

Wisconsin Rural Hospital Flexibility Program
Rural Communities Grant Program 2007-08

GRANT APPLICATION COVER SHEET -- Attachment A

Project Title: West-Central Wisconsin Rural Medical Interpreter Network **Funding Requested:** \$30,740

Applicant Organization (entity with which the grant contract is to be executed)

Legal Name Tri-County Memorial Hospital

Address 18601 Lincoln Street

P.O. Box 65

Whitehall, WI 54773

Phone 715/538-4361

FAX: 715/538-4343

Administrator, Executive Director, or CEO

Contact Person for Application

Name Curtis Johnson

Name Linda Kastantin

Title CEO

Title Clinic Manager –Gundersen Clinic Whitehall

Phone 715/538-4361

Phone 715-538-4355

Email cajohns2@gundluth.org

Email lkkastan@gundluth.org

Person authorized to sign the grant contract

Federal ID # of applicant organization:

Name Curtis Johnson

39-0704510

Title CEO

I certify that the information contained within this application is true and accurate to the best of my knowledge. I submit this application on behalf of the applicant organization.

Signature

Date 8/6/2007

B. Executive Summary

Title: West-Central Wisconsin Rural Medical Interpreter Network

Description of Project

The West-Central Wisconsin Rural Medical Interpreter Network will create a pool of certified and qualified medical interpreters to serve Monroe, Jackson, Trempealeau, and Buffalo Counties. Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

This project will develop a pool of interpreters that all rural health providers in the area can access. To do this, potential interpreters will be recruited locally. After the potential interpreters are verified as bilingual through an online evaluation, two trainers of the "Bridging the Gap" program, a nationally recognized interpreter training program, will train individuals in a two-step process: 1) so they can be certified as general interpreters that includes Basic interpreting skills (role, ethics, conduit and clarifier interpreting, intervening, managing the flow of the session), and 2) qualified as medical interpreters that includes information on health care (introduction to the health care system, how doctors think, anatomy, basic medical procedures), Culture in interpreting (self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture-brokering), Communication skills for advocacy (listening skills, communication styles, appropriate advocacy), and Professional development.

A database of qualified medical interpreters will be maintained and made accessible through Great Rivers 211, the region's Telephone Information and Referral Center. Providers will hire interpreters as needed either as "on-call" or on a contractual basis.

C. Coalition Information

Description of Coalition

Leading the Coalition is Tri-County Memorial Hospital in Whitehall. Tri-County Memorial Hospital is the grant applicant, administrator of the project, and provides general oversight.

Gundersen Clinic in Whitehall is a member of the coalition. Its manager, Linda Kastantin, has expertise in Business Administration, Professional Development, Recruitment, and Training will serve as the Project Coordinator.

Great Rivers 211, a Telephone Information and Referral Center, will maintain the list of interpreters that the health care providers can access.

Ruben Garza is a Certified Bridging the Gap Interpreter Co-Trainer and will provide training to potential interpreters along with Anne Moyer, another Certified Bridging the Gap Interpreter Co-Trainer, from Mercy Hospital in Janesville, Wisconsin.

The other coalition members will serve on the project's steering committee and serve as consultants and key stakeholders:

University Extension Office (Monroe County) - Amy Shankaler (608) 269-8722

Gundersen Clinic - Sparta - Diane Hegy (608) 269-6731

Trempealeau County Health - Chris Hovell (715) 538-2311 ex. 226

History of the planning process

The planning group is made up of service providers and client advocates throughout west-central Wisconsin. It is led by Tri-County Memorial Hospital and includes: the two regional, major health care systems (Gundersen Lutheran and Franciscan Skemp) with their rural, regional clinics; the University Extension Offices; County Health Departments, and; County Human Services. In addition to the coalition member that have signed a MOU, the planning group includes:

Franciscan Skemp Medical Center - Janet Papenfufs (608) 785-0940

Trempealeau County Human Services- Stacy Garlicky (715) 538-2311 ex. 302

University Extension Office (Trempealeau County) - Pat Malone (715) 538-2311 ex. 211

Monroe County Health Department - Tom Clark (608) 269-8666

Monroe County Human Services - Cathy Abbott (608) 269-8600

Though the group has been officially in existence since August 2006, the basic concept of this project has been discussed long before that in other venues. All these entities have a long history of working together for the good of the area, working collaboratively on many projects.

Meetings specifically for this project have taken place in Sparta, WI (August 15 and September 19, 2006), in Whitehall, WI (August 17 and September 21, 2006), and Black River Falls (November 16, 2006 and February 21, 2007). Agendas and Minutes for these meetings are included in the Appendix. Furthermore, several virtual meetings have occurred since that time, particularly in regards to getting this application together.

D. Problem/Need Being Addressed

Description of Need

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. LEP individuals may also encounter difficulties understanding how to access and navigate the healthcare system. According to the 2000 Census, 67% of Wisconsin's Asian population was born outside the United States. According to the 2000 Census, 31% of Hispanics in Wisconsin aged 5 and over characterized their ability to speak English as either "not well" or "not at all".

Title VI of the Civil Rights Act of 1964 obligates healthcare and other organizations that receive federal financial assistance to ensure that persons with Limited English Proficiency have meaningful access to health services. The key to providing meaningful access to health services is to ensure effective communication between the healthcare providers and the person with LEP.

The federal guide to Culturally and Linguistically Appropriate Services (CLAS) provides suggestions on how to ensure meaningful language access. The language access

standards assure that all people entering the healthcare system receive equitable and effective treatment in a linguistically and culturally appropriate manner.

In August of 1999, the Wisconsin DHFS established the Minority Health Program. Elimination of health disparities is the driving force behind the Minority Health Program. It is also an overarching goal of “Healthiest Wisconsin 2010” (the State Health Plan). In April 2003, the Program held a “Call to Action” Forum. One of the Focus Areas that emerged was to: “Promote access to culturally and linguistically competent systems of care”, which became one of the Program’s goals.

The Institute of Medicine (IOM) report, “Unequal Access: Confronting Racial and Ethnic Disparities in Healthcare” found that the quality of healthcare differed by race/ethnicity due to barriers at the healthcare provider level and institutional level. Among their recommendations was to: “Support use of interpreter services.”

The Wisconsin Turning Point Initiative met with minority community stakeholder groups in 2001 & 2002. Among the priorities was: “Ensure cultural/linguistic competence in healthcare systems.”

Among the strategies listed in the Summary of Strategies from “The Health of Racial and Ethnic Populations in Wisconsin: 1996-2000 (Wisconsin Minority Health Report)” are: Ensure culturally and linguistically competent health services; Ensure equitable access to quality healthcare, and; Strengthen community capacity, infrastructure, and empowerment.

Why now is an appropriate time to address this need

Since 1990 racial and ethnic minority populations have increased in the service area counties. According to the US Census Bureau, 2000 Census, Jackson County has a racial/ethnic minority and multiple race population of 11%, while Monroe County has 4.3%; Trempealeau 1.7%, and; Buffalo 1.3%.

However, this does not take into account Hispanics, which can be of any race most of whom claim “white”. It is also the fastest growing demographic. Below is a chart showing the increase of the Hispanic population in our counties.

Hispanic Percentage Change

County	% change 1980 - 1990	% change 1990 - 2000	% change 1980 - 2000
Monroe	87%	216%	592%
Trempealeau	-50%	353%	229%
Jackson	237%	146%	830%
Buffalo	91%	102%	198%
Service Area	161%	300% !	482%
State of WI	48%	107%	306%

WI Applied Population Lab, Wisconsin Hispanic Chartbook

As you can see the percentage of growth is much higher in our service area than the state as a whole; 482% compared to 306%! Some speculate that the need is much higher due to seasonal workers and those not captured by the census. Furthermore, because the growth is exponential, it is felt that there has been tremendous growth since the last census.

Whom will be impacted by the project

Who will be impacted by the project? Well, the LEP population for one. Patients will receive better care and better access to healthcare locally. But healthcare providers will also be impacted. Better communication with their patients will reduce frustrations and time spent, and ensure better treatment and compliance. The two larger health systems may be impacted through reduced high cost ER visits by LEP patients who go simply because interpreters are present.

Finally, people from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

E. Work Plan

Goal of the project

Goal: Reduce Health Disparities in the Counties of Monroe, Jackson, Trempealeau, and Buffalo by increasing meaningful access to health services to those with Limited English Proficiency.

Objectives

To establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo.

Activities

Activity: Monthly through August 2008 – Conduct meetings for further planning and development, updates, etc. This is to keep the project on track and moving forward. It will keep communication open between members, soliciting their input for ongoing improvements and problem solving.

Activity: By June 1, 2008 - Develop an Interpreter Network Program based on the Iowa Interpreter Program. This will include: Reliable Training and Testing Process through the Bridging the Gap Program; Establishment of Standards; a Code of Ethics; an evaluation system; an Interpreter Qualifications system; and the creation of a Service area wide roster of qualified profession interpreters. A copy of the “Iowa Interpreter Program Summary” by the Iowa Division of Latino Affairs is included in the Appendix. Some computer database design will be needed.

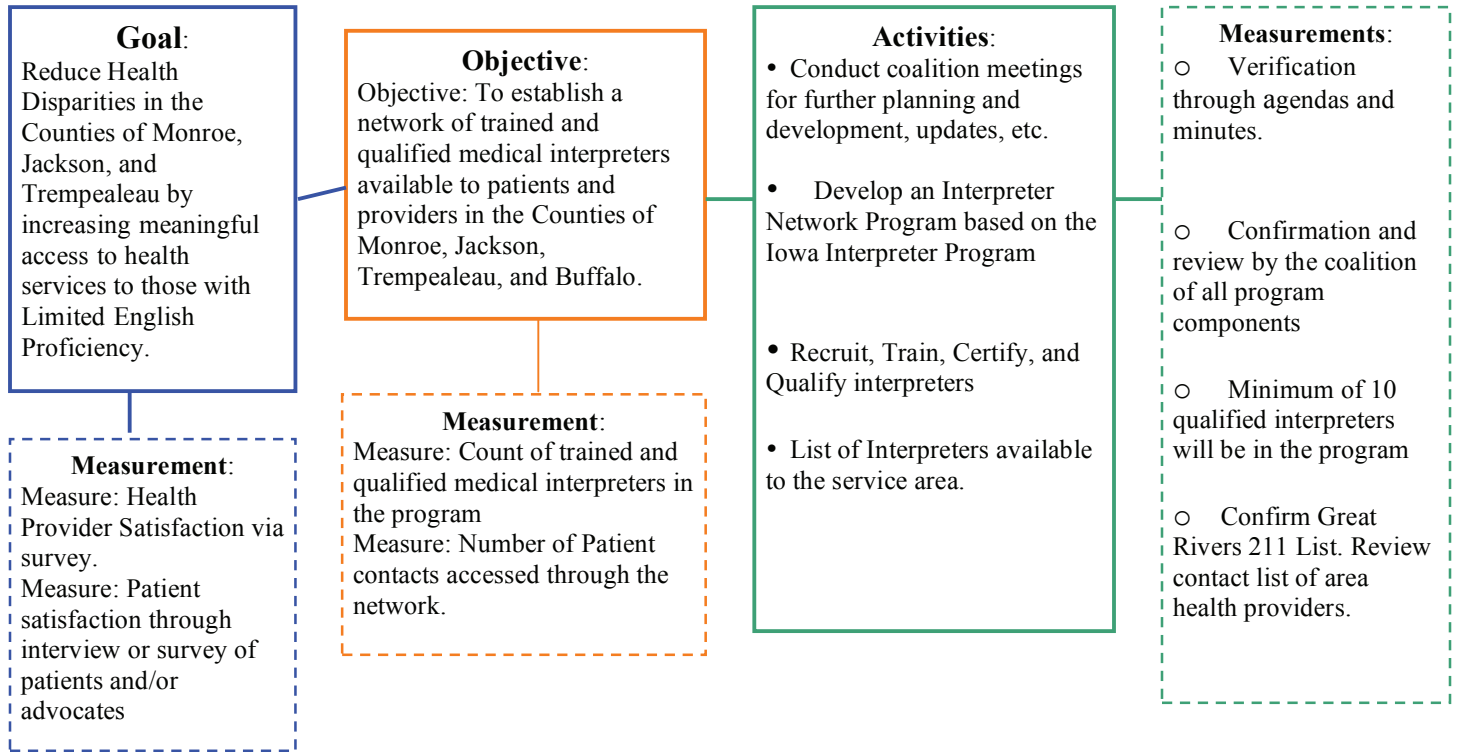
Activity: By July 1, 2008 - Recruit, Train, Certify, and Qualify interpreters. A minimum of 10 qualified interpreters will be in the program. Ideally 5 will be based in the Monroe County area and 5 in the Trempealeau County area. Once recruited, potential interpreters will be verified as having a high enough competency in English and another language through an online evaluation. If successful they will be trained by two trainers of the “Bridging the Gap” program, a nationally recognized interpreter-training program. Step One will be to train individuals so that they can be certified as general interpreter. Basic interpreting skills will be covered including: role, ethics, conduit and clarifier interpreting, intervening, and managing the flow of the session. Step Two will be to receive training so that they can be qualified as medical interpreters. This includes information on health care (introduction to the health care system, how doctors think, anatomy, basic medical procedures), Culture in interpreting (self-awareness, basic

characteristics of specific cultures, traditional health care in specific communities, culture-brokering), Communication skills for advocacy (listening skills, communication styles, appropriate advocacy), and Professional development.

Activity: By August 1, 2008 – List of Interpreters available to the service area.
Great Rivers 211 will have a database of trained and qualified medical interpreters available. The Planning Committee will ensure that service area providers are aware of the program and know how to access the list.

ATTACHMENT B

Planning Tool for Community Projects



Work-plan Reporting Format

Project Goal:	Reduce Health Disparities in the Counties of Monroe, Jackson, and Trempealeau by increasing meaningful access to health services to those with Limited English Proficiency.		
Outcome measure:	Measure: Health Provider Satisfaction via survey. Measure: Patient satisfaction through interview or survey of patients and/or advocates		
Objective 1:	To establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo.		
Outcome measure:	Measure: Count of trained and qualified medical interpreters in the program Measure: Number of Patient contacts accessed through the network.		
Activity	Timeframe	Responsible Person	Measures and Anticipated Outcomes
1.1 Conduct coalition meetings for further planning and development, updates, etc.	Monthly through August 2008	Program Coordinator	Verification through agendas and minutes
1.2 Develop an Interpreter Network Program based on the Iowa Interpreter Program	By June 1, 2008	Program Coordinator, Trainer & Coalition	Confirmation and review by the coalition of all program components
1.3 Recruit, Train, Certify, and Qualify interpreters	By July 1, 2008	Program Coordinator & Trainers	Minimum of 10 qualified interpreters will be in the program
1.4 Interpreter List available and maintained	By August 1, 2008	Great Rivers 211 & Program Coordinator	Confirm list and test system. Review contact list of service area health providers.

F. Evaluation Plan

Measurements of success for each level

A professional evaluator will do the overall project evaluation. The evaluator will be engaged at the beginning of the project to insure proper data is collect for later use.

To measure the Goal, surveys of health providers and patients/advocates will be taken. The evaluator and the Program Coodinator will do the analysis with the assistance of the Planning Committee.

To measure the Objective, the Program Coordinator will maintain and review records to ascertain the number of trained and qualified medical interpreters in the program, and; the number of patient contacts accessed through the network.

To measure Activity 1.1, documentation will be made through meeting agendas and minutes.

To measure Activity 1.2, the coalition members and the evaluator will do a program review.

To measure Activity 1.3, the Program Coordinator will maintain and review records to ascertain the number of trained and qualified medical interpreters.

To measure Activity 1.4, the Program Coordinator will review the list with Great Rivers 211 and make test calls to ensure viability of the system. The contact list will be reviewed to ensure that all health providers in the service area have been contacted and know how to access the interpreter list.

Expected outcomes

- There will be a reduction of Health Disparities in the Counties of Monroe, Jackson, Trempealeau, and Buffalo through an increase in meaningful access to health services to those with Limited English Proficiency;
- There will be an Interpreter Network Program that includes: a Reliable Training and Testing Process; Establishment of Standards; a Code of Ethics; an evaluation system; an Interpreter Qualifications system; and a Service area wide roster of qualified profession interpreters;
- Ten people will be recruited, trained, certified, and qualified as medical interpreters,
- A list of trained and qualified medical interpreters will be developed and maintained and made accessible through Great Rivers 211, and;
- The coalition will strengthen their capacity for collaboration.

The Final report, based on the evaluation and summarizing activities and outcomes, will be submitted to the WORH and made available to all requesting it. Additionally, print and broadcast media will be contacted during the funding cycle for news coverage. Also an article will be written and submitted to appropriate journals and newsletters for publication.

G. Budget

BUDGET

Category	Grant Request	In-Kind/ Matching	Project Total
(a) Salary Coordinator		\$ 6,125	\$ 6,125
Coordinator Support		\$ 5,600	\$ 5,600
Subtotal		\$11,725	\$11,725
(b) Fringe		\$ 4,690	\$ 4,690
Subtotal		\$ 4,690	\$ 4,690
(c) Travel Local	\$ 3,360		\$ 3,360
Subtotal	\$ 3,360		\$ 3,360
(d) Equipment		\$ 300	\$ 300
Subtotal		\$ 300	\$ 300
(e) Supplies Office		\$ 300	\$ 300
Training Materials	\$ 500		\$ 500
Training Video	\$ 160		\$ 160
Subtotal	\$ 660	\$ 300	\$ 960
(f) Contracts/Consultants Two Co-Trainer Fees + Expenses	\$ 6,200		\$ 6,200
Database	\$ 2,000		\$ 2,000
Program Evaluation	\$ 2,000		\$ 2,000
Interpreter Candidate Evaluation	\$ 960		\$ 960
Subtotal	\$11,160		\$11,160
(g) Misc. Costs Training and Qualification	\$15,560		\$15,560
Administrative		\$2,250	\$2,250
Subtotal	\$15,560	\$2,250	\$17,810
TOTAL	\$30,740	\$19,265	\$50,005

Brief Narrative (Detailed Budget Notes are included in the Appendix)

Salary Coordinator - 5 hours/week x 35 weeks = 175 hours @ \$35

Coordinator Support – 8 hours/week x 35 weeks = 280 @ \$20

Fringe Based on 40% -

Travel Local travel – 7,000 @ \$0.48/mile

Equipment Computers, telephones, copiers and other office equipment

Supplies General Office Supplies, etc.; Training materials; Training Video

Contracts/Consultation Two co-Trainers Fees + Expenses; Database Design and implementation; Program Evaluation; Interpreter Candidate Evaluation

Misc. - Qualification and Training Fees for the Trainer and Coordinator, Stipends for the Trainees, Administrative costs

Plans for Sustainability

Our proposal is based on the Iowa Interpreter Program. The Iowa program was designed to be replicable and expandable. A future grant application will be to expand the service area to additional counties in the region. This will assist with program growth and may be the source of funds to re-hire a Certified Interpreter Trainer for future training.

The coalition existed prior to the grant application and will continue whether the application is successful or not. The Planning Committee will look at other funding sources and strategies. Something may be available through Western Technical College (La Crosse) and/or the La Crosse Health Science Consortium through a Cultural Competencies project they are looking at. We will look into partnering with them and see how our projects may fit.

If funded, Great Rivers 211 will maintain the interpreter list and the Planning Committee will supply them with updates. So while there may not be funds to train additional interpreters, the program will continue with the interpreters already trained and it will be feasible to add interpreters trained through personal or other funding.

H. Appendix

Letters of Support

University of Wisconsin Extension – Monroe County
Trempealeau County Health Department
Gundersen Lutheran Sparta Clinic
Gundersen Clinic – Whitehall Clinic

Short bios and resumes of key staff

Linda Kay Kastantin
Ruben Garza

Memorandum of Understanding

Gundersen Lutheran Sparta Clinic
Gundersen Clinic – Whitehall Clinic
University of Wisconsin Extension – Monroe County
Trempealeau County Health Department
Great Rivers 211

Copy of the “Iowa Interpreter Program Summary” by the Iowa Division of Latino Affairs

Coalition Meeting Agendas and Minutes

Data Resources

Cross Cultural Health Care Program - Interpreter Training Programs

Budget Narrative Notes



**Cooperative Extension
Monroe County Extension Office**

University of Wisconsin-Extension
14345 County Hwy B, Room 1
Sparta, WI 54656-1765
608-269-8722/372-8722
608-269-8767/372-8767 (fax)
800-947-3529 (TTY)

July 31, 2007

To Whom It May Concern,

This letter is in support of the Rural Wisconsin Interpreters Network's application for funding. I have met with the coalition and its leaders and am impressed with their identification of crucial issues regarding language needs in our area. I am also impressed with their identification of relevant partners and goals for this project. As a representative from the UW-Extension Office in Monroe County and a member of the Amigos de la Comunidad/Friends of the Community in the Village of Norwalk, I will serve as a member of the Coalition Steering Committee and as a consultant to the project.

Monroe County is a rural county with an incredible growth in Spanish-speaking residents. The last US Census (2000) does not reflect the actual count of Spanish-speakers in our county. This is demonstrated by increasing numbers of Spanish-speakers seen by our school districts, hospitals, public service agencies and businesses. These organizations, like many across Wisconsin, were struggling to maintain services with increasingly limited resources. The influx of non-English speakers puts an incredible burden on those already limited resources.

Over the last few years, many service providers have been pleased to see members of the Monroe County community embrace the increasing diversity of our residents as cultural community festivals and activities have begun to emerge. Your financial support of the Rural Wisconsin Interpreters Network will allow our healthcare community to reflect that embrace of diversity as our healthcare institutions will be able to more effectively interact with and serve our Spanish-speaking population.

Thank you for your consideration of the Rural Wisconsin Interpreters Network's proposal.

Best Regards,

Amy R. Schanhofer
Community Resource Development Agent
Trempealeau County Health Department
Letter of Support
Available as hard copy



June 30, 2007

To Whom It May Concern:

I am writing this letter in support of the community efforts in Sparta for a Hispanic Medical Translator. As Sparta continues to grow, the Hispanic needs in this community continue to arise as they seek medical attention either here at Gundersen Lutheran or the Franciscan Skemp Clinic and Hospital. Communication with this population can be challenging and to better serve them medically the ability to communicate with them better is greatly needed.

As one of the medical providers in the Sparta Community, we are willing to work as consultants with these interpreters to help them understand what we need medically for the patients and how to communicate to the patients appropriately. At this time, patient care is greatly disrupted because of the inability to communicate to them. We have to rely on telephone translators, which can be time consuming and difficult. Gundersen Lutheran Sparta Clinic greatly supports this community effort knowing that it will help our community greatly and especially the needs of the Hispanic community.

Please contact myself if you have any questions or concerns.

Amber R. Oshan, PA-C
Gundersen Lutheran Sparta Clinic
315 West Oak Street
Sparta, WI 54656
(608) 269-6731



18606 Ervin Street
Whitehall, WI 54773
715-538-4355
1-888-775-0516

July 30, 2007

To Whom It May Concern:

RE: Rural Wisconsin Interpreter Network

This letter is in support of the Rural Wisconsin Interpreters Network's application for funding. I have met with the members and I am impressed with their identification of crucial issues regarding language needs in our area. I am also inspired by seeing the relevant partners come together to identify many different aspects and goals needed in our rural communities.

Trempealeau County is a rural county with a tremendous increase in Spanish-speaking residents. This is seen in the increasing numbers of Spanish-speakers seen by our school districts, hospitals and clinics, area businesses, and public service agencies. These organizations, like many across rural Wisconsin, are struggling to maintain services with increasingly limited resources.

With the help and support of the Rural Wisconsin Interpreters Network we will be able to proceed with our goal of training and certifying interpreters in our community to better serve the Spanish-speaking population.

Thank you for your consideration of the Rural Wisconsin Interpreters Network's proposal.

Sincerely,

Linda Kastantin
Clinic Manager

Short Bio

Linda Kay Kastantin

Acorn388@centurytel.net 608-787-8983

Academic Credentials:

- Masters in Education in Professional Development, UWL, 1991
- B.S. Business Administration, Marian College, Indpls, IN, 1979
- Certified Human Performance Technologist, Atlanta, GA, 1995
- Reality Therapy Certified, 1991
- Certified Master Trainer, Developmental Dimensions, Inc., 1987
- Extensive European Travel, 1991 – Present

Professional Experience:

- Gundersen Lutheran Medical Center – 2005 – Present -- Clinic Manager of Whitehall, Blair, and Independence HUB.
- Gundersen Lutheran Medical Center – 1998 – 2005 -- Human Resource Operations Manager.
- The Acorn Group LLC – HR Consulting Firm, Owner, 1997 – 1999. Specialized in executive and managerial recruitments and organizational development for the workforces. Key clients: Kwik Trip, Gundersen Lutheran Medical Center, and Tri-State Electric Cooperatives.
- Dairyland Power Cooperative – 1985 – 1997 -- Manager of Recruitment and Training.
- Viterbo University – Adjunct business school instructor, 1993 – 2003
- Western Wisconsin Technical College – Adjunct business school instructor, 1993 – 2003
- First Federal of La Crosse – Training Director, 1982 – 1985
- Horizon Designs, Inc. – Sales and Office manager, 1982 – 1983 (Kearney, NE)
- G. Heileman Brewing Co. – Plant Accountant, 1979 – 1981

Service:

- Gundersen Lutheran Hospice Volunteer (1996 – Present)
- Friends Board of Directors, La Crosse Public Library (second term – present)
- Member of Special Gifts Committee – First Congregational Church (present)
- Member of Technical Prep Council, Western Wisconsin
- Member of Education Committee, La Crosse Chamber of Commerce
- Moderator of First Congregational Church

Ruben Garza – Short Bio

Ruben Garza is a Certified Medical Interpreter. He was born and raised in South Texas with Spanish as his primary language. He has been a provider, manager, director and administrator for small as well as large complex extended and ambulatory health care facilities in the Midwest including Texas and Mexico. His knowledge of the health care needs of migrants, seasonal farm workers and the indigent come from many years of service to this population. He has attended the University of Maryland, Saint Mary's University and is a graduate of the University of Texas Pan American and University of Nuevo Leon, School of Medicine. Other experience includes education, training and health care consultant.

He will serve as one of the trainers and assist the Program Coordinator.

Ruben Garza
2646 Hackberry Lane
La Crosse, Wisconsin 45601

Experience

- Teaching and Training Experience
- Medical Interpreter Services Coordination
- Bi-lingual Spanish and English
- Health Care Services and Administration

Employment History

Gundersen Lutheran Medical Center
Interpreter Services Coordinator
La Crosse, Wisconsin 54601
01/06 to present

Substitute Teacher
Holmen School District
Onalaska School District
West Salem School District
04/01 to 06/05

Medical Clinic
Family Services
04/97 to 02/01

Franciscan Skemp Healthcare
Director of Primary Health Outreach
Sparta, Wisconsin 54656
01/93 to 02/97

Proteus, Inc.
Director of Migrant and Seasonal Farmworkers Health
Des Moines, Iowa
12/90 to 12/92

Education:

Pan American College (University of Texas)
Bachelor of Sciences – Biology/Chemistry 1971
Edinburg, Texas

University of Nuevo Leon
School of Medicine – Doctor of Medicine 1983
Monterrey, N.L., Mexico

Memorandum of Understanding
Between
Tri-County Memorial Hospital, Whitehall, WI
And
Gundersen Lutheran - Sparta
For Application To
Rural Community Grants 2007-08

This Memorandum of Understanding (MOU) establishes a Community Coalition between Tri-County Memorial Hospital and Gundersen Lutheran - Sparta.

I. MISSION

Tri-County Memorial Hospital and Nursing Home in Whitehall is a Critical Access Hospital with 25 hospital and 68 nursing home beds. Tri-County Memorial provides 24-hour emergency service and evening and weekend Urgent Care. It has full laboratory and radiology departments, and an outpatient and inpatient Rehabilitation Services department.

Gundersen Lutheran – Sparta is a regional medical clinic of Gundersen Lutheran, Inc located in Sparta, Wisconsin. Gundersen Lutheran, Inc., headquartered in La Crosse, Wisconsin, and its principal affiliates, Gundersen Clinic, Ltd. and Gundersen Lutheran Medical Center, Inc., are engaged in the business of providing quality health care services to patients throughout western Wisconsin, southeastern Minnesota, and northeastern Iowa. Gundersen Lutheran Medical Center is a major tertiary teaching hospital, providing a broad range of emergency and acute care services to its patients. Gundersen Clinic is among the largest group practices in the nation and has a medical staff of nearly 400 physicians and over 200 other providers. It’s mission states; “We distinguish ourselves through excellence in patient care, education, research and improved health in the communities we serve.”

Together, the parties enter into this Memorandum of Understanding to mutually promote improved access to quality health care services, address the health and wellness needs of people living in the community, and to improve health care provision in rural communities. This will be done through addressing the issue of patients with Limited English Proficiency (LEP). Those patient with LEP often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the their language. Accordingly, Tri-County Memorial Hospital and Gundersen Lutheran - Sparta, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Tri-County Memorial Hospital, Gundersen Lutheran - Sparta, and other organizations (which may include Great Rivers 211, Gundersen Lutheran Whitehall Clinic, Franciscan Skemp Medical Center, University Extension Offices, Trempealeau County Health, Monroe County Health Department, and others) will form the West-Central Wisconsin

Rural Medical Interpreter Network, which will establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo, and the means to contact them.

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

Patients will receive better care and better access to healthcare locally. Additionally, healthcare providers will have better communication with their patients, reduce frustrations and time spent, and ensure better treatment and compliance.

People from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

Each organization of this MOU is responsible for its own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU. Grant funds will be used for recruiting interpreters, training interpreters, program evaluation, program reporting, and other activities specified in the grant application.

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

Tri-County Memorial Hospital
Curtis Johnson
18601 Lincoln Street
P.O. Box 65
Whitehall, WI 54773
715/538-4361

Gundersen Lutheran – Sparta
Diane Hegy
315 West Oak Street
Sparta, WI 54656
(608) 269-6731

The organizations agree to the following tasks for this MOU:

Tri-County Memorial Hospital:

- Grant Applicant

- General Oversight
- Project Administration
- Fiscal Management

Gundersen Lutheran -Sparta:

- Participate on Steering Committee
- Consultancy
- Key Stakeholder
- Provide and Collect Data for evaluations

Tri-County Memorial Hospital and Gundersen Lutheran -Sparta:

- Develop and Promote the West-Central Wisconsin Rural Medical Interpreter Network
- Actively Participate in the Steering Committee Meetings

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of 13 months from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make any necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

	7/30/2007
(signature)	(date)

Name: Curtis Johnson
 Title: CEO
 Organization: Tri-County Memorial Hospital

(signature)	(date)

Name: Diane Hegy
 Title: Manager
 Organization: Gundersen Lutheran -Sparta

Memorandum of Understanding
Between
Tri-County Memorial Hospital, Whitehall, WI
And
Gundersen Lutheran – Whitehall
For Application To
Rural Community Grants 2007-08

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I. MISSION

Tri-County Memorial Hospital and Nursing Home in Whitehall is a Critical Access Hospital with 25 hospital and 68 nursing home beds. Tri-County Memorial provides 24-hour emergency service and evening and weekend Urgent Care. It has full laboratory and radiology departments, and an outpatient and inpatient Rehabilitation Services department.

Gundersen Lutheran – Whitehall is a regional medical clinic of Gundersen Lutheran, Inc located in Whitehall, Wisconsin. Gundersen Lutheran, Inc., headquartered in La Crosse, Wisconsin, and its principal affiliates, Gundersen Clinic, Ltd. and Gundersen Lutheran Medical Center, Inc., are engaged in the business of providing quality health care services to patients throughout western Wisconsin, southeastern Minnesota, and northeastern Iowa. Gundersen Lutheran Medical Center is a major tertiary teaching hospital, providing a broad range of emergency and acute care services to its patients. Gundersen Clinic is among the largest group practices in the nation and has a medical staff of nearly 400 physicians and over 200 other providers. It’s mission states; “We distinguish ourselves through excellence in patient care, education, research and improved health in the communities we serve.”

Together, the parties enter into this Memorandum of Understanding to mutually promote improved access to quality health care services, address the health and wellness needs of people living in the community, and to improve health care provision in rural communities. This will be done through addressing the issue of patients with Limited English Proficiency (LEP). Those patient with LEP often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the their language. Accordingly, Tri-County Memorial Hospital and Gundersen Lutheran – Whitehall, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Tri-County Memorial Hospital, Gundersen Lutheran – Whitehall, and other organizations (which may include Great Rivers 211, Gundersen Lutheran - Sparta Clinic, Franciscan Skemp Medical Center, University Extension Offices, Trempealeau County Health, Monroe County Health Department, and others) will form the West-Central Wisconsin

Rural Medical Interpreter Network, which will establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo, and the means to contact them.

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

Patients will receive better care and better access to healthcare locally. Additionally, healthcare providers will have better communication with their patients, reduce frustrations and time spent, and ensure better treatment and compliance.

People from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

Each organization of this MOU is responsible for its own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU. Grant funds will be used for recruiting interpreters, training interpreters, program evaluation, program reporting, and other activities specified in the grant application.

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

Tri-County Memorial Hospital
Curtis Johnson
18601 Lincoln Street
P.O. Box 65
Whitehall, WI 54773
715/538-4361

Gundersen Lutheran – Whitehall
Linda Kastantin
18606 Ervin Street
Whitehall, WI 54773
(715) 538-4355 ex.28550

The organizations agree to the following tasks for this MOU:

Tri-County Memorial Hospital:

- Grant Applicant

- General Oversight
- Project Administration
- Fiscal Management

Gundersen Lutheran – Whitehall:

- Project Coordination
- Participate on Steering Committee
- Consultancy
- Key Stakeholder
- Provide and Collect Data for evaluations

Tri-County Memorial Hospital and Gundersen Lutheran – Whitehall:

- Develop and Promote the West-Central Wisconsin Rural Medical Interpreter Network
- Actively Participate in the Steering Committee Meetings

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of 13 months from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make any necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

 (signature) 7/30/2007

 (date)

Name: Curtis Johnson
 Title: CEO
 Organization: Tri-County Memorial Hospital

 (signature) _____
 (date)

Name: Linda Kastantin
 Title: Manager
 Organization: Gundersen Lutheran – Whitehall

Memorandum of Understanding
Between
Tri-County Memorial Hospital, Whitehall, WI
And
University of Wisconsin Extension Office – Monroe County
For Application To
Rural Community Grants 2007-08

This Memorandum of Understanding (MOU) establishes a Community Coalition between Tri-County Memorial Hospital and University of Wisconsin Extension Office – Monroe County.

I. MISSION

Tri-County Memorial Hospital and Nursing Home in Whitehall is a Critical Access Hospital with 25 hospital and 68 nursing home beds. Tri-County Memorial provides 24-hour emergency service and evening and weekend Urgent Care. It has full laboratory and radiology departments, and an outpatient and inpatient Rehabilitation Services department.

UW-Extension extends the knowledge and resources of the University of Wisconsin to people where they live and work. Their Mission is: With an office in each Wisconsin county, Cooperative Extension develops practical educational programs tailored to local needs and based on university knowledge and research. County-based Extension educators are University of Wisconsin faculty and staff who are experts in agriculture and agribusiness, community and economic development, natural resources, family living and youth development. Extension county-based faculty and staff live and work with the people they serve in communities across the state. Extension specialists work on UW System campuses where they access current research and knowledge. Collaboration between county and campus faculty is the hallmark of Cooperative Extension in Wisconsin.

Together, the parties enter into this Memorandum of Understanding to mutually promote improved access to quality health care services, address the health and wellness needs of people living in the community, and to improve health care provision in rural communities. This will be done through addressing the issue of patients with Limited English Proficiency (LEP). Those patient with LEP often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the their language. Accordingly, Tri-County Memorial Hospital and University of Wisconsin Extension Office – Monroe County, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Tri-County Memorial Hospital, University of Wisconsin Extension Office – Monroe County, and other organizations (which may include Great Rivers 211, Gundersen

Lutheran Clinics, Franciscan Skemp Medical Center, University Extension Offices, Trempealeau County Health, Monroe County Health Department, and others) will form the West-Central Wisconsin Rural Medical Interpreter Network, which will establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo, and the means to contact them.

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

Patients will receive better care and better access to healthcare locally. Additionally, healthcare providers will have better communication with their patients, reduce frustrations and time spent, and ensure better treatment and compliance.

People from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

Each organization of this MOU is responsible for its own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU. Grant funds will be used for recruiting interpreters, training interpreters, program evaluation, program reporting, and other activities specified in the grant application.

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

Tri-County Memorial Hospital
Curtis Johnson
18601 Lincoln Street
P.O. Box 65
Whitehall, WI 54773
715/538-4361

University of Wisconsin Extension Office – Monroe County
Amy R. Schanhofer
14345 County Hwy B, Room 1
Sparta, WI 54656-1765
608-269-8722/372-8722

The organizations agree to the following tasks for this MOU:

Tri-County Memorial Hospital:

- Grant Applicant
- General Oversight
- Project Administration
- Fiscal Management

University of Wisconsin Extension Office – Monroe County:

- Participate on Steering Committee
- Consultancy
- Key Stakeholder
- Provide and Collect Data for evaluations

Tri-County Memorial Hospital and University of Wisconsin Extension Office – Monroe County will:

- Develop and Promote the West-Central Wisconsin Rural Medical Interpreter Network
- Actively Participate in the Steering Committee Meetings

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of 13 months from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make any necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

_____ 7/30/2007
(signature) (date)

Name: Curtis Johnson
Title: CEO
Organization: Tri-County Memorial Hospital

_____ _____
(signature) (date)

Name: Amy R. Schanhofer
Title: Community Resource Development Agent
Organization: University of Wisconsin Extension Office – Monroe County

Memorandum of Understanding
Between
Tri-County Memorial Hospital, Whitehall, WI
And
Trempealeau County Health Department
For Application To
Rural Community Grants 2007-08

This Memorandum of Understanding (MOU) establishes a Community Coalition between Tri-County Memorial Hospital and Trempealeau County Health Department.

I. MISSION

Tri-County Memorial Hospital and Nursing Home in Whitehall is a Critical Access Hospital with 25 hospital and 68 nursing home beds. Tri-County Memorial provides 24-hour emergency service and evening and weekend Urgent Care. It has full laboratory and radiology departments, and an outpatient and inpatient Rehabilitation Services department.

The Mission of the Trempealeau County Health Department is to promote and improve the quality of life and health of all people in Trempealeau County through community assessment and surveillance, disaster planning and disease prevention and health promotion, in the areas of nursing, environmental health, and nutrition.

Together, the parties enter into this Memorandum of Understanding to mutually promote improved access to quality health care services, address the health and wellness needs of people living in the community, and to improve health care provision in rural communities. This will be done through addressing the issue of patients with Limited English Proficiency (LEP). Those patient with LEP often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the their language. Accordingly, Tri-County Memorial Hospital and Trempealeau County Health Department, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Tri-County Memorial Hospital, Trempealeau County Health Department, and other organizations (which may include Great Rivers 211, Gundersen Lutheran Clinics, Franciscan Skemp Medical Center, University Extension Offices, Monroe County Health Department, and others) will form the West-Central Wisconsin Rural Medical Interpreter Network, which will establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo, and the means to contact them.

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the

highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

Patients will receive better care and better access to healthcare locally. Additionally, healthcare providers will have better communication with their patients, reduce frustrations and time spent, and ensure better treatment and compliance.

People from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

Each organization of this MOU is responsible for its own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU. Grant funds will be used for recruiting interpreters, training interpreters, program evaluation, program reporting, and other activities specified in the grant application.

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

Tri-County Memorial Hospital
Curtis Johnson
18601 Lincoln Street
P.O. Box 65
Whitehall, WI 54773
715/538-4361

Trempealeau County Health Department
Christine Hovell R.N., B.S.N.
Director/Health Officer
PO Box 67
Whitehall, WI 54773-0067
715/538-2311

The organizations agree to the following tasks for this MOU:

Tri-County Memorial Hospital:

- Grant Applicant
- General Oversight
- Project Administration
- Fiscal Management

Trempealeau County Health Department:

- Participate on Steering Committee

- Consultancy
- Key Stakeholder
- Provide and Collect Data for evaluations

Tri-County Memorial Hospital and Trempealeau County Health Department:

- Develop and Promote the West-Central Wisconsin Rural Medical Interpreter Network
- Actively Participate in the Steering Committee Meetings

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of 13 months from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make any necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

_____ 7/30/2007
 (signature) (date)

Name: Curtis Johnson
 Title: CEO
 Organization: Tri-County Memorial Hospital

_____ _____
 (signature) (date)

Name: Christine Hovell R.N., B.S.N.
 Title: Director/Health Officer
 Organization: Trempealeau County Health Department

Memorandum of Understanding
Between
Tri-County Memorial Hospital, Whitehall, WI
And
Great Rivers 211
For Application To
Rural Community Grants 2007-08

This Memorandum of Understanding (MOU) establishes a Community Coalition between Tri-County Memorial Hospital and Great Rivers 211.

I. MISSION

Tri-County Memorial Hospital and Nursing Home in Whitehall is a Critical Access Hospital with 25 hospital and 68 nursing home beds. Tri-County Memorial provides 24-hour emergency service and evening and weekend Urgent Care. It has full laboratory and radiology departments, and an outpatient and inpatient Rehabilitation Services department.

Great Rivers 2-1-1 provides free, confidential community information, referrals and crisis line services 24 hours a day. Great Rivers 2-1-1 serves Buffalo, Crawford, Grant, Jackson, La Crosse, Monroe, Richland, Trempealeau, and Vernon Counties in Wisconsin.

Together, the parties enter into this Memorandum of Understanding to mutually promote improved access to quality health care services, address the health and wellness needs of people living in the community, and to improve health care provision in rural communities. This will be done through addressing the issue of patients with Limited English Proficiency (LEP). Those patients with LEP often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak their language. Accordingly, Tri-County Memorial Hospital and Great Rivers 211, operating under this MOU agree as follows:

II. PURPOSE AND SCOPE

Tri-County Memorial Hospital, Great Rivers 211, and other organizations will form the West-Central Wisconsin Rural Medical Interpreter Network, which will establish a network of trained and qualified medical interpreters available to patients and providers in the Counties of Monroe, Jackson, Trempealeau, and Buffalo, and the means to contact them.

Persons with Limited English Proficiency (LEP) often have barriers accessing healthcare due to limited communication with healthcare providers who do not speak the client's language. This is of particular concern in the rural area where this population has the highest growth rate, and providers the fewest resources and access to qualified medical interpreters.

Patients will receive better care and better access to healthcare locally. Additionally, healthcare providers will have better communication with their patients, reduce frustrations and time spent, and ensure better treatment and compliance.

People from the community, particularly minority people, will be impacted. Some will go through the training to become certified and qualified interpreters. For many this will represent a new, better paying career, a chance to give back to the community, and to serve those of the same ethnic, cultural, and linguistic background.

Each organization of this MOU is responsible for its own expenses related to this MOU. There will not be an exchange of funds between the parties for tasks associated with this MOU. Grant funds will be used for recruiting interpreters, training interpreters, program evaluation, program reporting, and other activities specified in the grant application.

III. RESPONSIBILITIES

Each party will appoint a person to serve as the official contact and coordinate the activities of each organization in carrying out this MOU. The initial appointees of each organization are:

Tri-County Memorial Hospital
Curtis Johnson
18601 Lincoln Street
P.O. Box 65
Whitehall, WI 54773
715/538-4361

Great Rivers 211
Jennifer Root
PO Box 426
Onalaska, WI 54650
608/775-5586

The organizations agree to the following tasks for this MOU:

Tri-County Memorial Hospital:

- Grant Applicant
- General Oversight
- Project Administration
- Fiscal Management

Great Rivers 211 will:

- Provide and Collect Data for evaluations
- Maintain a Database of Interpreters
- Provide Information and make referrals

Tri-County Memorial Hospital and Great Rivers 211 will:

- Develop and Promote the West-Central Wisconsin Rural Medical Interpreter Network
- Actively Participate in the Steering Committee Meetings

IV. TERMS OF UNDERSTANDING

The term of this MOU is for a period of 13 months from the effective date of this agreement and may be extended upon written mutual agreement. It shall be reviewed at least annually to ensure that it is fulfilling its purpose and to make any necessary revisions.

Either organization may terminate this MOU upon thirty (30) days written notice without penalties or liabilities.

Authorization

The signing of this MOU is not a formal undertaking. It implies that the signatories will strive to reach, to the best of their ability, the objectives stated in the MOU.

On behalf of the organization I represent, I wish to sign this MOU and contribute to its further development.

(signature) 7/30/2007
(date)
Name: Curtis Johnson
Title: CEO
Organization: Tri-County Memorial Hospital

(signature) _____
(date)
Name: Jennifer Root
Title: Line Supervisor, CIRS
Organization: Great Rivers 211

Rural Interpreter Network Meeting
Telephone Conference

February 21, 2007
12:15 to 1:15 PM

Minutes

Amy Hammer, Monroe County Domestic Abuse Project, Sparta, Wisconsin
Amy Schanhofen, UW-Extension, Monroe County, Sparta, Wisconsin
Diane Hegy, Gundersen Lutheran Clinic Manager, Sparta, Wisconsin
Cathy Abbott, Monroe County Department of Human Services, Sparta, Wisconsin
Andre Benson, Franciscan Skemp Healthcare, Sparta Family Medicine,
Gill Berg, Patient Liaison, Whitehall, Wisconsin
Jane Skroch, Patient liaison, Whitehall Wisconsin
Marsha Lukasek, Gundersen Lutheran Behavioral Health, Sparta, Wisconsin
Liza Josvai, Monroe County Sheriff's Department, Sparta, Wisconsin
Stacy Garlick, Trempealeau County Human Services Department, Whitehall, Wisconsin
Chris Hovell, Trempealeau County Health Department, Whitehall, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Ruben Garza thanked all Network Members for their participation on the completion of the Grant Application. Re-enforced the fact that it was a good grant and that it be kept for future application. It would be easier to make modifications than to write the whole grant all over again. Members agreed to re-apply if the grant was made available again.

Cathy Abbott also thanks the members and all involved in the grant application. She added that Monroe County has the largest Hispanic population in the area.

No date set for next meeting. Communication shall continue among all Network members and conferences will be set as needed.

Rural Interpreter Network Meeting
Black River Falls, Wisconsin

November 16, 2006
12:15 to 1:15 PM

Minutes

Participants:

Amy Hammer, Monroe County Domestic Abuse Project, Sparta, Wisconsin
Amy Schanhofen, UW-Extension, Monroe County, Sparta, Wisconsin
Diane Hegy, Gundersen Lutheran Clinic Manager, Sparta, Wisconsin
Gill Berg, Patient Liaison, Whitehall, Wisconsin
Janet Skroch, Patient Liaison, Whitehall, Wisconsin
Linda K Kastantin, Clinic Manager, Whitehall, Wisconsin
William Beardsley, Business Owner, Whitehall, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Ruben Garza thanked the Participants for coming to the meeting in Black River Falls, Wisconsin. He thanked the Network members for their participation in helping to complete the grant application. Ruben will continue to work with the involved players in the process of this grant. He will also keep members informed of any new developments.

Members present discussed quarterly or bi-annual meeting while waiting for grant approval. Meeting could also be done electronically or by telephone conference. However, if the need arose for physical presents and action votes the future meeting would be conducted in Black River Falls, Wisconsin due to its Central location.

The next meeting was set for mid December or sooner depending on the need.

**Rural Interpreters Network Meeting
Sparta, Wisconsin**

**Tuesday, August 15, 2006
12:00 to 1:00 PM**

Agenda

- 1. Welcome**
- 2. Introduction of Participants**
- 3. Purpose of the Meeting**
- 4. Needs of the Community**
- 5. Needs of the Health Care Providers**
- 6. Needs of the Human Care Providers**
- 7. Expectations of Members**
- 8. Development of Time Table of Events**
- 9. Set Calendar for Meetings**

Rural Interpreters Network Meeting
Tuesday, August 15, 2006
Sparta, Wisconsin 12:00 to 1:00 pm

Minutes

Participants:

Diane Hegy, Gunderson Lutheran Clinic Manager, Sparta, Wisconsin
Amy Schanhofen, UW-Extension, Monroe County, Sparta, Wisconsin
Amy Hammer, Monroe County Domestic Abuse Project, Sparta, Wisconsin
Cathy Abbott, Monroe County Department of Human Services, Sparta, Wisconsin
Lynn Kloety, Monroe County District Attorneys Office, Sparta, Wisconsin
Diane Coleman, Monroe County Clerk of Court
Lynn Stahl, Gundersen Lutheran Eye Clinic, Sparta, Wisconsin
Andrea Benson, Franciscan Skemp Healthcare, Sparta Family Medicine
Sherry Schmitz, Franciscan Skemp Healthcare, Sparta, Wisconsin
Marsha Lukasek, Gundersen Lutheran Behavior Health, Sparta, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Diane Hegy with Introduction of Participants opened the meeting.

Ruben Garza informed the group that the purpose of the meeting was to create a Rural Interpreters Network. This Network would be available to all West-Central Wisconsin Public or Private Service Agencies. The Network members would work with a Regional Coordinator to develop and train a group of highly qualified people as general and medical interpreters. The ultimate goal would be to certify these Interpreters. Network members would be able to hire any one of these interpreters and share the interpreter with other providers that do not have an interpreter or when that providers' interpreter is on vacation or is out sick.

Having Interpreters in the rural area will reduce the patients travel time, reduce work absenteeism and will assure the provider that the right care has been given. The overall concept is to reduce liability and provide the services locally instead of the client having to travel an hour away for services.

All Participants agreed that the rural areas were in great need of interpreters especially with the large number of Hispanics settling in their communities. The Hispanic population in some communities is over 30%. This is according to the U. S. Census Bureau statistics of 2000. However, all services providers feel that this data is obsolete and that the numbers are high in some communities especially those areas, which have, some form of industry.

It was agreed that members will train interpreters according to their service needs and all interpreter will be cross-trained.

The Network will start to search for bilingual members in their communities and will start to search for funding to train these interpreters. Training will start in fall and interpreters will certified by the end of May/June 2007.

The group will be meeting on a monthly basis or as needed. It is anticipated that at the planning stage meeting may be more often.

Next meet is set for Tuesday September 19, 2006 at 12:15 pm.

**Rural Interpreters Network Meeting
Whitehall, Wisconsin**

**Thursday, August 17, 2006
10:00 to 11:00 AM**

Agenda

10. Welcome

11. Introduction of Participants

12. Purpose of the Meeting

13. Needs of the Community

14. Needs of the Health Care Providers

15. Needs of the Human Care Providers

16. Expectations of Members

17. Development of Time Table of Events

18. Set Calendar for Meetings

Rural Interpreters Network Meeting
Thursday, August 17, 2006
Whitehall, Wisconsin 10:00 to 11:00 AM

Minutes

Participants:

Linda K Kastantin, Clinic Manager, Whitehall, Wisconsin
Gill Berg, Patient Liaison, Whitehall, Wisconsin
Joanne Selkurt, MD, Whitehall, Wisconsin
Janet Skroch, Patient Liaison, Whitehall, Wisconsin
Janet Papenfufs, Human Resources, Franciscan Skemp Healthcare, La Crosse, Wisconsin
Pat Malone, UW Extension Office, Resources Development, Whitehall, Wisconsin
Stacy Garlick, Trempealeau County Human Services Department, Whitehall, Wisconsin
Chris Hovell, Trempealeau County Health Department, Whitehall, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Linda K Kastantin with Introduction of Participants opened the meeting.

Ruben Garza informed the group that the purpose of the meeting was to create a Rural Interpreters Network. This Network would be available to all West-Central Wisconsin Public or Private Service Agencies. The Network members would work with a Regional Coordinator to develop and train a group of highly qualified people as general and medical interpreters. The ultimate goal would be to certify these Interpreters. Network members would be able to hire any one of these interpreters and share the interpreter with other providers that do not have an interpreter or when that providers' interpreter is on vacation or is out sick.

Having Interpreters in the rural area will reduce the patients travel time, reduce work absenteeism and will assure the provider that the right care has been given. The overall concept is to reduce liability and provide the services locally instead of the client having to travel an hour away for services.

All Participants agreed that the rural areas were in great need of interpreters especially with the large number of Hispanics settling in their communities. The Hispanic population in some communities is over 30%. This is according to the U. S. Census Bureau statistics of 2000. However, all services providers feel that this data is obsolete and that the numbers are high in some communities especially those areas, which have, some form of industry.

It was agreed that members will train interpreters according to their service needs and all interpreter will be cross-trained.

The Network will start to search for bilingual members in their communities and will start to search for funding to train these interpreters. Training will start in fall and the end of May/June 2007 will certify interpreters.

The group will be meeting on a monthly basis or as needed. It is anticipated that at the planning stage meeting may be more often.

Next meet is set for Thursday September 21, 2006 at 1:30 pm.

**Rural Interpreters Network
Sparta, Wisconsin**

**September 19, 2006
12:15 to 1:15 PM**

Agenda

- I. Update on State Rural Health Grants**
- II. Iowa Interpreter Program model
- III. Letters of Support**
- IV. Other

**Rural Interpreter Network Meeting
Sparta, Wisconsin**

**September 19, 2006
12:15 to 1:15 PM**

Minutes

Participants:

Diane Hegy, Gunderson Lutheran Clinic Manager, Sparta, Wisconsin
Amy Hammer, Monroe County Domestic Abuse Project, Sparta, Wisconsin
Cathy Abbott, Monroe County Department of Human Services, Sparta, Wisconsin
Andrea Benson, Franciscan Skemp Healthcare, Sparta Family Medicine
Sherry Schmitz, Franciscan Skemp Healthcare, Sparta, Wisconsin
Marsha Lukasek, Gundersen Lutheran Behavior Health, Sparta, Wisconsin
Liza Josvai, Monroe County Sheriff's Department, Sparta, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Absent:

Amy Schanhofen, UW-Extension, Monroe County, Sparta, Wisconsin
Lynn Kloety, Monroe County District Attorneys Office, Sparta, Wisconsin
Diane Coleman, Monroe County Clerk of Court, Sparta, Wisconsin
Lynn Stahl, Gundersen Lutheran Eye Clinic, Sparta, Wisconsin

Diane Hegy thanked the participants for coming to the meeting on such a short notice. Ruben Garza updated the group on the Wisconsin Rural Hospital Flexibility Program-Rural Community Grants 2006-7 conference in Stevens Point, Wisconsin. Garza explained the program background and purpose of these grants, eligibility criteria, requirements and estimated amount of awards. Included in the information was the duration of funding, technical assistance, and grant program time line and award process. The Group decided that we should apply for this type of grant. Participants will write letters of support, provide data and resources. A copy of the Grant process was given to members.

The participants were supplied with an outline of the Iowa Interpreter Program Model. Garza informed them of the services the Iowa Interpreters Program provides and explained how the Model works. This is one of the best models in place. We have viewed different programs and this one seems to fit our patient population. The participants were supplied with an outline of the Iowa Interpreter Program Model. The feed back on this Model has been very positive.

The next meeting will be mid October or according to program needs.

**Rural Interpreters Network
Whitehall, Wisconsin**

**September 21, 2006
1:30 to 2:30 PM**

Agenda

- I. Update on State Rural Health Grants**
- II. Iowa Interpreter Program model
- III. Letters of Support**
- IV. Other

**Rural Interpreter Network Meeting
Whitehall, Wisconsin**

**September 21, 2006
1:30 to 2:30 PM**

Minutes

Participants:

Gill Berg, Patient Liaison, Whitehall, Wisconsin
Joanne Selkurt, MD, Whitehall, Wisconsin
Janet Skroch, Patient Liaison, Whitehall, Wisconsin
Janet Papenfufs, Human Resources, Franciscan Skemp Healthcare, La Crosse, Wisconsin
Stacy Garlick, Trempealeau County Human Services Department, Whitehall, Wisconsin
Chris Hovell, Trempealeau County Health Department, Whitehall, Wisconsin
William Beardsley, business owner, Whitehall, Wisconsin
Ruben Garza, Regional Interpreter Services Coordinator, La Crosse, Wisconsin

Absent:

Linda K Kastantin, Clinic Manager, Whitehall, Wisconsin
Pat Malone, UW Extension Office, Resources Development, Whitehall, Wisconsin
Joanne Selkurt, MD, Whitehall, Wisconsin

Gill Berg thanked the participants for coming to the meeting on such a short notice. Ruben Garza updated the group on the Wisconsin Rural Hospital Flexibility Program-Rural Community Grants 2006-7 conference in Stevens Point, Wisconsin. Garza explained the program background and purpose of these grants, eligibility criteria, requirements and estimated amount of awards. Included in the information was the duration of funding, technical assistance, and grant program time line and award process. The Group decided that we should apply for this type of grant. Participants will write letters of support, provide data and resources. A copy of the Grant process was given to members.

The participants were supplied with an outline of the Iowa Interpreter Program Model. Garza informed them of the services the Iowa Interpreters Program provides and explained how the Model works. This is one of the best models in place. We have viewed different programs and this one seems to fit our patient population. The feed back on this Model has been very positive.

The next meeting will be mid October or according to program needs.

“Iowa Interpreter Program Summary” by the Iowa Division of Latino Affairs

This is available only as hard copy

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“Iowa Interpreter Program Summary” by the Iowa Division of Latino Affairs

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Data Resources:

The Health of Racial and Ethnic Populations in Wisconsin: 1996-2000
(Wisconsin Minority Health Report)

<http://dhfs.wisconsin.gov/health/MinorityHealth/Report.htm>

Wisconsin Health Statistics

<http://dhfs.wisconsin.gov/stats/index.htm>

Wisconsin Interactive Statistics on Health

<http://dhfs.wisconsin.gov/wish/>

Wisconsin State Health Plan

<http://dhfs.wisconsin.gov/statehealthplan/index.htm>

WI Department of Administration, Census and Population
Information

http://www.doa.state.wi.us/section_detail.asp?linkcatid=11

U.S. Census Bureau

<http://www.census.gov/>

National Standards on Culturally and Linguistically Appropriate Services (CLAS)

<http://www.omhrc.gov/templates/browse.aspx?lvl=2&lvlID=15>

The Health of Racial and Ethnic Populations in Wisconsin: 1996-2000 (Wisconsin
Minority Health Report)

<http://dhfs.wisconsin.gov/health/MinorityHealth/Report.htm>

Cross Cultural Health Care Program

Interpreter Training Programs

<http://www.xculture.org/training/index.html>

Bridging the Gap

We have developed a 40-hour basic/intermediate training course which we call Bridging the Gap. The course covers:

- Basic interpreting skills (role, ethics, conduit and clarifier interpreting, intervening, managing the flow of the session).
- Information on health care (introduction to the health care system, how doctors think, anatomy, basic medical procedures).
- Culture in interpreting (self-awareness, basic characteristics of specific cultures, traditional health care in specific communities, culture-brokering).
- Communication skills for advocacy (listening skills, communication styles, appropriate advocacy).
- Professional development.

Materials include a student handbook for each participant, a medical glossary which we have translated into 17 languages (Spanish, Russian, Vietnamese, Bosnian, Polish, French, Haitian Creole, Hindi, Bengali, Urdu, Amharic, Tigrignia, Cambodian, Lao, Somali, Korean, and Chinese), culture-specific materials about culture and traditional healing for 18 cultural communities, and an interpreter's guide to medications. The course is heavily participatory, including practice sessions, role plays, and small group discussions.

Since 1995, we have trained nearly 10,000 interpreters in all 50 states and from Japan and Canada using these materials, and that number continues to grow.

Training of Trainers for Bridging the Gap

The training of trainers for Bridging the Gap focuses on three broad areas:

- answering questions about course content
- instilling in trainers the philosophy of respect-based, participatory learning.
- helping trainers develop skills in presentation and classroom management.

Topics covered include the following:

- Building trainer credibility
- Trainers' roles and responsibilities
- Theories of participatory learning
- Using/adapting a curriculum

- Classroom skills: creating an environment; presentation skills; handling a class.
- Specific challenges in teaching Bridging the Gap
- Practice in presenting a lesson of the participants' choice.

Trainers in the class must have the following pre-requisites: experience in medical interpretation, experience in teaching/training, must have taken Bridging the Gap. Class materials include a Bridging the Gap curriculum, with lesson plans included.

Barriers or Bridges: A Workshop for Health Care Providers on Working with Interpreters

This 3-hour workshop includes the following topics:

- The consequences of poor communication in health care.
- Techniques for working with a trained interpreter.
- Techniques for helping untrained interpreters provide clearer communication.

Providing Care to Diverse Communities: A Workshop for Health Care Administrators

This 3-hour workshop is designed for health care administrators who are overseeing clinic services to limited- English-speaking populations. The workshop will focus on:

- The quality and character of communication in a clinical setting.
- Legal issues regarding provision of services across language barriers, including guidelines from the Office of Civil Rights, settlements and mandates around the country.
- Financial issues regarding the provision of interpreter services.
- Models of provision of appropriate services across language barriers.
- The importance of building relationships with communities.

Budget Narrative Notes

Salary

Coordinator - 5 hours/week x 35 weeks = 175 hours @ \$35 = \$6,125*

Coordinator Support – 8 hours/week x 35 weeks = 280 @ \$20 = \$5,600*

*Total: \$11,725**

Fringe

Based on 40% -

*Total: \$4,690**

Travel

Local travel – 7,000 @ \$0.48/mile = \$3,360

Equipment

Computers, telephones, copiers and other office equipment - \$300*

Total: \$300

Supplies

General Office Supplies, etc. - \$300*

Training materials - \$500

Training Video - \$160

Total: 960

Contracts/Consultation

Two co-Trainers Fees + Expenses = \$6,200

Database Design and implementation - \$2,000

Program Evaluation - \$2,000

Interpreter Candidate Evaluation –12 @ \$80 = \$960

Total: \$11,160

Misc.

Qualification and Training Fees for those being trained:

Trainees Stipend based on 10 trainees @ 40 hours/trainee x \$14.75/hour = \$5,900

Lodging Stipend based on 10 trainees @ 6 nights/trainee x \$100/night = \$6,000

Travel Stipend based on 10 trainees @ 200 miles/trainee x \$0.48/mile = \$960

Per Diem Stipend based on 10 trainees @ 6 days/trainee x \$45/day = \$2,700

Program Office Space @ \$50/week for 35 weeks = \$1,750*

Program Administration and Accounting = \$500*

Total: \$17,810

Total: \$50,005

Grant: **\$30,740** *In-Kind: **\$ 19,265**