



Setting the Standard for Quality in Healthcare Interpreting



June 2016

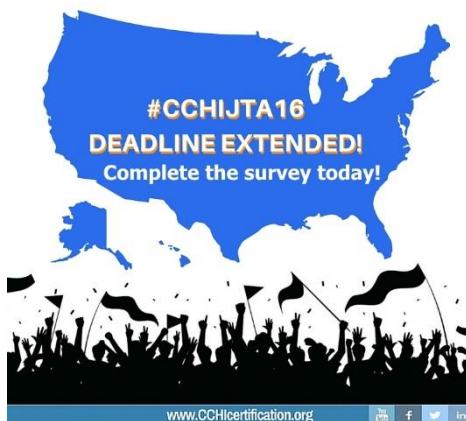
Connect with us:

In This Issue:

- [Reflections on the 2nd National JTA Survey](#)
- [CCHI Welcomes a New Commissioner](#)
- [Jane Kontrimas, CoreCHI™ receives 2nd Annual Tony Winsor Award in MA](#)
- [Interpreter Education News](#)
- [CHI™ Summer 2016 testing window](#)
- [New Resources on CCHI's Website](#)
- [Upcoming Conferences](#)



Reflections on the 2nd National JTA Survey



The Job Task Analysis (JTA) survey is a point of reflection on the profession of healthcare interpreter. When the group of
©June 2016, CCHI Newsletter

Interpreter Education News

- **Reminder:** On July 1, 2016 takes effect the new CE requirement – every two-year cycle at least 2 hours of Continuing Education must be on performance-based topics. If your two-year cycle of certification renewal expires on or after July 1, 2016, you must have a minimum of 2 CE hours (out of 16) that relate to performance based topics aimed to improve your consecutive, simultaneous and sight translation skills. **To learn more, [click here.](#)**

fifteen volunteers from across the country, our [Subject Matter Experts](#), gathered in February to create it, they discussed such questions as *What does it mean to be an interpreter in healthcare settings?*, *How does such an interpreter differ from a bilingual staff or a bilingual individual or an interpreter from other settings or a translator?*, *Has the definition of the profession changed since the first JTA in 2010?*, *Has the environment around the profession changed?*, *Do interpreters need to have the same knowledge, skills and abilities now as in 2010?*, etc. This discussion is captured in the statements about our professional tasks and knowledge and skills needed to perform them that became the JTA survey. (To read more about the volunteers who participated in **the JTA panel**, please visit our webpage [here](#).)

This survey is different from consumer surveys we all are used to. It is meant to validate our current knowledge about what tasks healthcare interpreters perform on the job, to have the whole field confirm (and – as needed – adjust and update) the understanding of our profession. It is your opportunity to reflect. The survey does not have questions, instead it contains descriptions of the interpreter job tasks. We need you, active interpreters (both certified and non-certified), interpreter managers, and trainers, to think over each task carefully and evaluate it on the 3 validation scales. If we got it right, then the listed tasks are present, critical and frequent in your daily practice. And if some tasks are less important, we'll have an opportunity to discuss such findings after the survey results are analyzed and published.

Your responses will contribute to creating an up-to-date, clear description of our profession. And this will make it easier for other healthcare and allied professions to understand us and what we do.

The survey is for *all* healthcare interpreters in the U.S. (not just those who are certified), and **its deadline is extended until July 10, 2016.**

The survey only takes about 30 minutes to complete and is available online at https://www.research.net/r/CCHI_Survey.

If you personally have already submitted the survey, we truly appreciate it, and you do not need you to complete it again. However, **we ask you to talk to your colleagues** at work, your local professional group, and on social media **and encourage them to complete the survey, too!**

Thank you for giving back to the entire profession by filling out this survey! **And don't forget, you may win one of the twenty \$25 Amazon gift cards** when we do a random drawing!

- Ready to study for the CoreCHI™ exam in a highly interactive instructor-led online training? REACH's next **Medical/Healthcare Interpreting 101™**, a 40-hour training for certification **will begin July 8, 2016!** There is still time to register and prep for the written exam while in the comfort of your own office or home anywhere in the country with a live instructor! Click on the link below for all details. <http://reach-diversity.com/medicalhealthcare-interpreting-101trade-a-40-hour-training-for-certification.html>



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](#).

Make your voice count! Together we can make our profession understood!

Complete the survey today

(https://www.research.net/r/CCHI_Survey)!

CCHI Welcomes a New Commissioner

CCHI welcomed its new Commissioner **Erin Rosales, B.A., CPLP®**, in June. Erin Rosales is Director of Interpreter Development for Connecting Cultures, Inc. She has a B.A. in Spanish and Ministry from Viterbo College. She holds a Certified Professional in Learning and Performance® designation from the Association for Talent Development. She is a member of the Standards and Training Committee of the National Council on Interpreting in Health Care and is co-lead for the Home for Trainers – Webinars Work Group. She is a member of the American Translators Association.

Since 2003 Erin has been dedicated to actively interpreting in the healthcare field, designing training programs for healthcare interpreters, training interpreters, and developing interpreter trainers. She has a particular interest in workplace learning and performance and in integrating ongoing professional development into the professional practice of healthcare interpreters.



Erin is a regular contributor to the Connecting Cultures blog and is a fan of using social media, especially Twitter (@RosalesErin), to learn from professionals across a variety of fields, to discover and share valuable professional development resources, and to enjoy a bit of whimsy on occasion.

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):

- **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**. 14 sessions are **accredited for 14 CE hours by CEAP**. To find out which sessions are accredited, go to our [Interpreting Industry Conferences webpage](#).
- **RID** holds its [regional conferences](#) between **July 5 – August 7, 2016** in Phoenix (AZ), Pittsburgh (PA), Houston (TX), Louisville (KY), and Charleston (SC).
- **TAHIT** [10th Annual Symposium](#) will take place on **September 9-10, 2016 in Dallas/Fort Worth, TX**. CEAP accreditation pending.
- [TAPIT-TAMIT 2016 Joint Annual Conference](#) will be held on **September 10-11, 2016 in Nashville, TN**, at Vanderbilt University Medical Center. CEAP accreditation pending.
- [Oregon Society of Translators and Interpreters](#) will hold its Annual Conference on **September 23-25, 2016 in Bend, OR**.

Jane Kontrimas, CoreCHI™ receives 2nd Annual Tony Winsor Award in Massachusetts



Jane Kontrimas, 2016 Tony Winsor Award Winner is congratulated by Carla Fogaren, 2015 awardee at the 11th annual Paving the Way to Health Care Access conference in Massachusetts. In the background is Lisa Morris, Director of Cross Cultural Initiatives at UMass Medical School and the conference sponsor.

Jane Kontrimas, CoreCHI™, a medical interpreter and trainer of interpreters at **Beth Israel Medical Center in Boston**, was the second recipient of the **Tony Winsor Award** awarded at the 11th annual *Paving the Way to Health Care Access* Conference on June 10 in Massachusetts. The conference is coordinated by Lisa Morris, MSTD, Treasurer of the National Council on Interpreting in Health Care, and Director of Cross Cultural Initiatives for the MassAHEC Network at the University of Massachusetts Medical School.

The award, which was first presented at the *Paving the Way* conference last year, honors a person who has advocated for professionalizing the work of a medical interpreter to improve language access for all. Tony Winsor was a lawyer who worked for passage of the Massachusetts Emergency Room Interpreter Bill, which was signed into law in 2000. The law mandates hospitals that provide acute care in emergency rooms or acute psychiatric services provide competent interpreter services when treating patients who don't speak English. The statute led to the effort to professionalize medical interpreters and improve access to quality care for patients who are not proficient in English.

Ms. Kontrimas was selected from a field of nine nominees by an outside committee that included Zarita Araujo, President, Cross Cultural Communications Systems, Inc.; Neil Cronin, Advocate, Sr.

Policy Analyst, Massachusetts Law Reform Institute; Joy Connell, Diversity Officer, MA Department of Mental Health; Carla Fogaren, System Director of Diversity Initiatives and Interpreter Services/ADA/504 Compliance Coordinator ADAC, Steward Health Care (and 2015 recipient) and Roxanne Reddington-Wilde, Action for Boston Community Development, Inc.

The committee stated the following about their selection of Ms. Kontrimas: *“While we were impressed with the nominations as a whole, Jane’s nomination particularly stood out for us. Of note were her overall length of time in the field (interpreting since 1979!), her “front line” experience as a Russian interpreter at Beth Israel Hospital, and the significant body of work that she developed throughout her career. She is a true pioneer and her contributions have made a lasting impact in Massachusetts as well as across the country. We are delighted that she will be honored.”*

The conference sold out this year, reaching nearly 300 interpreters from along the eastern coast. The annual event is sponsored by MassHealth, Massachusetts’ Medicaid program, and the Massachusetts Area Health Education Center (MassAHEC) Network, a unit within UMass Medical School’s Commonwealth Medicine division. Fifteen workshops were offered and topics included: Interpreting in Psychotherapy, Understanding the Zika Virus, Interpreting during a Family Meeting (presented by Ms. Kontrimas), All About Organ Donation, and Interpreting during Clinical Trial.

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. All you need to do is to call 800-947-4228!

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.

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!

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 by the 2nd Tuesday of the month.

[Home](#) | [Get Certified](#) | [Donate](#) | [Get News](#) | [Contact Us](#)

©2015, Certification Commission for Healthcare Interpreters

1725 I Street NW - Suite 300, Washington, DC, 20006, United States