



## Setting the Standard for Quality in Healthcare Interpreting



May 2016

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## Make Your Voice Matter! Complete the National JTA Survey Today!



On May 16, we launched **the 2<sup>nd</sup> national Job Task Analysis (JTA) survey of healthcare Interpreters. The survey is for *all***

### Next Webinar

Please join us at this free webinar **“National Job Task Analysis of the Healthcare Interpreter Profession: What? How? Why?”** on **May 20, 2016 at 1 pm EST/ 12 pm CST/ 10 am PST** to learn why CCHI is now conducting another national Job Task Analysis survey of the healthcare interpreter profession, why **YOU** should complete the survey, and how to do it.

The webinar will specifically discuss how answering the survey questions helps define and shape the future of the healthcare interpreter profession.

**healthcare interpreters in the U.S.** (not just those who are certified) and **is open until June 20, 2016.**

**The survey only takes about 30 minutes to complete and is available online at [https://www.research.net/r/CCHI\\_Survey](https://www.research.net/r/CCHI_Survey).**

All responses are kept confidential and will be reported in aggregate form only. Individual responses will **NOT** be identified.

Individuals who complete the survey will be entered into a **random drawing to receive one of twenty \$25 Amazon gift cards.**

The JTA is the most widely accepted and nationally used process to identify the current knowledge, skills and abilities needed for successful job performance. This process is a requirement of the standards and policies for competency assessment established by the National Commission for Certifying Agencies, which accredits CCHI's healthcare interpreter certification program.

The survey starts with the introductory information about the JTA and CCHI (Screens #1 and 2 after login). Screen #3 contains *Instructions* about the three Validation Rating Scales that you will use to rate the healthcare interpreter job tasks and domains. The survey questions start on Screen #4. Each question is presented as a statement defining a task, read it carefully and provide 3 scores for each task statement, and then provide the 3 scores for the overall job domain.

If you are a CCHI-certified interpreter or our Newsletter subscriber you received a personal email from us with a special survey link and a unique code. Please use that link to complete the survey. If you did not get an email, then please use the link provided in this article or on our homepage.

The information collected as part of the JTA study will be a valuable resource to the entire healthcare interpreting community. In addition, it will provide the basis for updating the content and structure of CCHI's certification examinations. The JTA Study Report will be published and available to the public.

Your participation in and support of this effort is invaluable. It is your opportunity to be part of a national project that defines and shapes the future of our profession.

Visit [https://www.research.net/r/CCHI\\_Survey](https://www.research.net/r/CCHI_Survey) TODAY!

Don't forget about our [first ever crowdfunding campaign on Indiegogo](#)! It has had 105 backers! **CCHI is grateful every person for their contribution!** Our special thanks are to these **language companies and training organizations** that are

This webinar is for all stakeholders of the healthcare interpreting industry: interpreters of all levels of experience, interpreter services managers/supervisors, recipients of such services, and interpreter educators and trainers.

Register at: <https://goo.gl/iUuABU>



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## New Resources on CCHI's Website

If you haven't visited our website recently, you may have missed some new resources:

- **Don't miss Summer Conferences** – visit our special webpage. For each conference that has CE hours accredited by CCHI's CEAP, there is a list of specific sessions that are CE-approved. Please make sure to get presenter's signature for attending these sessions. The **Interpreting Industry Conferences page** is available [here](#).

showing their support for the profession: [MasterWord Services, Inc.](#) (TX), [MITS](#) (CA), [Language World Services](#) (CA), [InterpretAmerica](#), [Voices for Health](#) (MI), [Ricarti Group](#) (CA, PA, OK). You can contribute, too - <https://igg.me/at/CCHIJA16>.

## CCHI Welcomes a New Commissioner

CCHI welcomed its new Commissioner Jaime Fatás-Cabeza, USCCI, CHI™-Spanish, last month. Jaime is the director of the undergraduate degree program in healthcare and legal translation and interpretation at the University of Arizona. He is an associate and examiner for the National Center for Interpretation, Testing, Research and Policy. He is a United States Court Certified Interpreter (USCCI, English/Spanish), a Certified Healthcare Interpreter™-Spanish, and is a certified translator by the American Translators Association (ATA).



Jaime has been a staff judicial interpreter with the Trial Court of Massachusetts, president of the Judicial Interpreters of Massachusetts, Operations Supervisor of Interpreting Services at Harvard's Brigham and Women's Hospital, and official translator and interpreter for Spanish and Mexican consular offices. He is a conference interpreter.

Jaime has taught Translation and Interpretation at the School for Professional Studies at Boston University and at Bentley College, MA; Music and Spanish Language and Culture at Tufts University and the University of Massachusetts/ Boston, as well as in Spanish educational institutions. His professional experience includes stints as staff translator and editor for school and college divisions at Houghton Mifflin Publishing Co., Prentice Hall, and Simon and Schuster. He has recently designed a bilingual assessment (English/Spanish) protocol and training course for dual-role healthcare professionals.

Jaime is an elected member of the Board of Directors of the National Council for Interpreting and Healthcare (NCIHC) and a member of the Trainers of Trainers Committee of NCIHC.

## Upcoming Conferences: Plan your professional development

Professional conferences are an important opportunity to meet your certification prerequisite or continuing education requirements. Don't miss these upcoming conferences (click on their names to get to the corresponding registration website):

- [11th Annual Conference "Paving the Way to Health Care Access: A Day of Learning for Interpreters"](#) will be held on **June 10, 2016, in Marlborough, MA**. It is accredited by CCHI/CEAP for **6.5 CE hours**.
- **Iowa Interpreters and Translators Association (IITA)** will hold its [11th Annual Conference](#) on **June 10-11, 2016, in Des Moines, IA**. It is accredited by CCHI/CEAP for **11 CE hours** (7 sessions).
- **CCIO** (<http://www.ccio.org>) and **SEMIA** (<http://www.semia.org/>) will hold its [Regional Medical Interpreter Conference](#) "Language Access: Improving Health and Patient Experience" on **June 25, 2016, in Columbus, OH**. CEAP accreditation is pending. CCHI is a Gold Sponsor, so stop by our table to talk to our Managing Director Natalya Mytareva.
- **Nebraska Association of Interpreters and Translators (NATI)** will hold its [17th Annual Conference](#) "IT for IT: Information Technology for Interpreters and Translators" on **July 28-30, 2016, in Bellevue, NE**. CEAP accreditation is pending.

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## Meet our New Jersey Delegate

**Hank Dallmann, MA, CMI**  
Bridgewater, NJ



Hank Dallmann is a faculty member and Director of the New Brunswick Community Interpreter Project, Department of Family Medicine and Community Health, Rutgers Robert Wood Johnson Medical School.

Mr. Dallmann has lead a robust training program at the medical school for Spanish-speaking dual-role interpreters at two hospitals and various community health centers in central New Jersey since 2010 and also holds an ongoing, terminal appointment in the School of Arts and Sciences at Rutgers where he teaches translation and community interpreting. His work focuses on interventions for effective communication, interpreter education, particularly with undergraduates, medical students and bilingual staff who serve as interpreters, and educating healthcare providers and other stakeholders about practices and standards related to linguistic competency. He is a curriculum development specialist and is very interested in the possibilities of online education and incorporating technology into the classroom and the training rooms.

Mr. Dallmann is currently the Chair of the Education Initiative, part of the Standards and Training Committee, for the National Council for Interpreting in Healthcare. He is a member of the Leadership Council for the New Jersey Statewide Network for Cultural Competency and has co-developed and co-leads a one-day workshop on medical terminology for interpreters with Cross-Cultural Communications in Maryland. Mr. Dallmann is a practicing Spanish medical interpreter and became a certified in 2010. He holds an MA in Spanish Translation and Interpreting from Rutgers University and a BA in Spanish and English from Temple University.

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## CHI™ Summer 2016 Testing

Our **Summer CHI™ testing window** runs on **August 22-September 10, 2016**. If you already have the *CHI™ Notice to Schedule*, make sure to read about our new scheduling procedure. [Starting July, please use our centralized scheduling line to schedule any of the exams.](#)

The CoreCHI™ exam can be scheduled at any time year round. However, the oral CHI™ exams for Arabic, Mandarin and Spanish interpreters are available only 4 times a year (for specific dates [click here](#) and scroll down to the middle of the page).

Please check our [“Testing Centers & Schedule”](#) web page for the test center locations near you. These locations may change during the year; ask our representative about a location closest to you when you call to schedule. If you have any questions about the application process, scheduling or paying for any exam, please contact Malika Sadi-Goodman, our Candidate Management Services specialist, at [CMSspecialist@cchicertification.org](mailto:CMSspecialist@cchicertification.org).



**If you have passed your CoreCHI™ exam, [click here](#) to log into your CCHI profile and take the next steps to schedule your CHI™ exam** during the upcoming testing window.

Don't forget that you have **6 months** from the date your application is approved to take the CoreCHI™ exam and **12 months** to take the CHI™ exam after you pass the CoreCHI™ one. You will have to repeat the process if you miss these deadlines.

**We wish you the best of luck on your exam!**

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*CCHI is leading the national dialogue on healthcare interpreter certification.*

The talents and expertise of many interpreters, trainers and interpreter coordinators are critical to ensuring we get it right, and we invite everyone to visit the [CCHI website](#) regularly for the latest updates.

If you would like to contribute to our Newsletter, please contact us at [news@CCHICertification.org](mailto:news@CCHICertification.org) by the 2nd Tuesday of the month.

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