



Presentation Abstracts and Speakers' Bios

Arabic Session

Understanding and Interpreting for Patients with Stomas

Ahmad Alkhatib, Ph.D., CHI™-Arabic, Medical Interpreter II, Mayo Clinic

Abstract:

This presentation focuses on equipping Arabic-speaking medical interpreters with the skills to support communication for patients with stomas. Attendees will learn about stoma construction, the types of ostomies, and stoma care. Through interactive exercises, attendees will acquire medical terminology, practice interpreting scenarios, and explore resources for enhancing patient-provider communication.

Presenter's Bio:

Ahmad Alkhatib holds a Ph.D. in Translation Studies from Kent State University (OH). Ahmad is a CCHI Certified Healthcare Interpreter™ (Arabic) and a qualified Remote Simultaneous Interpreter with expertise in Medical, Court, Education, and Business. Additionally, he is a certified Translator by the Arab Professional Translators Society and a member of the National Council on Interpreting in Health Care (NCIHC). He currently works as a full-time Medical Interpreter at Mayo Clinic.

ASL Session

G-Tube Care in ASL: A Consecutive Approach to Interpreting Procedures, Terminology and Patient Conversations

Jeni Rodrigues, Ph.D., RID Certified, CoreCHI-Performance™, Assistant Professor, Certificate in Healthcare Interpreting Program Coordinator, Rochester Institute of Technology, National Technical Institute for the Deaf

Abstract:

Gastrostomy tube (G-tube) placement is a common medical procedure requiring clear communication between healthcare providers, patients, and caregivers. The presenter will provide an overview of the main concepts and procedural steps, equipping participants with

the knowledge and skills to interpret G-tube-related discussions in American Sign Language using consecutive interpreting techniques. Participants will apply their skills in a structured practice exercise featuring a patient-provider dialog, enhancing their ability to navigate medical discourse.

Presenter's Bio:

Jeni Rodrigues is an Assistant Professor in the ASL and Interpreting Education Department at the National Technical Institute for the Deaf at the Rochester Institute of Technology. She directs the Research and Education on Accessible Communication in Health Care Laboratory through the Deaf Health Care and Biomedical Sciences Hub, and coordinates the Certificate in Healthcare Interpreting program. Jeni has practiced for 25 years, specializing in healthcare interpreting for the past decade. She earned her master's in Interpreting Pedagogy from Northeastern University in 2011 and her Ph.D. in Interpreting from Gallaudet University in 2022. Jeni's work explores access barriers within healthcare settings and best practices in ASL-English healthcare interpreting education.

Cantonese Session

Organ Transplant 101: Fast Track to Preparing for Assignments

Lily Cheung, CoreCHI-Performance™, Instructor, Healthcare Interpreting Certificate Program, City College of San Francisco

Abstract:

This workshop focuses on sharing skills and ideas to help interpreters leverage AI tools when preparing for assignments. The presenter will provide an overview of concepts and procedures related to solid organ transplants. Through interactive activities, attendees will learn common terms related to this topic, how to leverage AI for efficiency in studying, and what kinds of study materials AI can help produce. Attendees will also practice consecutive interpreting skills based on this topic. The presenter will provide feedback on possible alternatives to interpretation and facilitate discussions of interpreting errors within this context.

Presenter's Bio:

Lily Cheung is an accomplished instructor in the Healthcare Interpreting Certificate Program at City College of San Francisco, where she has been teaching since 2022. With a rich background in language coaching for the same program since 2016, she brings extensive experience and expertise to her students. As a seasoned interpreter at Stanford Health Care since 2016, Lily currently serves as a supervisor in the Medical Interpretation and Translation Services, where she oversees the team and ensures high-quality services. Her diverse interpreting experience spans community, healthcare, and educational settings, equipping her with a comprehensive understanding of the unique challenges and nuances in the field. Passionate about empowering future interpreters, Lily is dedicated to enhancing the quality of interpretation in healthcare while fostering cultural competency and effective communication in multilingual environments.

Japanese Session

GI Endoscopy Appointments for Japanese Healthcare Interpreters

Megumi Segawa, CoreCHI-Performance™, supervisor

Kanako Jackson, M.D., CoreCHI™, Japanese Healthcare Interpreter, Interpreter Services at Michigan Medicine

Abstract:

This workshop focuses on challenges of interpreting for Gastroenterology endoscopy procedures. The presenters will provide an overview of the main concepts and procedures related to endoscopy appointments. Through interactive activities, attendees will learn 10 most common terms related to this topic and will be able to interpret them into Japanese. Attendees will also practice consecutive interpreting skills they need for endoscopy appointments. The presenters will provide feedback about possible correct interpretation of the sample patient-provider dialog and comment on common interpreting errors in this context.

Presenters' Bio:

Megumi Segawa was born in Osaka, Japan. She graduated from Kobe University and completed her M.A. and Ph.D. programs at the University of British Columbia. She began her interpreter career as a contract interpreter at the Osaka City Port Bureau. She has since worked as an interpreter in healthcare, business, education, and performance arts. Megumi has been working as a staff Japanese interpreter for Interpreter Services at Michigan Medicine since 2007. She is currently supervising the Japanese team and coordinating translation requests for the department.

Kanako Jackson was born in Japan. She graduated from Ithaca College in New York with a B.A. Then pursued her medical career in Japan. She graduated from Tokai University School of Medicine with an M.D. Her practice was specialized in Rheumatology. After retiring from her medical career in Japan, she became a staff Japanese Healthcare Interpreter/Translator at Michigan Medicine since 2013.

Mandarin Session

Wrap It Up: Wound Care Terminology Made Simple

Chi-Wei Chang, B.S.N., M.S., CHI™-Mandarin, Interpreter Supervisor, Michigan Medicine

Kun Shi, CHI™-Mandarin, Medical interpreter and translator, Michigan Medicine

Abstract:

Wound care is a critical area in healthcare that requires precise communication to ensure effective treatment and patient safety. For Mandarin-speaking healthcare interpreters, navigating the complexities of medical terminology related to wounds, treatments, and procedures can be challenging.

This interactive workshop is designed to demystify wound care terminology by breaking it down into clear, comprehensible concepts. Participants will gain essential vocabulary in both English and Mandarin, with a focus on terms frequently used in clinical settings. Through engaging activities and role-playing scenarios, interpreters will develop strategies to confidently and accurately convey wound care information.

This workshop is ideal for interpreters at all experience levels who are eager to expand their expertise and contribute to improved patient-provider communication in wound care settings.

Presenters' Bio:

Chi-Wei Chang was born and raised in Taiwan and earned her Bachelor of Science in Nursing from the prestigious National Taiwan University. After moving to the United States, she pursued a Master's in Early Childhood Education at the University of Wisconsin-Madison. Chi-Wei has an extensive background in education and healthcare. She worked as a preschool teacher and administrator before joining the University of Michigan Health System Interpreter Services in 2003 as a contract interpreter. She became a staff Chinese interpreter in 2004 and 2010 was appointed one of the two lead interpreters within the program. Currently, she supervises a team of seven Chinese interpreters. Chi-Wei is a nationally certified healthcare interpreter (CHI-Mandarin) and an accomplished English-Chinese translator.

In addition to her interpreting expertise, Chi-Wei is a licensed registered nurse in Michigan. She combines her healthcare and language skills by working as an RN Case Manager at Trinity Health.

Beyond her professional accomplishments, Chi-Wei is the proud mother of three grown children and the devoted caretaker of three "cat daughters" and two "cat grandsons." In her spare time, she enjoys music, Zumba fitness, and exploring the world through travel.

Kun Shi (Jasmine) grew up in mainland China. She earned a master's degree in nursing from Xiangya Nursing School of Central South University in China. She has worked as a nurse in various settings such as the first affiliated hospital of Hunan University of TCM, SOS international clinic, and Procter & Gamble in China, as well as a lecturer in the school of nursing of Hunan University of TCM. Currently, Jasmine serves Michigan Medicine as a staff interpreter and translator, in both Mandarin and Cantonese. Jasmine is CHI certified in Mandarin and holds a registered nurse license in Michigan. On a personal note, Jasmine is a proud mother of a teenager, along with being a pet mom to her dog Onyx and kitten Tylenol. She enjoys Sudoku, singing, Chinese folk dancing, and gardening.

Portuguese Session

Erectile dysfunction? (Medical and psychosocial aspects essential for medical interpreters).

Tereza Marinho, Portuguese CoreCHI-Performance™, Portuguese Medical Interpreter, Cambridge Health Alliance

Isabel Pinto Franco, CoreCHI™, Medical Interpreter, Cambridge Health Alliance

Abstract:

“This workshop is focused on challenges of interpreting for ED cases. The presenter will provide an overview of the main concepts and procedures. Through interactive activities, attendees will learn 10 most common terms related to this topic and will be able to interpret them into their Language Other Than English. Attendees will also practice consecutive interpreting skills based on this topic. The presenter will provide feedback about possible correct interpretation of the sample patient-provider dialog and comment on common interpreting errors in this context.

Presenters’ Bio:

Tereza Marinho is a Brazilian native, and she has been in Boston for 34 years. She has been a Portuguese Medical Interpreter at CHA for the past 16 years, per diem medical interpreter at Boston Children's Hospital for the same number of years, Language Coach at Language Connections since 2020 and back at Franciscan Children's Hospital as a translator. Tereza has been interpreting professionally for 17 years. She is also a co-administrator for a CHA Facebook page in Portuguese. She has a background in journalism, which has helped with many aspects of her professional career.

Isabel Pinto-Franco holds a degree in Modern Languages and Literatures (German and English Studies) from the University of Coimbra (Portugal). She is a staff interpreter at the Cambridge Health Alliance, taught Interpreting II and Medical Interpreting at Boston University for 13 years and also works as a translator. Isabel has participated as a panelist as well as a presenter in several interpreting conferences in the US as well as Portugal. Earlier this year, she taught an intensive medical interpreting course at the University of Coimbra, Portugal. She is a member of the ATA (american translators association), IMIA (international medical interpreters association) and holds a CoreCHI certification by the national certification commission for healthcare interpreters. She was born and raised in Coimbra, Portugal and has been working as a full time medical interpreter for the past 28 years.

Russian Session

Mystery of Rheumatoid Arthritis Revealed

MB Bekker, CoreCHI-Performance™, Manager, Stanford Health Care

Natalya Mytareva, M.A., ICE-CCP, Executive Director, CCHI

Abstract:

This workshop is focused on challenges of interpreting for patients with autoimmune disorders. The presenter will provide an overview of the main concepts and procedures related to rheumatoid arthritis. Through interactive activities, attendees will learn 10 most common terms related to this topic and will be able to interpret them into Russian. Attendees will also practice consecutive interpreting skills based on this topic. The presenter will provide feedback about possible correct interpretation of the sample patient-provider dialog and comment on common interpreting errors in this context.

Presenter’s Bio:

M.B. Bekker is a former chair of CCHI and former president of CHIA. They immigrated to the US in 1989 as a young nursing school graduate. After serving as a volunteer interpreter at the SF

JCC, they pursued a career as a Russian interpreter. In 1998, she earned her degree (with honors) in Slavic Languages and Literature from UC Berkeley.

M.B. is currently a Manager of Medical Interpretation and Translation Services at Stanford Health Care. They are a certified Bridging the Gap Trainer. She taught Russian students at SF City College and Stanford University. In 2012, M.B. became a curriculum developer for the Glendon College at York University, Canada.

Vietnamese Session

What should I choose: Lumpectomy or Mastectomy?

Melanie My-Hoa T. Le, CoreCHI™, Vietnamese Medical Interpreter/Translator, Stanford Health Care

Abstract:

This workshop is focused on challenges of interpreting for Lumpectomy and Mastectomy. The presenter will provide an overview of the main concepts and procedures related to Lumpectomy and Mastectomy. Through interactive activities, attendees will learn 10 most common terms related to this topic and will be able to interpret them into Vietnamese. Attendees will also practice consecutive interpreting skills during the workshop. The presenter will provide feedback about possible correct interpretation of the sample patient-provider dialog and comment on common interpreting errors in this context.

Presenter's Bio:

Melanie My-Hoa T. Le was born and raised in Saigon, Vietnam, where she started learning English at the age of nine. She holds the City College of San Francisco's Healthcare Interpreting Certificate and CCSF's Language Coach Training Certificate, and is a CoreCHI Certified Healthcare Interpreter™. She has extensive experience as a Vietnamese medical interpreter and translator at Stanford Health Care for the last 15 years. In addition to working full-time, she is a freelance interpreter/translator in research and focus group study settings, as well as a language skills assessor, a Language Coach, a panel speaker, and conference presenter.

English Sessions

1. Interpreting for Ostomy Care with Confidence: It's in the Bag!

Marisa Rueda Will, CHI™-Spanish, Medical Interpreter III, Founder, Mayo Clinic, Tica Interpreter Training and Translations

Abstract:

This presentation is designed to equip medical interpreters with the tools and knowledge to support effective communication for patients with ostomies. Attendees will learn to distinguish between the three main types of ostomies—colostomy, ileostomy, and urostomy—and identify common signs of stoma-related problems. Participants will also gain a foundational understanding of the steps involved in pouching system changes and explore key resources to

enhance care for ostomy patients. Through interactive exercises and real-world scenarios, interpreters will build confidence in handling specialized terminology and interpreting in the context of ostomy care, ensuring better patient-provider communication.

Presenter's Bio:

Marisa Rueda Will, CHI™-Spanish, is a CCHI Commissioner and has been a medical interpreter at Mayo Clinic since 2006. She is a licensed interpreter trainer through Cross-Cultural Communications and a member of the National Council on Interpreting in Health Care (NCIHC) Webinars Work Group. She has provided interpreter training workshops for the NCIHC, CHIA, CCHI, and ATA. Marisa is currently getting her Master's in Interpreting Studies at Western Oregon University. Her company, Tica Interpreter Training and Translations, focuses on training and educating novice and advanced medical interpreters, based on real patient stories.

2. Neural Power Lab for Medical Interpreters: Memory Mastery Through Persistent Practice

Natalya Mytareva, M.A., ICE-CCP, Executive Director, CCHI

Abstract:

This workshop is focused on practicing short-term memory skills needed for interpreters working in healthcare settings. Through interactive activities, attendees will learn what memorization techniques are useful to interpreters working in short-consecutive or short-simultaneous contexts and practice these techniques. The presenter will provide feedback about common challenges and tips for self-monitoring in this context.

Presenter's Bio:

Natalya Mytareva, M.A., CoreCHI, ICE-CCP, is Executive Director of the Certification Commission for Healthcare Interpreters, and Vice Chair of the National Commission for Certifying Agencies (NCCA). In 2000-2013, Natalya was Communications Director at the International Institute of Akron, a refugee resettlement agency in Ohio. She developed and taught several courses for healthcare and court interpreters, with the focus on languages of lesser diffusion. She is a recipient of the 2023 Language Access Champion award from the National Council on Interpreting in Health Care. Natalya is a Russian interpreter/translator and started her career as instructor of interpretation/translation courses at Volgograd State University (Russia) in 1991. She holds a combined BA/MA degree from VSU in Philology & Teaching English as a Foreign Language.

3. Deliberate Practice for Simultaneous Interpreters: Practical Tools for Improving Performance

Gabriela Espinoza Siebach, M.A., CHI™-Spanish, Director of Interpreting Services
| Adjunct, Cesco Linguistic Services | UMass -Amherst

Abstract:

Simultaneous interpreters provide a service that is mentally taxing and requires constant upkeep. Aside from assignment-specific research and preparation, interpreters must regularly

practice their simultaneous interpreting techniques to maintain and improve the quality of their renditions. Reflexive practice is a common technique used to enhance any interpreting skills, however, a rubric to evaluate our own performance and a path towards improving deficiencies is essential to level up one's interpreting. This session will apply deliberate practice principles to enhancing simultaneous interpreting skills and provide a rubric and skill enhancement exercise suggestions.

Presenter's Bio:

Gabriela Siebach, Director of Interpreting Services at Cesco Linguistic Services and Adjunct Professor at UMass - Amherst, has accumulated more than 15 years of professional experience. Gabriela holds a graduate degree in Spanish translation and interpretation from the Middlebury Institute of International Studies at Monterey. Gabriela also Co-chairs the AAITE Job Task Analysis Committee, sits on the ATA Government Division Leadership Council and Interpretation Profession Advisory Committee, and volunteers on the NCIHC Policy, Education, & Research Committee. She is also a member of the CATI, NAJIT, and ASTM.