profit organization.
- Assisted with the design of by-laws and administrative structure.
- Responsible for guiding a 13-member volunteer board with five standing committees. Functioning as a de facto Executive Director.
- Responsible for finding/managing grants and contracts worth \$200k with significant deliverables.
- Accomplishments of the NCIHC can be seen at www.ncihc.org.

Responsibilities of the Outreach Committee (June 2006- June 2008)

- Establish a presence for NCIHC at conferences.
- Design and run monthly open conference calls on various topics in language access.
- Upgrade the NCIHC website.

Responsibilities of the Standards, Training and Certification Committee (June 2008 – present)

- Development of the National Standards for Healthcare Interpreter Training Programs.

Washington State Coalition for Language Access (2005 – present). **Founding Member, Member of Interim Board of Directors.** Non-remunerated.

- Assisted with the establishment of WASCLA as a federally recognized non-profit organization.
- Assisted with the design of by-laws and administrative structure.
- Assisted with conference organization, interpreter registry design and the integration of healthcare interpreting into the organization.

Pacific Language Consultants (Portland, Oregon) July 2001 – September 2001. **Executive Director.**

This non-profit organization was started by Pacific Interpreters to specialize in language and interpreter assessment, interpreter training, consulting and research.

- Developed a telephone-based oral language and interpreter assessment.
- Established *Bridging the Gap*, a 40-hour training for health care interpreters, in Portland, OR.

Pacific Interpreters (Portland, Oregon), October 2000 – June, 2001. **General Manager, Seattle Office and Quality Assurance Specialist.**

- Responsible for establishing PI's face-to-face interpretation service in Seattle/King County.
- Responsible for expanding PI's recruiting, screening, training and quality assurance programs for all face-to-face and telephonic interpreting services.

The Cross Cultural Health Care Program (PacMed Clinics, Seattle, Washington), October 1992-September 2000. **Interpreter Training Program Manager.**

Responsible for developing programs to advance the profession of medical interpretation on a national level. Principle accomplishments include the following:

- Principle author of *Bridging the Gap*, a 450-page manual and 40-hour curriculum for training medical interpreters. Revised both curriculum and manual in 1997 and again in 1999. Trained

over 1500 medical interpreters in 18 states. Trained trainers of BTG for 42 organizations in 20 states.

- Coordinator for the production of other training materials, including bilingual medical glossaries in 10 languages, *An Interpreter's Guide to Medications*, *Communicating Effectively through an Interpreter* (a 29-minute instructional video) and *Provider Competencies for the Provision of Health Care through an Interpreter*.
- Trained providers on how to work with interpreters and health care administrators on issues of language access.
- Founding member of the Society of Medical Interpreters (SOMI), a professional organization for medical interpreters in Seattle. Chair of the Training Committee (2 years); developed a 14-hour curriculum to help interpreters prepare for state certification; co-chair for the First Northwest Regional Conference on Medical Interpreting (September 1997).
- Recruited, trained and supervised contracted interpreter trainers.

PacMed Clinics, (Seattle, Washington), February 1993-August 1997. **Staff Spanish Interpreter.** Interpreted for Spanish-speaking patients. Previously, contracted with American Cultural Exchange and Virginia Mason Medical Center as a medical/social service interpreter.

Development Associates (Arlington, Virginia). **Consultant** for APROFAM, a Guatemalan family planning agency, in publishing a manual for training pre-literate community promoters.

- *June 1991.* Designed participatory evaluation activities for the manual.
- *November 1992.* Trained staff in desktop publishing: assisted in the manual's preparation.
- *January 1994-March 1995.* Translated the manual into English and did layout.

Asociación de Desarrollo Socio-económico Indígena (Palacios, Honduras). **Consultant**, Project Bayán.

- *February 1992.* Aided local staff in short and long-term planning for the expansion of integrated rural development activities in the Mosquitia.
- *June 1993.* With local staff, planned and conducted a two-week initial training for 21 Community Health Workers in the Mosquitia; also planned follow-up activities. Trained the project's Community Health Director in participatory training techniques. Trained a North American public health expert in community health program planning.

Esperança, Inc. (Phoenix, Arizona), February 1991. **Consultant.**

- Evaluated a rural primary health care project run by FUNDECAI, a Mexican PVO in Sonora.
- Universidad de Guadalajara (Guadalajara, Mexico), August 1990 and March 1991. **Consultant** for the Laboratorio de Salud Pública.
- Evaluated the functioning of a joint program to train medical students and 32 Community Health Workers in the municipality of Zapotitlán de Vadillo.
- Developed with project staff two 6-month curricula for health worker training.
- Participated in the evaluation of the training program at the conclusion of the first 6 months.
- Assisted a local cooperative (DEFOZA) in securing funding for a corn-marketing project.

The Hesperian Foundation (Palo Alto, California), February 1988-December 1989. **USA Coordinator for Mexican Projects and Desktop Publisher.**

- Coordinated support for Mexican primary health care and rural rehabilitation projects.

- Did desktop publishing for major publications (the Spanish Disabled Village Children, the revision of Where There Is No Doctor, and "Newsletter from the Sierra Madre").

International Development Exchange (IDEX) (San Francisco, California), November 1987-July 1989.

Latin America Regional Coordinator.

- Guided funding decisions for project proposals from Latin America.
- Coordinated activities of volunteer project representatives.
- Participated in definition of agency policies.

Esperança, Inc. (Phoenix, Arizona), November 1985-November 1987. **Field Coordinator** in the Chaco of southern Bolivia. This project, funded partially through a USAID Child Survival grant, involved the development of a regional primary health care network, focused on training mid/low-level health workers and developing viable community support for them.

- Promoted the maturation of community organizations in 21 rural villages and one peri-urban area through the formation of mothers' clubs, health committees, and learning groups.
- Supported income generating and primary health care activities in 17 women's groups.
- Participated in design and implementation of a 9-month course for 17 rural Auxiliary Nurses.
- Through Núr Univeristy in Santa Cruz, taught community organization and participatory education in a certificate program. Graduates became trainers for the Nurse Auxiliary course.
- With community support, initiated a village-based malaria control program for project zone.
- Coordinated with local Ministry of Health officials and CARE promoters the expanded delivery of basic health services, including immunizations, oral rehydration therapy, growth monitoring, health education, and monthly medical visits.
- Organized the field component of a nutrition study. Used study results to organize village discussion groups about nutrition.
- Shared supervisory and training responsibilities for a 10 member field staff.

PLAN International (East Greenwich, Rhode Island), January-November 1985. **Program Advisor** for an integrated rural development program in Bolivar Province, Ecuador.

- Supervised the training and support of 40 Community Health Workers.
- Initiated a training program for 20 Traditional Birth Attendants.
- Arranged ongoing training for 5 Health Educators and 36 Social Promoters.
- Shared supervisory responsibilities for a 53 member field staff.
- Elaborated major internal documents, including the annual report, project design outlines, and the programming section of the 1986 budget. Increased national staff participation.

United States Peace Corps, December 1982-November 1984. **Rural Health Educator** in Ecuador.

- Developed and implemented an experimental community-based tuberculosis control program in 3 parishes of Salcedo County, in coordination with local villages, USAID and government agencies.
- Designed and implemented latrine programs with 5 villages as part of a comprehensive water and sanitation program.
- Conducted extensive health education with mothers' clubs and community groups.

OTHER RELATED EXPERIENCE

American Red Cross Language Bank (Seattle, Washington), 1999 to 2008. **Advisory Board Member (Chair, April 2002 - 2005):** advise staff on policy issues and program development. Designed and provided second level training for volunteer interpreters. Designed a language screening program and trained screeners.

Mozambique Health Committee (Seattle, Washington), April 1991 to November 1992.

Volunteer Coordinator: developed and implemented a plan to expand the volunteer base.

PUBLICATIONS

Roat, Cynthia E. (principle author and editor). *Bridging the Gap: a Basic Training for Medical Interpreters*. The Cross Cultural Health Care Program, Seattle, WA. 430 pgs. 1995, 1999.

Roat, Cynthia E. *Introduction to Interpreting in Seattle*. Cross Cultural Health Care Program, Seattle, WA. 1995, 1996, 1997, 1998.

Le, Trang Thuy and Cynthia E. Roat (editor). *An Interpreter's Guide to Medications*. Cross Cultural Health Care Program, Seattle, WA. 43 pgs. 1996.

Burlingame, Joan and Thomas Skalko. *Glossary for Therapists*. Idyll Arbor, Ravensdale, WA. 294 pgs. 1997. (Cynthia E. Roat, contributor)

Roat, Cynthia E. and Okahara, Linda. *Survey of Twenty-Three Medical Interpreter Training Programs in the United States and Canada*. Cross Cultural Health Care Program (Seattle, WA) and Asian Health Services (Oakland, CA). 30 pgs. 1998.

Roat, Cynthia E. "How to Work with an Interpreter." Northwest Asian Weekly, March 26, 1998.

Roat, Cynthia E. "Certifying Medical Interpreters: Some Lessons from Washington State." The ATA Chronicle 28(5), May 1999, pg 23-25.

Roat, Cynthia E. "Health Care Interpreting – An Emerging Discipline." The ATA Chronicle 29(3), March 2000, pg. 18-20 and 31.

Roat, Cynthia E. "I'm the Interpreter, not the Translator, or, Tips for Health Care Interpreters on How to Educate Providers." The ATA Chronicle 30(10), October 2001, pg. 26-27.

Roat, Cynthia E. and Bruce Downing. "Models for the Provision of Language Access in Health Care Settings." Background paper produced for the National Council on Interpreting in Health Care with a grant from *Hablamos Juntos*, a program of the Robert Wood Johnson Foundation. 2002.

Roat, Cynthia E. "How to Choose and Use a Language Service." Background paper produced for The California Endowment. October 2002. Available at www.calendow.org.

Roat, Cynthia E. "Health Care Interpreter Training in California." Background paper produced for The California Endowment. October 2002. Available at www.calendow.org.

Roat, Cynthia E. "Addressing Language Access Issues in Your Practice: A Toolkit for Physicians and Their Staff Members." The California Academy of Family Physicians, 2005. 39 pages. Available at www.familydocs.org.

Roat, Cynthia E. and Elizabeth Jacobs. "Communicating Through Healthcare Interpreters: An on-line CME Training for Physicians." Medical Directions' Virtual Lecture Hall, 2005. Accessible at www.vlh.com.

Roat, Cynthia E. "Addressing Language Access Issues in Your Practice – A Case Study and Checklist." California Family Physician, Summer 2005, pgs. 24-25.

Roat, Cynthia E. "Certification of Health Care Interpreters in the United States: A Primer, a Status Report and Considerations for National Certification." The California Endowment, September 2006. 95 pages. Available at www.calendow.org.

Roat, Cynthia E. *Healthcare Interpreting in Small Bites: 50 Nourishing Selections from the P.I. Newsletter*. Trafford Publishing. April 2010. 266 pages.

EDUCATION

University of Washington, (Seattle, Washington), 1989-1991. Master of Public Health in Health Services, specializing in International Health.

"The Art of Interpreting," (Seattle, Washington), 1992. A 12-hour training on interpreting techniques for medical and social service settings.

Comprehensive Health Education Foundation, (Seattle, Washington), 1990. One day training in development of educational materials for low-literacy audiences.

Peace Corps Training (Tabacundo, Ecuador), 1982. Intensive 15 week program in Spanish and Quichua language, cross-cultural studies, and health promotion.

Williams College (Williamstown, Massachusetts), 1978-1982. B.A. cum laude in Psychology and Spanish Language/Literature, specializing in Child Psychology and Language Development.

Hamilton College Academic Year in Spain, 1980-1981. One semester of advanced Spanish language and culture at the Instituto Internacional in Madrid, Spain.

AWARDS/CERTIFICATIONS

Certified Spanish Language Interpreter for Medical and Social Service. Certified by the Washington State Department of Social and Health Services, October 1992 / November 1995.

Recipient, 1990 Sally Granquist Memorial Graduate Scholarship from the Comprehensive Health Education Foundation (CHEF), for "scholarly record, past accomplishments, and potential for making future contributions to the health education field."

References available on request.