



## Presentation Abstracts and Speakers' Bios

### Morning Workshops (Concurrent, 11 am – 12:45 pm EST)

#### 1. English Session

##### Interpreting in Labor & Delivery

**Indira Sultanić, Ph.D., CHI™-Spanish**, Assistant Professor of Spanish Translation and Interpreting Studies, Virginia Commonwealth University

##### Abstract:

This applied, skills-driven workshop equips healthcare interpreters to navigate the unique clinical and emotional landscape of Labor and Delivery (L&D), from initial intake to active birth. Participants will be exposed to the specialized L&D terminology, and explore the stages of the process, from structured admissions questionnaires to the high-stakes communication characteristic of active labor. Through authentic scenarios, the participants will be able to practice their consecutive interpreting skills, and gain an understanding of when to switch from the consecutive to the simultaneous interpreting mode. Emphasis will be placed on providing interpreters with practical strategies for managing highly emotional scenarios, allowing practitioners to interpret a range of physical and emotional states including intense pain, distress, and joy, while maintaining cognitive stamina, accuracy, composure, and professional boundaries.

##### Presenter's Bio:



**Indira Sultanić, Ph.D., CHI™-Spanish**, is an Assistant Professor of Spanish Translation and Interpreting Studies and Associate Chair for Foreign Languages at Virginia Commonwealth University. She has over 15 years of experience as a language professional, interpreter and translator educator, and interpreting studies scholar. Dr. Sultanić has authored articles and book chapters on medical interpreter education and training, interpreting for vulnerable populations and unaccompanied refugee children in the U.S., and remote interpreting in pediatric therapy settings. Her latest projects examine the use of simultaneous interpreting in healthcare settings in the U.S. context, and healthcare interpreter attitudes toward theory and research and their role in practice.

## 2. Arabic Session

### Interpreting MS: Giving Meaning to More Than Words

**Raja M. Muhsen, CHI™-Arabic**, Medical Interpreter/Community and Medical Interpreter Trainer, Freelancer

#### Abstract:

Patients experience when dealing with Multiple Sclerosis (MS) goes far beyond the literal interpretation of the appointment or dialogue that occurs in the appointment. A disease that impacts many aspects of patients lives and requires patience, compassion, and understanding. Understanding the disease, therapies, and treatment protocols can aid in bridging the language barrier and gap. The goal of this session is to provide background and some example dialogue to give some exposure to this complex disease.

#### Presenter's Bio:



**Raja M. Muhsen**, CHI™-Arabic, is a Certified Healthcare Interpreter, licensed trainer, and Arabic translator based in Colorado. Originally from Jordan, Raja brings decades of linguistic expertise and deep cultural competency to her work, specializing in Levantine, Gulf, Egyptian, and North African dialects. With a career spanning business ownership and high-level consulting, she offers a unique blend of leadership, management, and customer service experience. Raja began her path in language services through community volunteerism before pursuing rigorous professional certification in medical, legal, and community interpreting. Her distinguished portfolio includes collaborations with the Department of Defense, major health systems throughout Southern Colorado, and numerous language agencies. Currently, she serves as a Staff Interpreter and Trainer with UCHealth.

## 3. ASL & Spanish Session

### Advanced Consecutive Interpreting for ASL/Spanish Trilinguals in Healthcare Settings

**Darren Reed, CHI™-Spanish, CMI-Spanish, BEI Basic**, Interpreter Trainer, Master Access Solutions

#### Abstract:

Consecutive interpreting is a core competency in healthcare settings, and the cognitive demands increase significantly in trilingual encounters involving American Sign Language (ASL), Spanish, and English. In these contexts, interpreters are often required to render messages sequentially across modalities and languages, frequently interpreting the same source message more than once, a seemingly impossible task, while still maintaining accuracy, completeness, register, and intent. This intensive, skills-based session provides guided practice in trilingual consecutive interpreting using realistic healthcare scenarios. Participants will engage in structured drills that target short-term memory and modality shifts with facilitated feedback focused on accuracy and cultural awareness.

**Presenter's Bio:**



**Mr. Darren Reed** is a certified group facilitator, professional educator, and trilingual interpreter (Spanish–English–ASL) with national credentials in healthcare and state credentials in court interpreting. He is the owner of Master Access Solutions, co-founder of the Professional Association of Mississippi Interpreters and Translators, and the 2023 California Healthcare Interpreting Association Educator of the Year. Darren specializes in professional development, adult education, and entrepreneurship. His aim is to facilitate learning with an empowering and liberating style that inspires creativity, goal setting, and action planning. His greatest passion is his personal volunteer work where he finds immense joy in serving others. His hobbies include traveling and, most recently, playing pickleball.

**4. Burmese Session**

**Parkinson's Disease**

**Emerald Hsu, CoreCHI-Performance™ (Burmese proficiency)**, Healthcare and Conference Freelance Interpreter

**Abstract:**

This workshop is focused on challenges of interpreting for Parkinson's Disease (PD). The presenter will provide an overview of the main concepts and procedures related to PD. Through interactive activities, attendees will learn 10-15 most common terms related to this topic and will be able to interpret them into Burmese. 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:**



**Emerald Hsu**, CoreCHI-Performance™ (Burmese proficiency), is a Certified Healthcare Interpreter fluent in Burmese, Yunnanese, Mandarin, and Cantonese. Born and raised in Yangon, Myanmar, with family roots in Yunnan, China, she immigrated to the United States in 1989 following the 88 Uprising. She earned a B.A. in English Language and Literature from International Jinan University, Guangzhou, China in 1995. Inspired by her experience interpreting for her parents during serious medical illnesses in 2017, Emerald pursued formal training through City College of San Francisco's Healthcare Interpreter Program. She has since provided

interpretation services across medical and mental health settings, including health education classes, cognitive behavioral therapy sessions, court hearings, city council conferences, and school district meetings. She is also certified in Mental Health First Aid and serves as a guest coach for an alumni program.

## 5. Cantonese Session

### Understanding Congestive Heart Failure

**Hiu Tung Rachel Chan, M.A., CHI™-Mandarin**, Medical Interpreter and Translator, Stanford Healthcare

#### **Abstract:**

This Cantonese-language workshop provides an interpreter-oriented overview of congestive heart failure, including its basic clinical features, common management approaches such as procedures, medications, and nutrition counseling, and considerations for interpreting in this clinical context. The presenter will offer a concise explanation of key concepts, diagnostic processes, and treatment-related communication commonly encountered in heart-failure care. Through a guided terminology activity, participants will work with ten frequently used heart-failure-related terms and practice rendering them accurately into Cantonese. Attendees will also engage in interactive consecutive-interpreting practice using realistic patient-provider scenarios. The presenter will provide feedback on sample interpretations and highlight common interpreting issues that arise in heart-failure-related encounters.

#### **Presenter's Bio:**



**Rachel Chan, M.A., CHI™-Mandarin**, is a medical interpreter and translator at Stanford Health Care, where she works in Mandarin and Cantonese to support clear and effective communication between patients and providers. Originally from Hong Kong, she brings both cultural insight and practical experience to her work in healthcare settings. Rachel holds a Master's degree in Conference Interpreting from the Middlebury Institute of International Studies at Monterey (MIIS) and enjoys making complex medical topics more accessible for interpreters.

## 6. Farsi Session

### Mystery of Rheumatoid Arthritis Revealed

**Yasha Saebi, M.S., CoreCHI-Performance™ (Farsi proficiency)**, Medical & Legal Interpreter, Linguist, NS Analyst, CCHI Commissioner

#### **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 Farsi. 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:**



**Yasha Saebi**, M.S., CoreCHI-Performance™ (Farsi proficiency), is a translator and interpreter with more than 20 years of experience. She has a BA in translation from Tehran University, a BS in biology/genetics and an MS in forensic science/DNA from George Mason University, and a master's certificate in national security policy studies from Georgetown University. She is a member of the International Medical Interpreters Association's Medical Terminology Committee and the International Association for Identification. Yasha has worked as a Farsi linguist evaluating

proficiency tests and recruiting interviews. She has also worked as an on-site interpreter for Georgetown University Hospital and other hospitals in the Washington, DC area. She has been working as an over-the-phone interpreter for a decade, assisting medical providers, state courts, and government agencies. She has experience in medical, legal, and government document translation. She is the ATA Medical Division Administrator, the ATA Science & Technology Division and the ATA Government Division Nominating Committee member and chair. She has been an active member of the Boren Forum (national security alumni students) assisting the Custom and Border Control Agency CBP with linguistic services and helped them with the latest refugees' crisis.

### 7. French Session

#### Erectile Dysfunction

**Elizabeth Amaazee**, CoreCHI-Performance™ (French proficiency), Project Management Professional (PMP), Certified Scrum Master (CSM), Certified Court Interpreter (OH, MI, NM), PhD student, Video Remote Interpreter, AMN Healthcare

#### Abstract:

The presentation will provide a concise overview of erectile dysfunction, including basic pathophysiology, common etiologies (vascular, neurological, hormonal, medication-related, and psychogenic), diagnostic approaches, and standard treatment options. Emphasis will be placed on accurate French–English medical terminology, register selection, and the distinction between lay and clinical language commonly used by patients and providers.

#### Presenter's Bio:



**Elizabeth Amaazee**, CoreCHI-Performance™ (French proficiency), is originally from Cameroon, a central African country with two official languages (English and French) because of its status as a former British and French colony. She holds a Bachelor's degree in Bilingual Studies and a Master's degree in Translation. She worked for international organizations in various African countries and in Europe before moving to the U.S. 11 years ago. Since moving to the U.S., she has worked as an interpreter in multiple settings, including church, legal, medical, social services, school and court. She is a Certified Healthcare Interpreter and a Certified Court Interpreter in Ohio, where she is based, as well as in other States. She is currently pursuing a PhD in Cultural Diplomacy & International Relations at the Interdisciplinary School of Doctoral Studies.

## 8. Japanese Session

### Wound Care: Clinical and Disaster Response Scenarios

Yuka T. Lysiuk, Hub-CMI, Bridging the Gap Instructor, CCHCP, IMIA, MRC-Hawaii

#### Abstract:

This 90-minute skills-based workshop focuses on wound care including scenarios commonly encountered during disasters. The session covers key terminology and essential concepts related to wound treatment and patient care.

Participants will practice sight translation and consecutive interpreting through guided role-play scenarios. The workshop emphasizes accuracy, clarity, and effective communication in both routine clinical and disaster-related wound care encounters.

#### Presenter's Bio:



**Yuka T. Lysiuk** is a healthcare professional with 25 years of experience in New York and Hawai'i, she has worked across clinical, educational, and community-based settings. She obtained hub-CMI certification in 2010. Yuka has been a licensed *Bridging the Gap (BTG)* medical interpreter training instructor since 2015 through Cross Cultural Health Care Program (CCHCP) and has since taught in both the United States and Japan. She also holds licenses as a CPR and First Aid Instructor through the Health & Safety Institute (HSI) since 2015, and as an Active Shooter Emergency Response Instructor since 2022. She currently serves as a disaster response volunteer with the Medical Reserve Corp (MRC) and has been deployed during disaster response operations and an active board member of the International Medical Interpreters Association (IMIA).

## 9. Mandarin Session

### Oncology Medication Side Effects

Ping Cross, CHI™-Mandarin, Language Analyst, DoJ

Dong Isbister, Ph.D., CHI™-Mandarin, Educator

#### Abstract:

This workshop is focused on learning oncology medication side effects. The presenters will provide an overview of the main concepts of oncology medicine treatments and opportunities to practice commonly used medical terms related to the side effects of oncology medicine. Through interactive activities, attendees will also learn some special terms of the topic and will be able to interpret them into Mandarin with ease and confidence. Attendees will also be able to practice consecutive interpreting skills based on the topic. Additionally, the presenters will provide feedback on possible correct interpretation of the sample patient-provider dialog and comment on common interpreting errors in this context.

#### Presenters' Bios:



**Ping Cross**, CHI™-Mandarin, attended two medical schools and worked as a clinician in China. She came to the U.S. 30 years ago to pursue her second post graduate degree. Ping has been a professional legal and medical interpreter and translator for 20 years. Additionally, she has been serving as a subject matter expert for CCHI since its inception. Ping was among the first CHI™-Mandarin credential recipients. Ping also works as a language analyst in the public sector.



**Dong Isbister**, a nationally certified healthcare interpreter (CHI™-Mandarin), has years of experience providing healthcare interpreting and translation services for providers, patients, and other customers in North America, the UK, and China. She also teaches in higher education and has designed and taught a range of graduate and undergraduate courses, including a graduate-level healthcare interpreting course and Women and Health, an undergraduate course designed to improve students' health literacy skills and self-care. In addition, she has published scholarship in healthcare interpreting and literary translation.

Some of Dong's hobbies include hiking, photography, gardening, knitting, and creative writing.

## 10. Nepali Session

### Navigating IEP and Special Education Meeting for Nepali Parents

**Bindiya Jha, CoreCHI-Performance™ (Nepali proficiency)**, Medical Interpreter Training Coordinator/ Freelance Medical/ Court Certified/ Conference Interpreter, UMass

#### Abstract:

This workshop is focused on challenges of interpreting childhood development assessments as they are communicated to parents during IEP and Special Education Meetings. The presenter will provide an overview of the main concepts and procedures related to early childhood development, psychological / behavioral symptoms, developmental delay, and early intervention . 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. If a linguistically equivalent term is not available, attendees will brainstorm to come up with the terms that best fits the context and does justice to the English word /concept used. Attendees will also practice consecutive interpreting skills based on this topic. The presenter will provide feedback about possible correct interpretation of the sample parent-teacher dialog and comment on common interpreting errors in this context. Special attention will be provided to medical terminologies used in such meetings and how best to interpret those diagnoses and terminologies.

#### Presenter's Bio:

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**Bindiya Jha**, CoreCHI-Performance™ (Nepali proficiency), is a believer in language access and equity. She is a community-based interpreter educator, administrator, and advocate with a focus on healthcare and legal interpretation. She speaks Nepali and has worked as a Nepali freelance interpreter since 2008. At present, she is CCHI-P/ CORE CHI certified in the healthcare domain and NCSC certified in the legal area. She has a master's degree in International Development and Social Change from Clark University, Worcester. She has a background in refugee resettlement and has worked with

Nepali-speaking Bhutanese refugee populations all across the commonwealth. She has worked as a lead trainer and Nepali language coach for medical interpreter students in various platforms. She has been a passionate advocate for languages of lesser diffusion like Nepali and promotes language access for essential community services. At present, she serves as the medical interpreter training coordinator within Cross-Cultural Initiatives for *ForHealth Consulting* at UMass Chan Medical School. In her current capacity, she is responsible for medical interpreter program implementation, mentoring new trainers, providing continuing education workshops, and assisting with multi-day conferences and specialized trainings offered by UMass Chan.

### 11. Portuguese Session

#### Mastectomies

**Ana Beatriz Bersano**, CoreCHI-Performance™ (Portuguese proficiency), Medical Interpreter, Cambridge Health Alliance

#### Abstract:

This workshop is focused on challenges of interpreting for Mastectomies. The presenter will provide an overview of the main concepts and procedures related to Mastectomies. Through activities, attendees will learn about 10 most common terms related to this topic and will be able to interpret them into Portuguese. Attendees might also practice consecutive interpreting skills based on this topic, depending on time. The presenter will comment on common interpreting errors in this context.

#### Presenter's Bio:



**Ana Beatriz Bersano**, CoreCHI-Performance™ (Portuguese proficiency), was born in Sao Paulo, Brazil; she has a degree in Journalism; she lived in Rochester Hills, Michigan and in Montreal, Canada before moving to the Boston area 20 years ago and has been an Interpreter in the region for about 12 years; she has worked at various interpreting agencies, as well as Immigration Court and many missions with the National Service Language Corps. Her current full time job is at Cambridge Health Alliance as a Medical Interpreter.

### 12. Russian Session

## Double Joy, Double Risk: Multiple Pregnancy and Birth

Victoria Karataeva, M.A., CoreCHI-P™, CMI-Russian, Russian interpreter, AMN Healthcare

Olga Roshet, M.S., CI, CMI-Russian, Russian interpreter

### Abstract:

This interactive session is designed for Russian-speaking medical interpreters and explores the communication demands of interpreting multiple pregnancy and birth. The presenters will provide an overview of the key concepts and challenges related to pregnancy and delivery involving more than one fetus. Through guided interactive activities, attendees will learn up to 15 of the most commonly used medical terms related to this topic and will practice interpreting them into Russian. Attendees will also strengthen their consecutive interpreting skills through simulated encounters involving multiple gestation. The presenters will offer feedback about possible interpretation strategies of the sample patient-provider dialog and discuss common interpreting errors in this high-risk obstetric context.

### Presenters' Bios:



**Victoria Karataeva** is a nationally certified medical interpreter (CoreCHI-P, CMI-Russian) with a diploma in consecutive and simultaneous interpreting from a Russian university. She also holds a graduate degree in Social pedagogy from the Peoples Friendship University of Russia (Cum Laude). Victoria participated in CCHI CoreCHI Exam Development Project as an SME and is currently expanding her expertise by training and mentoring fellow professionals in the field.



**Olga Roshet** is an NBCMI-certified Russian medical interpreter with experience interpreting in medical, educational, and social services settings. She holds a Master's degree with Honors in Ecology and Nature Management from the Russian State Hydrometeorological University. Her academic background supports her work with complex medical terminology.

## 13. Spanish Session

### Interpreting for Radiation Oncology Encounters

Erika Saldaña, CHI™-Spanish, Language Interpreter Supervisor, UT Southwestern Medical Center

### Abstract:

Radiation oncology is a complex specialty that is heavily rooted in innovation and research. In this presentation, we will define radiation oncology and take a deep dive into this fascinating

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specialty. This presentation will provide meaningful information that will benefit and augment an interpreter's skillset.

### Presenter's Bio:



**Erika Saldaña**, CHI™-Spanish, was born and raised in Houston, Texas. The entire scope of my professional career has been focused on finding fulfilling work that utilizes my talents to better serve vulnerable communities. Most of my time in Houston was spent working as an ESL teacher in a non-profit organization. Soon after relocating to the Dallas-Fort Worth area, interpreting found me and has been a part of my life for the past nine years! Currently, I am a Language Interpreter Supervisor at UT Southwestern. I have had the privilege of working as a Spanish medical interpreter, interpreter trainer, and have served as preceptor to UT- Arlington interns. Most recently, I completed the Training of Trainers course to become a licensed interpreter trainer.

### 14. Ukrainian Session

#### Multiple Sclerosis (Diagnosis, Symptoms, Treatment and Long-Term Care)

**Nataliya Laptik, MA, CoreCHI-Performance™ (Ukrainian proficiency), Hub-CMI, Medical and Community Interpreter**

#### Abstract:

This workshop focuses on challenges of interpreting for Multiple Sclerosis encounters in neurology and primary care settings. The presenter will provide an overview of essential concepts such as types of MS, neurological symptoms, diagnostic testing, MRI findings, and disease-modifying therapies. Through interactive terminology activities, attendees will learn common MS-related terms and interpret them into Ukrainian. Participants will also practice consecutive interpreting using realistic provider–patient dialogs and will discuss frequent linguistic, cultural, and ethical challenges in conversations involving chronic illness, disability, and uncertainty.

### Presenter's Bio:



**Nataliya Laptik, M.A., CoreCHI-Performance™ (Ukrainian proficiency)**, is a professional medical interpreter and language services specialist with extensive experience supporting patients, clinicians, and care teams across hospital, community health, and telehealth settings. Her work spans high-acuity encounters, mental health, women's health, oncology, and trauma-informed care, with a strong focus on accuracy, patient dignity, and culturally responsive communication. In addition to her interpreting practice, Nataliya has worked in linguistic quality assurance, translation, and education, contributing to training resources and terminology development for healthcare and technology projects. She is committed to advancing professional standards in the field and to strengthening interpreter preparedness through reflective practice and peer learning. Nataliya is passionate about

equitable access to care and the vital role interpreters play in patient safety, trust, and shared decision-making.

## Plenary Afternoon Sessions

**1-2 pm EST**

### **Ethical Intelligence: Building Decision-Making Competence for Healthcare Interpreters**

**Presenters:** *Analía C. Lang, CHI-Spanish*, Manager of Training & Curriculum, and *Liliana Dinu, MATI, CHI-Spanish*, Content and Curriculum Development Specialist, both at Cross-Cultural Communications

#### **Abstract:**

Healthcare interpreters make split-second ethical decisions that directly impact patient safety, yet most enter the field without formal training in ethical reasoning or the language to explain why they made the choices they did.

This workshop bridges that gap by teaching normative ethics (the foundation of the NCIHC approach) through active practice rather than passive lecture. Participants work through real scenarios, considering the ethical values, principles, and standards of the code of ethics, analyzing what's at stake and articulating their reasoning process.

Using scenario-based polls, guided exercises, and structured reflection, interpreters develop a systematic approach to ethical decision-making they can apply immediately in practice. The session meets CCHI's standards for interactive continuing education and models techniques trainers can adapt for their own programs: chat-based reflection prompts, polls with debrief analysis, and decision trees for common challenges.

Participants leave with practical frameworks for ethical reasoning and a clearer understanding of the critical thinking and emotional intelligence that distinguish human interpreters from AI. These skills matter when lives are on the line.

#### **Presenters' Bios:**



**Analía C. Lang**, CHI™-Spanish, acquired her BA from Indiana University. She has been a healthcare and community interpreter since 2005. Analía has interpreted in all modalities, face-to-face, VRI, and OPI. As a trainer, Analía has instructed interpreters for more than 20 years. She has developed webinars, workshops, and training curricula. She has been a presenter at conferences, and she is a contributing author of The Remote Interpreter textbook. She serves as a member of the NCIHC STC and as a co-chair of its NES work group. Presently, Analía is the Manager of Training and Curriculum for Cross-Cultural Communications, LLC.



*Liliana Dinu*, she/her, holds an M.A. in Translation Studies and Interpreting from Heidelberg University. She began her career as a conference interpreter for the European Parliament, working with four active languages on legal, economic, and geopolitical matters. After moving to the U.S., Liliana transitioned to healthcare and educational interpreting, working on staff through the pandemic where she witnessed how quality language access saves lives. As Content and Curriculum Development Specialist at Cross-Cultural Communications, she designs training programs that prepare interpreters to thrive in this rapidly evolving profession. Liliana serves on the NCIHC Policy and Education Committee.

**2:15 – 3:45 pm EST**

**Beyond the Basics: Building Sight Translation Skills That Hold Up Under Pressure**

**Presenter:** *Katharine Allen, M.A.*, Interpreter Trainer and Curriculum Specialist, Words Across Borders

**Abstract:**

Sight translation requires interpreters to make split-second decisions about what to translate, how to translate it, and when to decline. While many interpreters receive foundational training in this hybrid skill, developing real expertise requires deliberate practice in both execution techniques and professional decision-making. This interactive session takes participants through a practical, structured approach to sight translation, moving from basic competence to confident proficiency. We'll explore the critical decision points that separate adequate from excellent practice. Participants will engage in three guided exercises: practicing systematic document markup strategies, performing timed sight translations with self-evaluation, and analyzing decision-making scenarios. Whether working onsite or by video, participants will develop both the technical skills to sight translate effectively and the professional judgment to recognize their limitations—expanding their capabilities while enhancing patient safety.

**Presenter's Bio:**



*Katharine Allen* is a community and conference-trained interpreter with over three decades of experience. A founding member of both the American Association of Interpreting and Translation in Education (AAITE) and the SAFE AI in Interpreting Task Force, Katharine is a long-time industry observer of technology trends. Named a Multilingual Magazine Power Woman Influencer in 2024, she served for 10 years as co-President of InterpretAmerica, working to raise the profile of interpreting, and is a former president of the California Healthcare Interpreting Association (CHIA). She is a past instructor for the UMASS Amherst Interpreting and Translation

program and Glendon's Master in Conference Interpreting degree. Katharine holds an MA in Translation and Interpretation from the Middlebury Institute of International Studies and is a licensed trainer and co-author of *The Indigenous Interpreter®*, *The Community Interpreter® International*, and *The Remote Interpreter®* textbooks and training programs.