

## Elaine Hsieh

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### EDUCATION

- Ph. D. Dissertation Title:  
Bilingual Health Communication and Medical Interpreters: Managing Role Performances and Communicative Goals
- Major: Health Communication  
Minor: Interpersonal Communication/ Language and Social Interaction  
Advisor: Dale E. Brashers  
Dept. of Speech Communication, Univ. of Illinois at Urbana-Champaign, 2004
- M. A. Major: English-Chinese Translation and Interpretation (T&I)  
Certificate: International Environmental Policy  
Monterey Institute of International Studies, CA, 1999
- B. A.s Double Majors: Chinese Literature/ English Literature  
Department of Chinese Literature, National Central University, 1997

### ACADEMIC APPOINTMENTS

- 2004-present *Assistant Professor*, Department of Communication, University of Oklahoma
- 2007-present *Faculty Member*. Clinical and Translational Sciences Society, University of Oklahoma-Health Sciences Center.
- Faculty Affiliate*. The Institute for US-China Issues, University of Oklahoma
- Faculty Affiliate*. Confucius Institute, University of Oklahoma
- 1999-2004 Dept. of Speech Communication, University of Illinois at Urbana-Champaign
- Graduate Teaching Assistant*: SPCOM 101: Principles of Effective Speaking (1999-2000)  
SPCOM 230: Interpersonal Communication (2002-2004)
- Graduate Research Assistant*: Dr. Barbara J. Wilson (2000-2002)  
Dr. Daena J. Goldsmith (2001-2002)  
Dr. Dale Brashers (Summer, 2000/2002)
- 1998 Custom Language Services, Monterey Institute of International Studies, CA
- Instructor*: Basic Translation & Interpretation Theories and Practices  
Chinese Language in Contexts

### SHORT-TERM, VISITING APPOINTMENTS

- 2010 *Invited Adjunct Associate Professor*, Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan. 01/03/2010-01/15/2010
- 2009/2010 *Invited Visiting Scholar*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan. 12/29/2009-01/10/2010

## RESEARCH

### RESEARCH INTERESTS

My research interests focus on the interpersonal issues in health care contexts. I am particularly interested in the issues in the cross-cultural contexts of health care and illness, which have long histories of social inequality experienced by minority patients and offer ample opportunities to both advance theory and affect social change. I have been involved in research on bilingual/cross-cultural health care in the last decade. The three aspects that I have investigated are (a) the discrepancies between the beliefs and the practice of medical interpreters and health care providers, (b) interpreters' influences on the quality of health care services, and (c) interpreters' mediation of conversational partners' identities and communicative goals. I currently pursue two lines of research dealing with health communication for non-English speaking and/or minority patients. The issues are (a) developing a model of bilingual health communication to explain the effectiveness and appropriateness of interpreters' communicative strategies, (b) investigating how patients' (cultural-specific) social support and health literacy influences their coping strategies and health behaviors, and (c) generating a theoretical model of coping that accounts for the social process and longitudinal aspects of illness management.

### GRANTS AND FELLOWSHIPS

#### External Funding

Under Review *Interpreters' Impact on LEP Parents' Communicative Competence in Pediatric Oncology*. Grant application (#1R01CA151841-01) for National Institutes of Health (PA-07-392: Reducing Health Disparities Among Minority and Underserved Children [R01]). Role: Principal Investigator. Anticipated Period: 06/01/2010-05/30/2013. \$1,490,742.

- Initial submission (#1 RC1 HD063635-01) was for NIH Challenge Grants in Health and Science Research (RFA-OD-09-003) in April, 2009. Role: Principal Investigator. NIH Summary Report (07/28/2009):

Criteria	Reviewer 1	Reviewer 2
Significance	outstanding	excellent
Investigators(s)	outstanding	very good
Innovation	exceptional	very good
Approach	excellent	very good
Environment	outstanding	outstanding

Under Review *Situating Health Literacy and Social Support in the Management of Diabetes*. Grant application (#1 P20 RR024487-01) for National Institutes of Health (Title: Centers of Biomedical Research Excellence [CoBRE]; RFA-RR-06-002). Role: Principal Junior Investigator. 2<sup>nd</sup> resubmission in April, 2009. [1<sup>st</sup> revision: Priority score: 192; Scientific Evaluation rating: Excellent], \$1,229,446 (for my portion of the proposed project).

Suspended *Situating Health Literacy and Social Support in the Management of Diabetes*. Grant application (#1 R01 HS016349-01) for National Institutes of Health. Role: Principal Investigator. [revised and submitted as a junior investigator research proposal for the CoBRE grant]

2009 *Illness as a Coordinated Family Activity: Use of Traditional Chinese Medicine by Elderly Chinese in the United States*, Oklahoma Clinical and Translational Sciences Institute (OCTSI) Scholar Program funded by the Clinical and Translational Science Award Planning Grant (NIH-NCRR-1 P20 RR023477-01P) and the College of Medicine at the University of Oklahoma-Health Sciences Center. Role: Faculty mentor to OCTIS scholar: Haiying Kong. Period: 06/01/2009-07/31/2009. Scholar stipend: \$4000.

2008 Conference Scholarship (December 16 – 18, 2008). NIH Summit: The Science of Eliminating Health Disparities, The National Center on Minority Health and Health Disparities (NCMHD).

2006-2009 *Providers' Views of the Roles of Medical Interpreters*. Grant (#1R03MH76205-01-A1) funded by National Institute of Mental Health of the National Institutes of Health. Role: Principal Investigator. Period: 09/01/2006-08/31/2009. \$146,417.

- 2003 Grant application (#1 R03 HS013877-01) for Agency for Healthcare Research and Quality. Priority Score: 288 (initial review). Grants were provided to projects with priority score under 250. [Because this is a dissertation grant, I didn't submit for a revision for the grant proposal.]

#### Internal Funding

- 2009 Junior Faculty Summer Fellowship, College of Arts and Sciences, University of Oklahoma  
Research Project: *Improving the Quality of Care for Child Patients of Parents with Limited-English-Proficiency*, \$6,000.
- 2007, 2008, 2009 Faculty Travel Assistant Grants Program, Vice President for Research, University of Oklahoma, \$1,200.
- 2007, 2008, 2009 Matching Travel Grant, College of Arts and Sciences, University of Oklahoma, \$1,200.
- 2006 Junior Faculty Research Program, Vice President of Research, University of Oklahoma  
Research Project: *Communicative Patterns in Support Group Meetings*, \$6,000.
- 2005 Junior Faculty Summer Fellowship, College of Arts and Sciences, University of Oklahoma  
Research Project: *Health Literacy and Communication about Risk*, \$6,000.
- 2003 Competitive Dissertation Travel Grant, Graduate College, University of Illinois at Urbana-Champaign, \$5,000
- 2003 Summer Dissertation Completion Fellowship, Department of Speech Communication, University of Illinois at Urbana-Champaign
- 2003 Competitive Conference Travel Grant, Department of Education, Taiwan
- 2000, 2001, 2002 Competitive Conference Travel Grants for Graduate Students, Graduate College, University of Illinois at Urbana-Champaign

#### AWARDS AND HONORS

- 2007 American Medical Association. (2007). *Office guide to communicating with limited English proficient patients (2nd. ed.)*. Retrieved November 23, 2007, from [http://www.ama-assn.org/ama1/pub/upload/mm/433/lep\\_booklet.pdf](http://www.ama-assn.org/ama1/pub/upload/mm/433/lep_booklet.pdf)  
NOTE: The AMA office guide has 11 pages, 3 of which are dedicated to the explanation and elaboration of the typology presented in Hsieh, E. (2006). Understanding medical interpreters: Reconceptualizing bilingual health communication. *Health Communication*, 20, 177-186.
- 2004 The Ruth S. and Charles H. Bowman Award, Department of Speech Communication, University of Illinois at Urbana-Champaign  
The Bowman Award is conferred upon the department's most outstanding graduate student, based on the student's total record of scholarship, teaching, and service.
- 2003 The Karl R. Wallace Award, Department of Speech Communication, University of Illinois at Urbana-Champaign  
The Wallace Award recognizes distinguished scholarship by a graduate student. The award is given on the basis of the total record of a student's scholarly work in the department's graduate program, including both performance in graduate courses and scholarly work completed for publication and conference presentation.
- 2002 Phi Kappa Phi, University of Illinois at Urbana-Champaign
- 2001 2001 Quality Readings for Students in Elementary and High Schools [第十九次中小學生優良課外讀物推介]; Category: Humanities; Government Information Office, Taiwan  
Hipp, E. (2001). *我就是要你快樂 Wo jiu shi yao ni kuai le* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).
- 2001 Top 1 Publications in Taiwan: 2001 [台灣出版 Top1: 2001 代表性圖書], Category: Philosophy/Psychology; National Central Library, Taiwan  
Hipp, E. (2001). *我就是要你快樂 Wo jiu shi yao ni kuai le* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).

## Conference Paper Awards

- 2008 Top Paper; Language and Social Interaction Division  
International Communication Association Convention, Montreal, Canada.
- 2008 Top Young Scholar Paper Award  
Kentucky Conference on Health Communication, Lexington, KY
- 2004 Top Paper; Language and Social Interaction Division  
National Communication Association Convention, Chicago, IL.
- 2004 Top Student Paper; Language and Social Interaction Division  
National Communication Association Convention, Chicago, IL.
- 2003 Top Student Paper; Language and Social Interaction Division  
National Communication Association Convention, Miami, FL
- 2003 Top Paper; Human Communication and Technology Division  
National Communication Association Convention, Miami, FL
- 2003 Top Paper, Seminar 1: Trends and Directions in Culture and Communication  
NCA Doctoral Honors Seminar, Bowling Green, OH
- 2001 Top Paper; Language and Social Interaction Division  
National Communication Association Convention, Atlanta, GA
- 2001 Top Student Paper; Language and Social Interaction Division  
National Communication Association Convention, Atlanta, GA

PUBLICATIONS

- Journal Articles Hsieh, E., Ju, H., & Kong, H. (in press). *Dimensions of trust: The tensions and challenges in provider-interpreter trust*. *Qualitative Health Research*.
- Hsieh, E. (in press). *Negotiating authority in bilingual health care: Competitions of expertise in interpreter-mediated interactions*. *Patient Education and Counseling*.
- Hsieh, E., Kong, H., Kramer, E. M. (2009). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威. [Constructing meanings and authority in bilingual health care]. *翻譯學研究集刊 Fan I Hsueh Yen Chiu Chi K'an* [Studies of Translation and Interpretation], 12, 87-123.
- Hsieh, E. (2008). "I am not a robot!" Interpreters' views of their roles in health care settings. *Qualitative Health Research*, 18, 1367-1383.
- Hamm, R. M., Bard, D. E., Hsieh, E., Stein, H. F. (2007). Editorial: Contingent or universal approaches to patient deficiencies in health numeracy. *Medical Decision Making*, 27, 635-637.
- Hsieh, E. (2007). Interpreters as co-diagnosticians: Overlapping roles and services between providers and interpreters. *Social Science & Medicine*, 64, 924-937.
- Hsieh, E. (2006). Conflicts in how interpreters manage their roles in provider-patient interactions. *Social Science & Medicine*, 62, 721-730.
- Hsieh, E. (2006). Understanding medical interpreters: Re-conceptualizing bilingual health communication. *Health Communication*, 20, 177-186.
- Hsieh, E. (2004). The importance of liaison interpreting in the theoretical development of translation studies. *翻譯學研究集刊 Fan I Hsueh Yen Chiu Chi K'an* [Studies of Translation and Interpretation], 8, 283-322.
- Hsieh, E. (2004). Stories in action and the dialogic management of identities: Storytelling in transplant support group meetings. *Research on Language and Social Interaction*, 37, 39-70.
- Hsieh, E. (2003). The communicative perspective of medical interpreting. *Studies in English Language and Literature*, 11, 11-24.
- \* Special issue in translation and interpretation. *Studies in English Language and Literature* is a referred academic journal accredited by the National Science Paper of the Republic of China.

Hsieh, E. (2002). Necessary changes in modern translation ideology. *翻譯學研究集刊 Fan I Hsueh Yen Chiu Chi K'an* [Studies of Translation and Interpretation], 7, 399-435.

Fan I Hsueh Yen Chiu Chi K'an [Studies of Interpretation and Translation] is one of the first-tier journals of translation studies accredited by the National Science Paper of the Republic of China.

Brashers, D. E., Goldsmith, D. J., & Hsieh, E. (2002). Information seeking and avoiding in health contexts. *Human Communication Research*, 28, 258-271.

Book Chapters Hsieh, E., & Kramer, E. M. (in press). The clashes of expert and layman talk: Constructing meanings of interpreter-mediated medical encounters. In C. Callahan (Ed.), *Communication, comparative cultures and civilizations* (Vol. 3). Cresskill, NJ: Hampton Press.

Hsieh, E. (2009). Bilingual health communication: Medical interpreters' construction of a mediator role. In D. Brashers & D. Goldsmith (Eds.), *Communicating to manage health and illness* (pp. 135-160). New York: Routledge.

Brashers, D. E., Hsieh, E., Neidig, J. L., & Reynolds, N. R. (2006). Managing uncertainty about illness: Health care providers as credible authorities. In R. M. Dailey & B. A. Le Poire (Eds.), *Applied interpersonal communication matters: Family, health, & community relations* (pp. 219-240). New York: Peter Lang.

Brashers, D. E., Rintamaki, L. S., Hsieh, E., & Peterson, J. L. (2006). Pragma-dialectics and self-advocacy in physician-patient interactions. In M. A. van Rees & P. Houtlosser (Ed.), *Considering Pragma-Dialectics* (pp. 23-34). Mahwah, NJ: Erlbaum.

Proceedings Hsieh, E., Kong, H., Kramer, E. M. (in press). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威. [Constructing meanings and authority in bilingual health care].

*Post-Conference Proceedings of the Thirteenth Conference on the Teaching of Translation and Interpretation*. Taipei, Taiwan: Bookman.

Hsieh, E., Kong, H., Kramer, E. M. (2009). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威. [Constructing meanings and authority in bilingual health care]. *Pre-Conference Proceedings of the Thirteenth Conference on the Teaching of Translation and Interpretation* (pp.33-48). Taipei, Taiwan: Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University.

Hsieh, E. (2007). 角色呈現之管理：醫療口譯員於雙語醫病互動中扮演之場域管控. [Managing role performances: Interpreters as stage managers in bilingual provider-patient interactions]. *翻譯與跨文化交流：轉向與拓展—首屆海峽兩岸翻譯與跨文化交流研討會論文集 Proceedings of the First Cross-straits Symposium on Translation and Intercultural Communication* (pp. 356-364). Shanghai, China: Shanghai Foreign Language Education Press.

Hsieh, E. (2006). Bilingual health communication: Medical interpreters' construction of a mediator role. *Proceedings of the Eleventh International Symposium on the Teaching of Translation and Interpretation: The subjectivity of translation and interpretation* (pp. 225-248). Taipei, Taiwan: Graduate Institute of Translation and Interpretation, National Taiwan Normal University.

Hsieh, E. (2003). The importance of liaison interpreting in the theoretical development of translation studies. *Proceedings of the Seventh Conference on the Teaching of Translation and Interpretation* (pp. 165-199). Taipei, Taiwan: Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University.

Hsieh, E. (2002). The necessary changes in the modern translation ideology. *Proceedings of the Sixth Symposium on the Teaching of Translation and Interpretation; Twenty-first century innovation in technology: Teaching translation and interpretation* (pp. 142-165). Tainan, Taiwan: Department of Applied Languages for Interpretation & Translation, Chang Jung Christian University.

Hsieh, E. (2001). Training in different models of medical interpretation. *Proceedings of the Fifth Symposium on the Teaching of Translation and Interpretation: The trends and outlook of the teaching of translation and interpretation in the 21st Century* (Vol. 2, Sec. 3, pp.1-15). Taipei, Taiwan: Graduate Institute of Translation and Interpretation, National Taiwan Normal University.

- Book Reviews Hsieh, E. (2008). [Review of the book *Emerging Perspectives in Health Communication: Meaning, Culture, and Power*]. *Journal of Health Communication*, 13, 824-826.
- Hsieh, E. (2007). [Review of the book *Dialogue Interpreting in Mental Health*]. *Journal of Language and Social Psychology*, 26, 410-415.
- Hsieh, E. (2006). [Review of the book *Medical interpreting and cross-cultural communication*]. *Journal of Language and Social Psychology*, 25, 182-187.

- Translated Books Carlson, D., & Carlson, H. (2002). *做自己的知己 Zuo zi ji de zhi ji* [Where is your head? Psychology for teenagers]. (I. -L. Hsieh & L. -C. Lin, Trans.). Beijing, China: Hwaling. (Original work published 1998).
- Carlson, D., & Carlson, H. (2002). *女孩同樣優秀 Nu Hai Tong Yan You Xiou* [Girls are equal too: The teenage girl's how-to-survive book]. (I. -L. Hsieh, Trans.). Beijing, China: Hwaling. (Original work published 1998).
- Carlson, D., & Carlson, H. (2001). *做自己的知己 Zuo zi ji de zhi ji* [Where is your head? Psychology for teenagers]. (I. -L. Hsieh & L. -C. Lin, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1998).
- Carlson, D., & Carlson, H. (2001). *女兒當自強 Nu er dang zi qiang* [Girls are equal too: The teenage girl's how-to-survive book]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1998).
- Hipp, E. (2001). *我就是要你快樂 Wo jiu shi yao ni kuai le* [Fighting invisible tigers: A stress management guide for teens]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1995).
- Galbraith, J., & Delisle, J. (2001). *你是資優生 Ni shi zi you sheng* [The gifted kids' survival guide]. (I. -L. Hsieh, Trans.). Taipei, Taiwan: Hann Colour Culture. (Original work published 1996).
- UCSF Stanford Health Care. (1998). *成人腎臟／腎臟胰臟移植計畫 Cheng ren shenzan/shenzan-yizan yi zhi gi hua*. [Adult kidney/kidney-pancreas transplant program]. (1998). (I. -L. Hsieh & C. C. Tsai, Trans.). Stanford, CA: Author.

- Essays Hsieh, E. (2005). *繁花盛開的中大*. [Blooming in the NCU]. 中大文集: 中央大學九十週年校慶特刊 *Literary Collection of the NCU: The 90<sup>th</sup> Anniversary of the National Central University* (Vol. 3, pp. 211-213). Taipei, Taiwan: 2-Fishes Press.
- Hsieh, I. -L. (2002). 飛躍太平洋的回憶 *Faiyue taipingyang de hueyi* [Memories across the Pacific Ocean] *中論 Chung Lun*, 67, 68-71.\*
- \**Chung Lun* is an academic journal for Chinese Language and Literature. This paper is an invited commentary on studying Communication in the United States.
- Hsieh, I. -L. (1997). 散文：風起時 *San wen: Fong qi shi* [Essay: As the wind rises] *明道文藝 Ming Tou Wen Yi*, 252, 174-186.
- \**Ming Tou Wen Yi* is an academic journal for Chinese Language and Literature. This article is a piece of creative writing that received honors in a competition.

INVITED TALKS

- Hsieh, E. (2010, January 3-15). *12-Day Graduate Seminar on Intercultural Communication and Translation/Interpretation Studies*. Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
- ❖ This invited graduate seminar is hosted by Fu Jen Catholic University to inaugurate the integration of three graduate institutes (i.e., graduate institutes of Linguistics, Comparative Literature, and Translation and Interpretation Studies) into a new Graduate Institute of Cross-Culture Studies in May, 2010.
- Hsieh, E. (2009, December 29 – 2010, January 10). *10-Day Workshop on Intercultural Communication and Interpretation Studies*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- Kramer, E. (2009, December). *Intercultural Studies in the United States: Past, Present, and Future Directions*. Graduate Institute of Translation and Interpretation, Fu Jen Catholic University, Taipei, Taiwan. Interpreter: Dr. Elaine Hsieh
- ❖ This invited lecture is the first in the series of workshops hosted by Fu Jen Catholic University in preparation for integrating three graduate institutes (i.e., graduate institutes of Linguistics, Comparative Literature, and Translation and Interpretation Studies) into the Graduate Institute of Cross-Culture Studies in May, 2010.
- Hsieh, E. (2008, December 15). *Special Populations: English as Second Language, Cultural Issues*. [Discussion Co-facilitator]. NIH Health Literacy Grantee Meeting, National Harbor, MD.
- Morgan, S., & Hsieh, E. (2008, November 20). *Funding opportunities*. Presentation at the Doctoral and Early Career Pre-Conference in Health Communication: Innovation through Collaboration, National Communication Association, San Diego, CA.
- Hsieh, E. (2007, May 11). *Identity management in cross-cultural health care: The communicative practices of interpreters*. Research Forum/Grand Round, Memorial Sloan-Kettering Cancer Center, New York, NY.
- Hsieh, E. (2007, March 2). *Health Literacy: What can be done to promote patient understanding in primary care?* Research Forum, Family Medicine Center, University of Oklahoma-Health Sciences Center, Oklahoma City, OK.
- Hsieh, E. (2007). *A forum for learning about the process of grant writing*. The 2007 Sooner Communication Conference, University of Oklahoma, Norman, OK.
- Hsieh, E. (2007, January 4). *Theorizing liaison interpreting: Medical Interpreting as a Coordinated Activity*. Presented at the Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.
- Hsieh, E. (2006, December 25). *Role performances and conflicts faced by community interpreters*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.
- Hsieh, E. (2002). In Cardoza, K. J. (Producer), *Series on Minority Cultural Groups and Health Care Access* [Radio Broadcast]. Champaign, IL: WILL.

CONFERENCE PRESENTATIONS

- Hsieh, E., Ju, H., & Kong, H. (2009, November). *Dimensions of trust: The tensions and challenges in provider-interpreter trust*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Hong, S. J. (2009, November). *Not all are desired: Providers' views on interpreters' emotional support to the patient*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Kramer, E. M. (2009, October). *Consciousness and interpretation: Interpreters at the civilizational frontlines*. Paper presented at the 37th Annual Jean Gebser Conference, Long Island, NY.

- Hsieh, E., Kong, H., & Kramer, E. M. (2009, January). 醫療口譯員與醫護人員如何建構、協調彼此的溝通語意及專業權威 [Constructing meanings and authority in bilingual health care]. Paper presented at the Thirteenth Conference on the Teaching of Translation and Interpretation/the Third Cross-straits Symposium on Translation and Intercultural Communication, Taipei, Taiwan.
- Hsieh, E., & Kramer, E. M. (2008, May). *The clashes of expert and laymen talk: Constructing meanings in interpreter-mediated medical encounters*. Paper presented at the annual meeting of International Communication Association, Montreal, Canada.  
 ❖ Top Paper, Language and Social Interaction Division.
- Hsieh, E. (2008, April). *Negotiating authority in bilingual health care: Collaborations and competitions of expertise in interpreter-mediated interactions*. Paper presented at the Kentucky Conference on Health Communication, Lexington, KY.  
 ❖ Top Young Scholar Paper Award
- Hsieh, E., & Brashers, D. E. (2007, November). *Coping as a coordinated activity: Situating health literacy and social support in the management of diabetes*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E., & Kramer, E. M. (2007, October). *Negotiating the voices of authority: Constructing meanings in interpreter-mediated medical encounters*. Paper presented at the 36th Annual Jean Gebser Conference, Eau Claire, WI.
- Hsieh, E. (2006, December). *Bilingual health communication: Medical interpreters' construction of a mediator role*. Paper presented at the Eleventh Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2006, November). *Medical interpreters as co-diagnosticians: Overlapping roles and services between providers and interpreters*. Paper presented at the annual meeting of National Communication Association, San Antonio, TX.
- Hsieh, E. (2006, November). *Negotiating cultural identities in bilingual health communication*. Paper presented at the annual meeting of National Communication Association, San Antonio, TX.
- Hsieh, E. (2005, November). *Moving beyond a conduit model: Medical interpreters' construction of a mediator role*. Paper presented at the annual meeting of National Communication Association, Boston, MA.
- Hsieh, E. (2005, November). *Conflicts in interpreters' role management in provider-patient interactions*. Paper presented at the annual meeting of National Communication Association, Boston, MA.
- Hsieh, E. (2005, July). 角色呈現之管理：醫療口譯員於雙語醫病互動中扮演之場域管控 [Managing Role Performances: Interpreters as Stage Managers in Bilingual Provider-Patient Interactions]. Paper presented at the First Cross-straits Symposium on Translation and Intercultural Communication, Beijing, China.
- Hsieh, E. (2004, November). *"I am not a robot!": Interpreters' Roles and Communicative Goals in Health Care Settings*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.  
 ❖ Top Student Paper and Top Paper, Language and Social Interaction Division
- Hsieh, E. (2004, November). *"I was in such a turmoil!": Conflicts of Interpreters' Role Performances in Health Care Settings*. Paper presented at the annual meeting of National Communication Association, Chicago, IL.
- Hsieh, E. (2003, November). *In search of a model of bilingual health communication: Medical interpreters in provider-patient communication*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.  
 ❖ Ranked 2nd student papers, Health Communication Division.

- Hsieh, E. (2003, November). *Stories in action and the dialogic management of identities: Storytelling in transplant support group meetings*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.
- ❖ Top Student Paper, Language and Social Interaction Division.
- Costa, G., & Hsieh, E. (2003, November). *Pushing Health: A transtheoretical and social marketing approach to internet-based health campaigns*. Paper presented at the annual meeting of National Communication Association, Miami Beach, FL.
- ❖ Top Paper, Human Communication and Technology Division
- Hsieh, E. (2003, August). *Interpreters in medical encounters: In search of a model of bilingual health communication*. Paper presented at National Communication Association Doctoral Honors Seminar, Bowling Green, OH.
- Hsieh, E. (2003, January). *The importance of liaison interpreting in the theoretical development of translation studies*. Paper presented at the Seventh Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2002, November). *Equivalence of what? Speech act theory and translation theories*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA.
- Brashers, D. E., Goldsmith, D. J., & Hsieh, E. (2002, November). *Information seeking and avoiding in health contexts*. Paper presented at the annual meeting of National Communication Association, New Orleans, LA.
- Hsieh, E. (2002, January). *The necessary changes in the modern translation ideology*. Paper presented at the Sixth Symposium on the Teaching of Translation and Interpretation, Tainan, Taiwan.
- Hsieh, E. (2001, November). *To be or not to be: Discrepancies between the ideology and the practice of interpreters*. Paper presented at the annual meeting of National Communication Association, Atlanta, GA.
- ❖ Top Student Paper and Top Paper, Language and Social Interaction
- Hsieh, E. (2001, January). *Training in different models of medical interpretation*. Paper presented at the Fifth Symposium on the Teaching of Translation and Interpretation, Taipei, Taiwan.
- Hsieh, E. (2000, November). *The role of medical interpreters in health communication*. Paper presented at the annual meeting of National Communication Association, Seattle, WA.
- Hsieh, E. (2000, July). *Hybrid text and conflicts of powers: Translation as intercultural communication*. Paper presented at Rochester Academic Conference on Intercultural Communication, Rochester, NY.

## TEACHING

### AWARDS AND HONORS

2010 Invited Adjunct Associate Professor. *12-Day Graduate Seminar on Intercultural Communication and Translation/Interpretation Studies*. Graduate Institute of Translation and Interpretation Studies, Fu Jen Catholic University, Taipei, Taiwan.

This invited graduate seminar is hosted by Fu Jen Catholic University to inaugurate the integration of three graduate institutes (i.e., graduate institutes of Linguistics, Comparative Literature, and Translation and Interpretation Studies) into a new Graduate Institute of Cross-Culture Studies in May, 2010.

2009 /2010 Invited Visiting Scholar. *10-Day Workshop on Intercultural Communication and Interpretation Studies*. Graduate Institute of Translation and Interpretation, National Taiwan Normal University, Taipei, Taiwan.

Spring, 2004 Incomplete List of Teachers Rated as Excellent, University of Illinois at Urbana-Champaign

Spring/Fall, 2003 Incomplete List of Teachers Rated as Excellent, University of Illinois at Urbana-Champaign

### COURSES TAUGHT

My primary teaching interests are (a) Health Communication, (b) Language and Social Interaction, (c) Interpersonal Communication, (d) Intercultural Communication and (e) Qualitative Research Methods.

Univ. of Oklahoma **Comm 5810: Seminar: Communicating Identities in Health and Illness**

This seminar will examine diverse theoretical and methodological approaches to understanding the interrelationships among communication, identity/self, and health/illness. Although there will be an emphasis on the social processes of enacting identity in face-to-face interactions, we will also sample theories with a more social cognitive emphasis and issues related to mass media communication. The class is designed to assist students in comparing and contrasting different conceptualizations, theories, and methods by examining a wide variety of issues so that the students can make informed choices about theory and method in their own research.

**Comm 5313: Qualitative Research Methods**

This course concerns the range of qualitative empirical methods employed in the social sciences, especially communication. Sample methods covered in this class include ethnography of communication, participant observation, various types of interviews, grounded theory, and ethical issues.

**Comm 5252: Cross-Cultural Communication: Theory and Research**

This course examines communication variables as they function in varied cultures and subcultures. Three general objectives govern this course: (a) to increase awareness of one's strengths and weakness when functioning in a cross-cultural setting, (b) to study the reciprocal relationship of communication and culture, and (c) to examine the problems of communication research in a cross cultural context and to develop guidelines to help overcome these obstacles. The specific communicative contexts and settings that will be covered in this class include: conflicts, business, health and illness, identity management, interpersonal communication, language perspectives, and nonverbal communication.

**Comm 5242: Language Perspectives of Communication**

This course examines a number of perspectives that see language (a) as connected to culture and communication and (b) as a resource for and a product of the construction of the communicative contexts. Sample theories covered in this class include: language and identity, rhetorical and cultural perspectives of language and social interaction, speech act theory, implicatures, cross-cultural speech acts, conversation analysis, language and social reality, pragmatic and performative use of language, language ideologies, and methodological problems in language studies.

**Comm 5212: Interpersonal Communication**

This course takes a detailed look at specific theories within the sphere of interpersonal and relational communication. This course explores various theoretical approaches including a range of socio-emotional, nonverbal, socio-linguistic theories in understanding human interaction in close interpersonal relationships and examine interpersonal communication in various contexts (e.g., family relationships, romantic relationships, and other applied settings). This course examines the history and rich findings of interpersonal-related issues as well as critical reflections about the current status and future directions of interpersonal communication.

**Comm 4153: Nonverbal Communication**

This course aims to allow students to utilize communication theories to examine their communicative behaviors and provides an overview of nonverbal communication in everyday life. This course provides detailed discussion of various nonverbal channels (e.g., kinesics, proxemic/tactile communication, vocal behaviors) and explores how these aspects influences communication in practical settings (e.g., impression management, job interviews, intercultural communication, etc.).

**Comm 4413: Issues in Health Communication**

This is a thematic course, which focuses on in-depth, context-specific, health-related research and theories. Introduces various themes that are important in health communication, with particular focuses on interpersonal (e.g., social support, uncertainty management, provider-patient communication), cross-cultural (e.g., cross-cultural health care and illness ideology), and organizational (e.g., HMOs and risk communication) contexts.

**Comm 3810: Intercultural Communication in Health Contexts**

This course examines the basic theories and principles of communication in intercultural and health care contexts. This course views health care settings as a rich environment that allows the students to conceptualize the different perspectives and systems of culture. This course provides an overview of health communication theories and incorporates practical applications (e.g., skill development) into its curriculum. Sample topics covered in the class include: health literacy, health disparity, patient advocacy, provider-patient communication, health campaigns, minorities in health care settings, HMOs and health care policies.

**Comm3313: Communication and Public Health**

The course is designed to introduce students to concepts fundamental to the understanding of human health behavior and health promotion and provide hands-on practices of campaign execution. It will include an examination of several individual-based, social-based, organization-based and eco-social theories, including the Health Belief Model, the Theory of Planned Behavior, the Transtheoretical Model, Decision-Making, Social Support, Social Learning Theory, and Diffusion of Innovations. In addition, students work in groups to collaborate with local communities in designing and executing a theory-driven health campaign that meets the needs of the local communities.

**Comm 2213: Interpersonal Communication**

This course provides an overview of interpersonal communication theories and incorporates application and skill development into its curriculum. Sample concepts covered in the class include nonverbal communication, identity, politeness theory, social support, self-disclosure, and conflict management.

**Comm 1113: Principles of Communication**

This course aims to allow students to utilize communication theories to examine their communicative behaviors and provides an overview of interpersonal interactions in everyday life. Sample concepts covered in the class include cross-cultural interactions, identity management, speech act theory, and language and social interactions., centering on language and social interactions. Sample concepts covered include speech act theory, self and other, strategic use of identities, performances of self, and power/resources in interpersonal interactions.

Univ. of Illinois **SpCom 230: Interpersonal Communication**

This course provides an overview of interpersonal communication theories and incorporates application and skill development into its curriculum. Sample concepts covered in the class include nonverbal communication, identity, politeness theory, social support, self-disclosure, and conflict management.

**SpCom 101: Principles of Effective Speaking**

This course is designed to develop oral presentation skills, including thought organization and structure, argument development, and delivery techniques.

Fu Jen Cath. Univ., **Invited Graduate Seminar:**

Taipei, Taiwan **Intercultural Communication and Translation/Interpretation Studies**  
 This course provides an overview of intercultural communication theories and incorporates the recent development and findings of translation and interpreting studies into the discussion and examination of intercultural communication. The course aim to provide students with a broad understanding of communicative approaches to translation/interpretation studies and suggest new theoretical/methodological issues that can complement the current landscape of translation and interpretation studies. Sample concepts covered in the class include language ideology and cultures, speech act theory, discourse pragmatics, agency in discursive processes, and qualitative research methods. [Spring, 2010]

ADVISING

Dissertation Chaired

Doctoral Committees Chaired

Haiying Kong (Univ. of Oklahoma, 2007-present) ; Co-Chaired with Dr. Eric Kramer  
 Jennifer White (Univ. of Oklahoma, 2007-present)

Nakia Welch (Univ. of Oklahoma, 2008-2009); Co-Chaired with Dr. Arthur VanGundy

Doctoral Committee Membership

Satoko Izumi (Univ. of Oklahoma, 2004-present)  
 Chandrani Ray (Univ. of Oklahoma, 2004-present)  
 Tiffany Mindt (Univ. of Oklahoma, 2004-present)  
 Miglena Daradanova (Univ. of Oklahoma, 2006-present)  
 Richard E. Davis (Univ. of Oklahoma, 2006-present)  
 Tae-Sik Kim (Univ. of Oklahoma, 2006-present)  
 Kelly McKay-Semmler (Univ. of Oklahoma, 2006-present)  
 Sandy Moore-Furieux (Univ. of Oklahoma, 2007-present)  
 Takuya Sakurai (Univ. of Oklahoma, 2007-present)  
 Lindsay Wakefield (Univ. of Oklahoma, 2008-present)

Naoto Ogawa (Ph.D.; Univ. of Oklahoma, completed 2007)  
 Masaki Yoshitake (Ph.D.; Univ. of Oklahoma, completed 2008)  
 Konstantin Tovstiadi (Ph.D.; Univ. of Oklahoma, completed 2008)  
 Anna Wang (Univ. of Oklahoma, completed 2009)

Master's Advising

Soo Jung Hong (Univ. of Oklahoma, 2009-present)

Master's Committee Membership

Kevin Blake (M.A.; Univ. of Oklahoma, completed 2009)  
 Gerald Breen (M.A.; Univ. of Oklahoma, completed 2005)  
 Meredith Kalas (M.A.; Univ. of Oklahoma, completed 2007)

Faculty Mentor

Yolanda Emerson (Univ. of Oklahoma, 2007-2008)

McNair Scholar, Ronald E. McNair Post-baccalaureate Achievement Program

Project: *Situating Social Support and Health Literacy in African American Women's Management of Diabetes*

Haiying Kong (Univ. of Oklahoma, 06/01/2009-07/31/2009)

OCTIS Scholar, Oklahoma Clinical and Translational Sciences Institute Scholar Program

Project: *Illness as a Coordinated Family Activity: Use of Traditional Chinese Medicine by Elderly Chinese in the United States*

**SERVICES****PROFESSIONAL SERVICE**

## Grant Reviews

## National Institutes of Health

2009 Reviewer, Health Literacy Section, RFA OD-09-003: Challenge Grants

2009 Reviewer, Limited English Proficiency Populations Section, RFA OD-09-003: Challenge Grants

## Editorial Service

Editorial Board Member, The Open Health Services and Policy Journal (2008-)

Member, Communication Education [special issue on health promotion]

Ad Hoc Reviewer Archives of Pediatrics &amp; Adolescent Medicine, 2007, 2008

BMC Health Services Research, 2007, 2009

Communication Education, 2009

Field Methods, 2009

Health Communication, 2009

Human Communication Research, 2007

Journal of Applied Communication Research, 2009

Journal of Applied Social Psychology, 2008

Journal of Computer-Mediated Communication, 2007, 2008

Journal of Family Communication, 2009

Journal of Health Care for the Poor and Underserved, 2007, 2009

Journal of Health Communication, 2008, 2009

Journal of Immigrant and Minority Health, 2007, 2008

Journal of Language and Social Psychology, 2005, 2007, 2009

Medical Decision Making, 2007

Medical Science Monitor, 2007

Research on Language and Social Interaction, 2004, 2005

Social Science &amp; Medicine, 2009

Western Journal of Communication, 2009

翻譯學研究集刊 [Studies of Translation and Interpretation], 2009

Book Reviewer Polity Press, Cambridge, UK. [2005, 2006]

Other Projects *Academic Consultant* to the largest Chinese-translated website (<http://www.myoops.org/twocw/>) that hosts OpenCourseWare, free/open course materials posted on the Internet by major universities such as MIT, John Hopkins University, and etc. (2003-present)*Consulting Editor* for the Taiwan Health in the Globe project [submitted by KingNet 國家網路醫院 /Second Opinion WebHospital (<http://hospital.kingnet.com.tw>)] to the Department of Health, Executive Yuan, Taiwan. (2007)

## National Communication Association

Health Communication Division

*Secretary*, 2006-2008*Paper Reviewer*, 2006, 2007, 2008, 2009

Language and Social Interaction Division

*Paper Reviewer*, 2005, 2006, 2007

## International Communication Association

Health Communication Division

*Paper Reviewer*, 2008, 2009

Language and Social Interaction Division  
*Paper Reviewer*, 2008, 2009

Coalition of Health Communication  
 Member, CHC website committee, 2006-2008  
 Treasurer, 2008-2010

#### UNIVERSITY LEVEL SERVICE

##### Committee

- 2003-2004 Public Safety Advisory Committee, University of Illinois at Urbana-Champaign.
- 2008 Member, Selection Committee for the Everett L. Drumright Scholarship, University of Oklahoma.
- 2009 Member, Selection Committee for the 2008-2009 Outstanding Asian American Student Awards, University of Oklahoma.

##### Other

- 2005-present *Faculty Advisor*. Asian-American Student Association, University of Oklahoma.
- 2007 Responsible Conduct of Research Training Seminar - Instructor Training. April 28, May 5, 2007 (14 hours). Program for Instructional Innovation, University of Oklahoma.
- 2006 Trainer Training for Responsible Conduct of Research completed on December 12, 2006. Program for Instructional Innovation, University of Oklahoma.
- 2002 *Contributor* of Sample Informed Consent Forms for the Institutional Review Board for the Protection of Human Subjects, University of Illinois at Urbana-Champaign.

#### DEPARTMENTAL SERVICE

Committees Undergraduate Curriculum Committee, 2006-2008  
 Faculty Search Committee, 2006-2007: Health Communication Position

GTA Training Hsieh, E. (2009, October 29). *Panel: Q&A with Veteran Instructors*. Graduate Teaching Assistant Training.

Brown Bag Hsieh, E. (2007, February 15). CGSA Brown Bag Event. Topic: Grant and Academic Life.  
 Hsieh, E. (2006, November 2). CGSA Brown Bag Event. Topic: Presenting Papers at NCA.

Speech Hsieh, E. (2005). [Judge] Josh Lee Public Speaking Competition, Department of Communication, University of Oklahoma.

Faculty Marshal Convocation, Dept. of Communication, University of Oklahoma  
 2004 Fall, 2005 Fall/Winter,

Conferences Sooner Communication Conference  
 Respondent, 2005, 2006, 2009  
 Speaker:  
 Hsieh, E. (2007). *A Forum for Learning about the Process of Grant Writing*, The 2007 Sooner Communication Conference, University of Oklahoma, Norman, OK.  
 Moderator. (2005, April 28). *Beginning a health disparity dialogue: Working toward equality in health care in our community*. In celebration of National Awareness Cancer Week and National Public Health Week. CGSA, Dept. of Communication, Univ. of Oklahoma

Assessment Undergraduate Assessment, 2005, 2006, 2007, 2009

COMMUNITY SERVICE

- 2000-2004 *Medical Interpreter* for East Central Illinois Refugee Mutual Assistance Center (ECIRMAC) and local hospitals.
- 1998 *Lecturer, Cultural Sensitivity Workshop, UCSF Stanford Health Care* / 2-day seminars for physicians and head nurses on cultural sensitivity in medical settings
- 1998 *Interpreter/Intern, Interpreter Services, UCSF Stanford Health Care* / 196 hours training of medical interpretation and health communication.

OTHER PROFESSIONAL EXPERIENCE

- 2003 *Research Consultant, MDX Medical Dialogue Exchange.*  
Medical Dialogue Exchange is a private company that conducts research to provide technology and content for facilitating and tracking dialogue between patients and healthcare professionals who speak in different languages.
- 1998-1999 *AT&T Language Line Interpreter* over-the-phone interpretation for health, business, legal, and various types of communication

## REFERENCES

### Dissertation Committee, Chair

#### **Dale E. Brashers**

Professor and Department Head, Communication

Professor, Medicine

University of Illinois at Urbana-Champaign

Email: [dbrasher@illinois.edu](mailto:dbrasher@illinois.edu)

Phone: 217-333-2683

**Research Interests:** Health communication; effects of HIV illness on communication; uncertainty management; argumentation; research methods.

### Members of Dissertation Committee

#### **John P. Caughlin**

Associate Professor, Communication

Email: [caughlin@illinois.edu](mailto:caughlin@illinois.edu)

Phone: 217-333-4340

**Research Interests:** Interpersonal communication, family communication, conflict in close relationships, secrecy and privacy in close relationships.

#### **Daena J. Goldsmith**

Professor, Communication

Lewis & Clark

Email: [daena@lclark.edu](mailto:daena@lclark.edu)

Phone: 503-768-7613

**Research Interests:** Communication in personal relationships, especially advice-giving and social support; the role of communication in coping with chronic illness; gender similarities and differences in interpersonal communication.

#### **Peggy J. Miller**

Professor, Communication

Professor, Psychology

Email: [pjm@illinois.edu](mailto:pjm@illinois.edu)

Phone: 217-333-4867

**Research Interests:** Variation in communication within and across cultures; early socialization; everyday discourse; cultural psychology; ethnographic methods.

### Colleagues at the University of Oklahoma

#### **Todd Sandel**

Associate Professor, Communication

Email: [tsandel@ou.edu](mailto:tsandel@ou.edu)

Phone: 405-325-1809

**Research Interests:** Intercultural communication, language and social interaction, family communication, and Taiwanese/Chinese studies.

#### **Kevin B. Wright**

Associate Professor/Interim Chair, Communication

Email: [kbwright@ou.edu](mailto:kbwright@ou.edu)

Phone: 405-325-5946

**Research Interests:** Health communication, computer-mediated communication, interpersonal communication, and life span communication.

#### **Dan O'Hair**

Professor, Communication

Dean, College of Communication and Information Studies, University of Kentucky

Email: [OHair@uky.edu](mailto:OHair@uky.edu)

Phone: 859-257-7805

**Research Interests:** Risk and health communication, public relations, business communication, and media management.