

SUMMARY

Dr. Souza is a seasoned intercultural communication expert with over 30 years experience. Dr. Souza is an engaging speaker and trainer of interculturalism, cross-cultural competency, CLAS Standards, The Joint Commission audits, and the most recent HHS Section 1557 which went into effect in 2016. Her training sessions include case studies, live examples and She has worked as a medical, legal and conference interpreter and has expertise in non-profit management, leadership, and education. She is fluent in English, Spanish and Brazilian Portuguese, and speaks French well.

PROFESSIONAL EXPERIENCE

Consultant (2014 – Present)

Editorial Board, BABEL

- Reviewer of academic articles related to fields of expertise. Promote and devise policies for academic journal.

Miami Dade College Advisory Board

- Advisor on Translation and Interpreting Programs. Occasional Continuing Education Presenter.

ISO and ASTM Expert

- Develop ISO and ASTM standards related to Language, translation and interpreting, with other international delegates.

National Language Access Coalition Health Committee Chairperson

- Promote and educate public on language access issues for the language diverse populations in the US.

Florida Language Access Coalition Health Committee Chairperson

- Promote and educate public on language access issues for the language diverse populations in Florida. Event planner for Healthcare Language Access Summit in the Spring of 2017.

Independent certified interpreter and translator, instructor, and expert witness

- Work with a variety of companies and institutions to provide language, educational, and expert witness services.

Expert Witness

- Dr. Souza provides testimony on issues related to language access, language proficiency, meaningful communication, and interpreter competencies.

International Medical Interpreter Association, IMIA (2006-2014)

Former President (2006-2011) and Executive Director (2011-2014)

- Led a 2,200-member operation, with a leadership team of 15 member Board of Directors and 20 State representatives, and 10 international representatives.
- Mentored and trained the leadership team and administration in multiple areas: strategic and business planning, fiscal management, financial development, customer service, business and community partnership development, human resource development, and team management concepts.
- Led measurable recruitment and fundraising efforts.
- Developed partnerships that further the medical interpreting profession
- Led nation consensus building effort to promote and launched national certification October 2009
- Co-founded a non-profit organization in 2009 (National Board of Certification for Medical Interpreters) to oversee national certification for medical interpreters
- Spokesperson for organization and industry worldwide
- National advocate for language minority patients and language access reimbursement in national care reform
- Language access advocate within the Court system and other social services areas, such as education and elections.

Cambridge Health Alliance, CHA (2006-2011)

Medical Interpreter, then Cultural & Linguistic Educator.

- Cross-cultural educator throughout system (3 community hospitals and 15 health centers)

- Developed, selected and promoted diversity and cultural competency training (live and online) for providers & staff
- Worked with HR in diversity hiring efforts and cultural competency assessments
- Oversaw other cultural competency initiatives throughout the organization
- Oversaw the Bilingual Employees Testing & Training Program
- Oversaw workforce development activities for team of 155 medical interpreters in 45 languages
- Led racial and ethnic data collection redrawing for organization
- Developed guidelines for providers on diversity and cultural competency
- Oversaw and present cultural competency component at all orientations (new employees, physicians, nurses, nurse assistants, residents, etc.)
- Oversaw Cultural Ambassador Program
- Worked to implement Five National Language Access Measures at organization
- Developed Cultural Competency Annual Prize to a department.

CultureSmart / Harvard Pilgrim Institute of Linguistic and Cultural Skills (2009-2011)

Director of Organizational Development and Training

- Responsible for Institute rebranding
- Cultural competency curriculum design for health care organizations
- Analyzed learning needs and partnered with subject matter experts to provide course content
- Developed train-the-trainer program, utilizing alternative delivery methodologies for varied adult learning styles
- Focus Group Facilitator (front staff, middle management, leadership, community, patient & family councils)
- Designed assessments, role-plays, activities, as determined by needs analysis of organization
- Conducted end-user testing and validation, as well as training evaluation tools
- Advised health organizations regarding cultural competency issues, JCAHO & MDPH accreditation reviews

Illumina (2002 – 2009)

Founder and President

- Founded Global Mind, Inc. a medical interpreting agency
- Shifted bulk of linguistic services from interpreting to translation services
- Increased revenues by 40% by outsourcing majority of translation human resources
- Acquired an advertising & graphic design firm (Arc Design) and merged the two businesses
- Redefined the business as *illumina*, a global branding business specialized in multicultural promotional programs
- Continuously expanded to include professional marketing services such as marketing plans, public relations, community relations, branding consulting, advertising and marcom writing and editing.
- Managed marketing efforts, which included web positioning and marketing, direct mail, advertising campaigns, networking, fundraising, and wrote all marketing materials.

Linguistic & Diversity Consultant (2000 – Present)

- Training Needs Assessment Study for Cape Cod Health Care and for New York Presbyterian Hospital & others
- Public speaker on diversity, global branding, cultural competency, and the acculturation process.
- Bilingual Staff Program Training at Hebrew Rehab Medical Center
- Diversity Trainer for several hospitals and health centers

Professional Interpreter (1990 – Present)

- Medical interpreter for several teaching hospitals (Spanish and Portuguese)
- Certified Court Interpreter for Middlesex and Suffolk County Courts, Massachusetts (1999-2006).
- Conference interpreter for several conferences worldwide (Latin American Summit & others)
- Escort interpreters for foreign dignitaries, including Brazil's Ex President and Senate President José Sarney,
- Licensed Interpreter Trainer (Bridging the Gap Program) (2006-2009)
- Interpreted for Project Hands (Canadian non-profit) Medical mission in Tarija Bolivia from May 2015.

ADJUNCT FACULTY EXPERIENCE

Osaka University, Graduate School of Human Sciences (2012 – Present)

Faculty - Medical Interpreter Certificate Minor Program

- Instructor for the Interpreter Skills course. (English <> Japanese)

Boston University, Center for Professional Education (2006 – 2012)

Faculty - Medical and Legal Interpreter Certificate Program

- Instructor for Introduction to Cross Cultural Communication and Translation Course (offered twice per year)
- Developed Internship Program for Interpreter Program (partnerships with several local employers)

Cambridge College (2009 – 2012)

Faculty - Medical Interpreter Certificate Program

- Developed curriculum for first mental health interpreting program in the country in three months
- Principal Faculty for the Mental Health Interpreting Certificate Program (2 courses offered twice per year)

PUBLICATIONS

Arocha, I. (1997) The Importance of Formal Education for Medical Interpreters, *Massachusetts Medical Interpreters Association Newsletter*, Fall, Vol. 3, 1997:4.

Arocha, I. S. (2007) *Beyond the Conduit Role*, International Conference on Interpreting in Legal, Health, and Social Service Settings, CL-5, Parramatta, Sydney, Australia, April 11-15, 2007.

Arocha, I. S. (2009) A Healthy Battle, *The Linguist*, December/January, Vol/48 No/6: 12-13.

Arocha, I. S. (2010). National Certification Marks Progress of Medical Interpreting Profession. *Japanese Journal of Telemedicine and Telecare*. Vol. 6 (1), 2010:43-46

Arocha, I. S. (2013). International Accreditation Standards for Medical Interpreter Educational Programs. [Presentation on March 20, at Iryo Tsuyajushi Kyogikai, Haruno Tokubetsu Seminar [Japan Association of Medical Interpreter (JAMI) Spring Special Seminar], Osaka, Japan.

Arocha, I. S. (2012). Occupational and Environmental Health, *Encyclopedia of Immigrant Health*, Heidelberg/Germany; Springer Publishing.

Arocha, I. S., Bendana, L. (2013). Interpreting Culture. *Multilingual Computing, Inc.* Selkirk Mountains, North Idaho.

Arocha, I., Joyce, L. (2013). Patient Safety, Professionalization, and Reimbursement as Primary Drivers for National Medical Interpreter Certification in the United States. *The International Journal for Translation & Interpreting Research* Vol. 5 No 1 (2013): 127-142.

Souza, I. E. T. de V., (2016) *Intercultural Mediation in Healthcare*. Bloomington, IN: Xlibris LLC.

GRANT-WRITING

Speaking Together

Robert Wood Johnson Foundation – Grant to implement five national quality measures for language access

Cultural Partnerships

Blue Cross Blue Shield Foundation – Grant to improve inpatient care for language minority patients

Cost-Effectiveness Study

Robert Wood Johnson Foundation – Grant to study cost effectiveness model for language studies

Cultural Interactions

Blue Cross Blue Shield Foundation – Grant to train provider and non-clinical staff on cultural competency

EDUCATION & CERTIFICATIONS

Osaka University, 2015

Thesis: Interpreting Culture: The Perspective of Professional Medical Interpreters
PhD, in Human Sciences, Graduate School of Human Sciences

National Board of Certification for Medical Interpreters, 2009

Certified Medical Interpreter (CMI-S) Certified in Spanish<>English 2015. Recertified through March 2020.

Boston University, 2001

Master of Science: Human Resource Education

Lesley University, 1996

Bachelor of Science: Management (Concentration: Marketing)

Bridging the Gap, 1995

Certificate in Medical Interpreting

Cambridge University, UK, 1981

Certificate of Translation – Portuguese < > English

AFFILIATIONS

Federation of Translators (FIT) Former Secretary General (2011-2014) and current FIT Liaison to ISO (2014 – Present)

International Medical Interpreters Association (IMIA) Former President and Executive Director, Member

American Translators Association (ATA) Member & **Critical Link International (CLI)** Member

International Association of Professional Translators and Interpreters (IAPTI) Member

Japan Association of Medical Interpreters (JAMI) Board member

European Society for Translation Studies (EST) Member

Association of Translators and Interpreters of Florida (ATIF) Member

Associação Brasileira de Tradutores (ABRATES) Member

References and samples provided upon request.